infor

West Virginia State Police

Technical Proposal ORIGINAL

Due Date: 8/30,2016
Submitted by: Infor Public Sector, Inc.
                 Matt Williams, Sr. Account Executive

NOTICE

Please note that, at the bid opening on September 13, 2016, the cost amount was included in this technical proposal from Infor Public Sector, Inc. for CRFP DPS1700000001, which was received at the Purchasing Division office. Because the Request for Proposal process must not reveal the cost proposal during the technical evaluation, the pages with the cost amounts were removed from this proposal prior to posting.

_____

Diane Holley-Brown
Assistant Purchasing Director

August 30, 2016

State of West Virginia
Attn: Tara Lyle/Bid Clerk
Department of Administration
Purchasing Division
2019 Washington St E
Charleston, WV25305

Re: Request for Proposal CRFP #0612 DPS17000000001 Records Management System

Dear Mrs. Lyle:

Infor Public Sector, Inc. ("Infor") is pleased to submit to the West Virginia State Police ("WVSP"), our response to your above-referenced Request for Proposal ("RFP").

Infor understands the importance of this initiative for your agency, and we believe our response will help to identify a clear path for meeting the objectives as stated in the RFP. Our proven record of software excellence, customer satisfaction and service delivery provides a strong foundation for the requirements of this project. We will provide a team distinguished by practical experience in working with public sector clients to work with you to implement an optimized public safety solution.

Our comprehensive public safety solution includes: Infor's *Records Management System, Field Based Reporting, Property and Evidence Management* as well as the requested interfaces. Hardware specifications have been included, however, Infor strongly urges the WVSP to secure hardware from its own sources so as to enjoy the most competitive pricing.

The Infor suite of integrated products offers the WVSP the ease of use provided by today's next generation of applications, and incorporates the integration and business process rules that have served hundreds of other public sector agencies over the past decade.

On behalf of Infor, we look forward to working with you to introduce our RMS, FBR and Property Management solutions. In the following pages, we hope to illustrate the following:

- **Modern Technology** – The processes and best practices of the highly flexible Infor applications enable the agency to grow the solution when needed while simplifying IT requirements and lowering the total cost of ownership.

- **Industry Knowledge** - Our proven track record of experience and dedication to modernizing your dispatch solution throughout the deployment, adoption and ongoing support of your Infor solution will enable the WVSP to achieve the success and responsiveness the citizens of the state require.

- **Integration Experts** – The Infor solution is uniquely designed to provide the easiest and most effective way to integrate/interface with the many other areas of communication within the agency. The Infor team are experts in integration and interfacing with other systems.

infor

Infor
641 Avenue of the Americas
New York, NY 10011

Phone: (646) 336-1700
www.infor.com

Infor has made reasonable efforts to ensure that the information presented in this proposal is accurate. Our responses have been compiled and presented based on the information provided in the RFP and such assumptions as we have deemed appropriate. If the West Virginia State Police require additional information after a review of our responses, Infor will be happy to assist.

Pricing will remain in effect for 180 days from date of submission.

Infor confirms that its enclosed response to the RFP is made without connection with any other person, company, or other parties that have submitted a different response to the RFP and that Infor submits the responsel in good faith without collusion or fraud.

Any questions regarding Infor's response to the RFP should be addressed to either:

Matt Williams   Barbara Meyer
Senior Account Manager   OR   Proposal / Contract Coordinator
Infor Public Sector, Inc.   Infor Public Sector, Inc.
3501 E Frontage Rd, Suite 350   3501 E Frontage Rd, Suite 350
Tampa, FL 33607   Tampa, FL 33607
813-230-4065   813-207-6972
matt.williams@infor.com   barbara.meyer@infor.com

Please be assured that Infor is dedicated to providing West Virginia State Police with the highest level of product functionality and features while maintaining an even higher level of customer satisfaction.

Sincerely,

Matt Williams
Sr. Account Manager

Enclosure: Proposal

cc: Kevin Curry, SVP, Infor Public Sector, Inc.
        Margaret Moran, VP Public Safety, Infor Public Sector, Inc.

Table of Contents

SOLICITATION NUMBER: CRFP – DPS1700000001
Addendum Number: 1

The purpose of this addendum is to modify the solicitation identified as CRFP DPS1700000001 ("Solicitation") to reflect the change(s) identified and described below.

Applicable Addendum Category:

[X] Modify bid opening date and time

[ ] Modify specifications of product or service being sought

[ ] Attachment of vendor questions and responses

[ ] Attachment of pre-bid sign-in sheet

[ ] Correction of error

[X] Other

Description of Modification to Solicitation:

1. The bid opening has been extended from 08/16/2016 to 08/30/2016.

2. Responses to vendor questions will be issued under separate addendum.

Additional Documentation: Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

Terms and Conditions:
1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.

2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFP DPS1700000001

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.
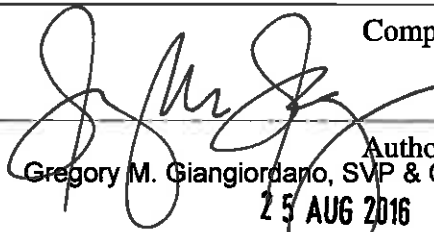
Addendum Numbers Received:
(Check the box next to each addendum received)

[x]   Addendum No. 1   [ ]   Addendum No. 6

[ ]   Addendum No. 2   [ ]   Addendum No. 7

[ ]   Addendum No. 3   [ ]   Addendum No. 8

[ ]   Addendum No. 4   [ ]   Addendum No. 9

[ ]   Addendum No. 5   [ ]   Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Infor Public Sector, Inc.
_____
Company

_____
Authorized Signature
Gregory M. Giangiordano, SVP & General Counsel
2 5 AUG 2016
_____
Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.

REQUEST FOR PROPOSAL

(West Virginia State Police, Records Management System)

By signing below, I certify that I have reviewed this Request for Proposal in its entirety; understand the requirements, terms and conditions, and other information contained herein; that I am submitting this proposal for review and consideration; that I am authorized by the bidder to execute this bid or any documents related thereto on bidder's behalf; that I am authorized to bind the bidder in a contractual relationship; and that, to the best of my knowledge, the bidder has properly registered with any State agency that may require registration.

Infor Public Sector, Inc.
(Company)

(Representative Name, Title) Gregory M. Giangiordano, SVP & General Counsel

PHONE: 678-319-8000 / FAX: 678-319-8949
(Contact Phone/Fax Number)

2 5 AUG 2016
(Date)

Revised 6/8/2012

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

MANDATE: Under W. Va. Code §5A-3-10a, no contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

EXCEPTION: The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. Code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

DEFINITIONS:

"**Debt**" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"**Employer default**" means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

"**Related party**" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceed five percent of the total contract amount.

AFFIRMATION: By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (*W. Va. Code* §61-5-3) that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

WITNESS THE FOLLOWING SIGNATURE:

Vendor's Name: Infor Public Sector, Inc.

Authorized Signature: _____ Date: 2 5 AUG 2016

State of PENNSYLVANIA

County of CHESTER , to-wit:

Taken, subscribed, and sworn to before me this 25TH day of AUGUST , 20 16

My Commission expires 8/16/2018 , 20 19

AFFIX SEAL HERE

NOTARY PUBLIC _Joyette Tenneh Dean_

Purchasing Affidavit (Revised 08/01/2015)

COMMONWEALTH OF PENNSYLVANIA
NOTARIAL SEAL
Joyette Tenneh Dean, Notary Public
Malvern Boro, Chester County
My Commission Expires Aug. 16, 2018
MEMBER, PENNSYLVANIA ASSOCIATION OF NOTARIES

WV-10
Approved / Revised
12/16/15

State of West Virginia
VENDOR PREFERENCE CERTIFICATE

Certification and application is hereby made for Preference in accordance with *West Virginia Code*, §5A-3-37. (Does not apply to construction contracts). *West Virginia Code*, §5A-3-37, provides an opportunity for qualifying vendors to request (at the time of bid) preference for their residency status. Such preference is an evaluation method only and will be applied only to the cost bid in accordance with the *West Virginia Code*. This certificate for application is to be used to request such preference. The Purchasing Division will make the determination of the Vendor Preference, if applicable.

1. **Application is made for 2.5% vendor preference for the reason checked:**
☐ Bidder is an individual resident vendor and has resided continuously in West Virginia for four (4) years immediately preceding the date of this certification; or,
☐ Bidder is a partnership, association or corporation resident vendor and has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification;
☐ Bidder is a resident vendor partnership, association, or corporation with at least eighty percent of ownership interest of bidder held by another entity that meets the applicable four year residency requirement; or,
☐ Bidder is a nonresident vendor which has an affiliate or subsidiary which employs a minimum of one hundred state residents and which has maintained its headquarters or principal place of business within West Virginia continuously for the four (4) years immediately preceding the date of this certification; or,

2. **Application is made for 2.5% vendor preference for the reason checked:**
☐ Bidder is a resident vendor who certifies that, during the life of the contract, on average at least 75% of the employees working on the project being bid are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,

3. **Application is made for 2.5% vendor preference for the reason checked:**
☐ Bidder is a nonresident vendor that employs a minimum of one hundred state residents, or a nonresident vendor which has an affiliate or subsidiary which maintains its headquarters or principal place of business within West Virginia and employs a minimum of one hundred state residents, and for purposes of producing or distributing the commodities or completing the project which is the subject of the bidder's bid and continuously over the entire term of the project, on average at least seventy-five percent of the bidder's employees or the bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years and the vendor's bid; or,

4. **Application is made for 5% vendor preference for the reason checked:**
☐ Bidder meets either the requirement of both subdivisions (1) and (2) or subdivision (1) and (3) as stated above; or,

5. **Application is made for 3.5% vendor preference who is a veteran for the reason checked:**
☐ Bidder is an individual resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard and has resided in West Virginia continuously for the four years immediately preceding the date on which the bid is submitted; or,

6. **Application is made for 3.5% vendor preference who is a veteran for the reason checked:**
☐ Bidder is a resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard, if, for purposes of producing or distributing the commodities or completing the project which is the subject of the vendor's bid and continuously over the entire term of the project, on average at least seventy-five percent of the vendor's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years.

7. **Application is made for preference as a non-resident small, women- and minority-owned business, in accordance with *West Virginia Code* §5A-3-59 and *West Virginia Code of State Rules.***
☐ Bidder has been or expects to be approved prior to contract award by the Purchasing Division as a certified small, women- and minority-owned business.

Bidder understands if the Secretary of Revenue determines that a Bidder receiving preference has failed to continue to meet the requirements for such preference, the Secretary may order the Director of Purchasing to: (a) rescind the contract or purchase order; or (b) assess a penalty against such Bidder in an amount not to exceed 5% of the bid amount and that such penalty will be paid to the contracting agency or deducted from any unpaid balance on the contract or purchase order.

By submission of this certificate, Bidder agrees to disclose any reasonably requested information to the Purchasing Division and authorizes the Department of Revenue to disclose to the Director of Purchasing appropriate information verifying that Bidder has paid the required business taxes, provided that such information does not contain the amounts of taxes paid nor any other information deemed by the Tax Commissioner to be confidential.

Bidder hereby certifies that this certificate is true and accurate in all respects; and that if a contract is issued to Bidder and if anything contained within this certificate changes during the term of the contract, Bidder will notify the Purchasing Division in writing immediately.

Bidder: _____ Signed: **NOT APPLICABLE**

Date: _____ Title: _____

Check any combination of preference consideration(s) indicated above, which you are entitled to receive.

West VA State Police – RMS Responses

Executive Summary

After a complete and thorough review of the "West Virginia State Police, Records Management System" (WVSP or Agency) requirements, Infor Public Sector, Inc. (Infor) is pleased to present our response. Infor proposes a seamless integrated system that includes the Software and Services necessary to deploy a modern public safety law enforcement records system consistent with the stated goals of the West Virginia State Police.

Infor is proud to propose our integrated Law Records Management provided by our partner, Executive Information Services, Inc. RMS is a high performance records management system designed for the specific needs of law enforcement agencies. The system is designed to provide complete data collection and records management, meet State and Federal reporting requirements, improve operational efficiency and enhance investigative capabilities. RMS is part of the RMS Public Safety Software Suite. The system fully integrates with other modules including the Infor computer assisted dispatching and can support exports to the Agency's IBR processing system. System migration and conversion processes have been included to address the migration of data from the Motorola NET RMS.

The proposed RMS will provide a complete solution and provide the capabilities to manage incidents, exchange data with field units, create and maintain data on crime reports, arrests, field interviews, citations and other record types. The integrated nature of proposed system will help eliminate the current police department's redundant data entry processes, and will improve overall departmental efficiency related to reporting functions, resulting in the WVSP's ability to easily and efficiently manage personnel, produce reports and analyze data.

Infor has been successfully delivering these RMS systems for more than 22 years and our team of industry experts stand ready to help the WVSP accomplish its goals. Our easy to use, intuitive applications will make transitioning from the legacy RMS product to highly automated windows system quite easy.

Infor Public Sector, Inc., whose parent company is Infor (US) Inc., is a well-respected supplier of mission-critical public safety applications, which are designed to meet the CAD/Mobile/RMS requirements of, law enforcement agencies, fire/EMS departments, educational facilities, and ambulance service providers. Hundreds of agencies across North America recognize Infor's commitment to ongoing expansion of products, services, and partnerships as their vendor of choice for these mission-critical applications.

Infor (US) is a privately held U.S. software company that specializes in enterprise software ranging from financial systems and resource planning, computer aided dispatch and records management systems, to supply chain and customer relationships Infor (US) is the third largest provider of enterprise applications and services, helping 73,000 customers with software running in more than 200 countries improve operations, drive growth and quickly adapt to changes in business demands. More importantly, we have a growing momentum, earning the business of more than 2,000 new customers in the past year, with double digit sales growth over the last three quarters. We're engineered for speed, with the vision to empower our customers to achieve speed as competitive differentiator and a platform to reimagine enterprise software.

We make decisions quickly, in the best interests of our customers. Infor is a dynamic, team-driven place to work, where solving business problems for customers is our top priority. (www.infor.com)   At Infor, we understand that your business challenges are unique to your line of work. Although Infor's shares are not publicly traded or listed on any public exchange, we are a voluntary public filer with the United States Securities and Exchange Commission and publicly file periodic SEC reports (10-K, 10-Q, etc.) that include financial statements. Infor's filings with the SEC can be accessed at the following links:

http://www.sec.gov/cgi-bin/browse-
edgar?action=getcompany&CIK=0001556148&owner=exclude&count=40&hidefilings=0

Our comprehensive industry suites don't require customization because they already deliver industry-specific functionality and support processes that are critical to micro-verticals like yours. Our eyes are on the future, not the past. Within this proposal Infor has provided for a turnkey implementation of a Law Enforcement Records Management System (RMS) that includes Automated Field Report (AFR/IFR) capabilities, and a significant assortment of supporting capabilities to better enable comprehensive collection and use of event information.

The solution includes modern mobile reporting capabilities with support for multiple mobile RMS solutions that incorporate industry best practices and will serve to significantly streamline overall Agency reporting processes and to improve operational efficiency. The proposed system is supported by a sophisticated Workflow Process Engine that further streamlines report management from initial assignment through the document review process.

Our proposed solution will allow the West Virginia State Police to significantly improve records management capabilities and will provide a central coordinating point for all Agency report information. The proposed RMS is based on the latest's Microsoft .NET technology and has been successfully deployed in other Infor agencies across the country.
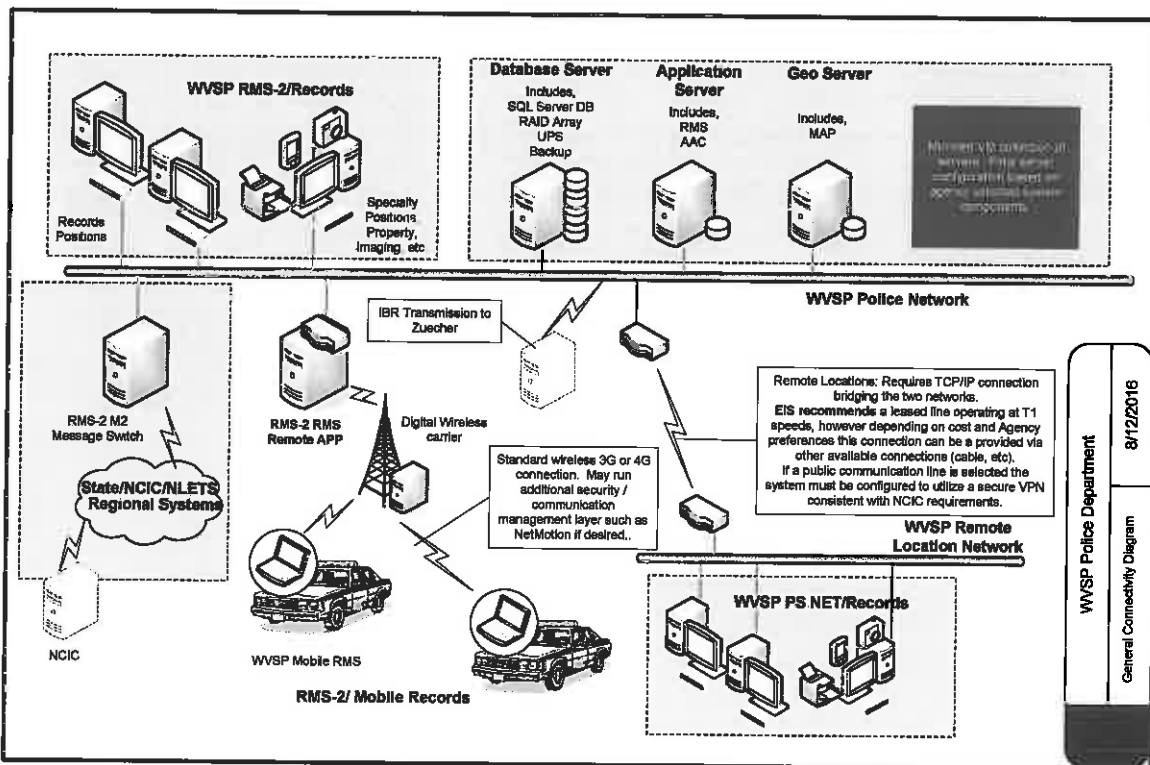
Proposal Overview

Our proposal includes a complete turnkey system of software applications, implementation and training services to deploy our fully integrated RMS Public safety software suite. Our applications are capable of working independently or in a fully integrated suite.

Within this proposal we have attempted to provide complete information system solutions for the West Virginia State Police —and to keep these systems within budgetary limits. Perhaps even more important than immediate solutions, these packages provide an enterprise infrastructure that will serve the Agency as it expands in the future. The attached proposal includes all components supporting the Law Records Management System (RMS), messaging switch and the extension of the RMS to support In-Field Reporting capabilities. The proposed systems include the following:

Infor/EIS proposed solutions include the following:

1. **Law Enforcement Records Management System:** Includes large suite of application modules covering standard law enforcement operations. This RMS package contains all common modules required by most law enforcement agencies; including property management, case management, and document/photo imaging.
2. **In-Field Reporting:** This extends specific RMS capabilities to the fielded officer, and provides an easy method for officers to enter reports from the vehicle laptops or in station computers.
3. **MatriX 2 (M2) message switch** an on-line integrated interface to local and regional databases, including NCIC/DMV.
   i. **Inquiry adapter** – Provided a standard set of inquiry message keys into the state message switch.
   ii. **Entry adapter** – As an option he system can support an integrated NCIC direct entry function. This capability utilizes the core report data to manage the data entry into the NCIC system for entry, clear and cancel purposes. Standard set includes: warrants, persons, vehicle entry, restraining orders and more.
4. **Specialized interfaces** to support operations as specified in the response.
5. **Regional Data Sharing:** Options for the provision of a fully integrated regional system, and the installation of the system within the existing agencies, and with neighboring agencies utilizing Infor/EIS application software. The regional architecture is based on Agency centric systems, interconnected via regional data exchange and indexing services supporting inter-system data exchanges designed to share index and select RMS information between participating agencies.
6. **Data Conversion Services** to convert existing Motorola NET RMS Data from the existing RMS system. We offer extensive experience in the conversion of the existing system. Full conversion specifications to be developed prior to system installation.
7. **IBR Interface** for the purpose of submitting RMS IBR data to the States Zuercher IBR system.
8. **SQL Server Reporting Services.** Standard and custom system reports provided through SQL Server reporting services.
9. **Installation** all systems and software by staff engineers.
10. **On-Site Training:** all users of the system trained by staff personnel.

11. **On Site Support** during Go-Live: support personnel are onsite for each shift as systems go-live.
12. **Site licensing of most software.** This means additional workstations can be added in the future at no additional licensing costs.
13. **Easy to Do Business With** – We provide Toll Free Phone Service, Infor Xtreme Support Web-Site Portal, Email, Messaging, and Fax methods to communicate with our expert support personnel.

Implementation of major new technology is always a challenge for any organization. Within this proposal, however, we have endeavored to make it as easy as possible for the West Virginia State Police. We will also be happy to amend this proposal or otherwise make changes or corrections as necessary to ensure that it meets current and long range objectives.

Important Decision Factors

Infor understands the fundamental objectives of this project and we are proposing solutions that will enhance and support the WVSP's desire to collect, organize, access, and disseminate departmental information. Through the use of our tightly integrated solutions using leading edge technology we accomplish a free flow of information from all functions within the police department without the burden of interfaces or scripts. Redundant data entry is minimized through the sharing of master files ensuring that the shared information is automated, accurate, available and consistent.

Our fully integrated system will eliminate the manual processes, standalone databases and time-killing workflow issues the WVSP is currently experiencing. Our proposal will enhance the WVSP's operations by combining all these processes and functions into a single comprehensive system. Information within the system is available to all who need to know and have appropriate access. Information is accessible in a timely fashion, available 24X7 in support of the WVSP's round the clock operation.

Not only is this information available in the office, but the use of leading technology has brought the office to the mobile environment. Officers will have the ability to utilize the RMS from the mobile environment through either the Full RMS Client or the IFR. The information officers need is at their fingertips and best of all, the data that is collected is transmitted to their report with a push of a button.

Highlights:

1. Our solution represents a complete suite of current technology that will help contribute to the efficiency and effectiveness of the WVSP and will help you meet your assigned public safety missions.
2. The system will be configured to West Virginia standards, including UCR/IBR submission and full Records functions.
3. The system is currently installed and operating in multiple law enforcement departments throughout the country.
4. The WVSP is granted a full site license to the RMS and Mobile Applications. This eliminates additional licensing costs as the Agency grows.
5. We have successfully converted multiple RMS systems over the past 22 years, and we offer a fully developed migration path from the existing RMS to the proposed platform, which will significantly reduce the disruption and risk to the Agency.

6. The proposed system is built utilizing open technology developed on the Microsoft .NET & VB platforms; Window Architecture and SQL Database. The current standard Windows Server 2012 R2 and MS SQL, Windows 7, 8 and 10 are fully supported.
7. We have a proven history and a willingness to work with our clients, their preferred vendors and to write custom code in certain situations.
8. The proposed law enforcement software systems are a total solution from a single vendor, but can be split-up and used independently.
9. We are a full service system provider and will assign a dedicated client service team led by a Project Manager, to provide all required services to ensure a successful installation. While we cannot guarantee that your team members will not be assigned other duties while serving on your team, Infor prides itself in assigning the most knowledgeable and most available personnel to a project. We have the depth of personnel to be able to substitute or temporarily change a team member assignment with no detriment to the progression or quality of the original project.

The applications can be installed on a broad range of hardware and network topologies, and is fully consistent with the network currently deployed within the Agency. The system is scalable to provide highly efficient, low cost systems for smaller agencies and at the same time scale to fully fault tolerant systems capable of servicing the largest agencies. Part of the unique architecture allows distributed operations in multi-user and regional systems. This allows regional systems to share information without giving up local, operational and budgetary control.

The systems are capable of operating on the same networks that most departments have installed to provide office and other applications. This helps protect the investment in existing systems and provides a common platform and operational environment that further improves productivity and helps minimize training time.

In addition to the referenced applications, we will provide a full range of implementation services designed to optimize these applications and minimize the problems associated with major technological changes. These services include:

- Pre-installation consulting
- Full system implementation of the RMS and IFR components.
- Complete User training
- Mapping System Integration
- Internal and External System Interfaces
- Post installation consulting and start up support
- Server specifications
- Data Migration
- Software Maintenance

Leading Technology and Proven Software

Infor/EIS delivers software that is future proof because we continue to invest in new technologies, therefore you don't have too. Our investment keeps your software current without the worry of costly upgrades. Our current solution based on Microsoft's latest platforms provides a wide variety of advantages, from security, log on attached to desktop, encryption and stability.

We are proposing a COTS (Commercial of the Shelf) solution but are willing to modify the system to better meet specific needs of the WVSP.

The COTS approach allows us to keep the cost of the application low and maintenance reasonable. All software is developed with a product vision of true integration and a similar look and feel across the suite.

Our unique architecture extends the reach of the system through distributed operations in multi-user and regional networks. The WVSP will be able to share information without giving up local, operational and budgetary control.

Infor/EIS provides a tailored approach to Implementation using a five phase methodology that has been proven on more than 40 go-lives over the past 3 years. The first third of the project revolves around Planning, second third around Construction/Configuration and last third Training/Transition/ Closing. As we move from phase to phase working in partnership with you we sign off on all tasks and agree to allocate resources to the next stage. Our team of experts are on site as we go live with each application and additional user training is offered several months after go live to ensure staff is comfortable and capable with the new system. By the way this additional training is included; it's part of the deal.

- Pre-installation consulting
- Full system implementation
- Complete User training
- Start Up Support
- Post installation training / consulting

Attachment A:

Section 4. Subsection 4.4: Project goals and Objectives

4.4 Project and Goals: The project goals and objectives are:

To develop and provide a Records Management System (RMS) to the WVSP. The key goals of the project will be:

a) **Replace the system currently being used with an off-the-shelf solution and convert the data into the new system.**

Infor **Response:** The proposed RMS can fully meet this goal: RMS-2 is a full service Law Enforcement Records Management System currently in use across the country in Police, sheriffs and State level law enforcement agencies. The system is a Commercial Off the Shelf solution, that extends a high degree of configurability, which allows the Agency to tailor the system to meet specific operational objectives, but still maintain a mainstream application. As part of this proposal we have included the requested suite of software, along with the estimated services required to fully implement the proposed system. We have included the services to convert the exiting Motorola NET RMS data into the new system.

b) **Deliver a fully integrated case management system on time and within budget.**

Infor **Response:** The proposed RMS can fully meet this goal: RMS-2 includes an integrated case management component that tracks cases (and reports) in the system, and manages the assignment of cases to investigative personnel. The case management capability is highly flexible, allowing the Agency to define Agency specific case processing directives and notifications of assignments.

With more than 22 years of direct service to Law Enforcement agencies, we have the expertise to configure, define and deploy the proposed system for the WVSP on time and within the agreed upon budget.

c) **Achieve sufficient knowledge transfer through training to all staff to be capable of and confident in using the new system.**

Infor **Response:** The proposed RMS can fully meet this goal: We have included a complete set of administrative and end user training within the proposal. Training materials, class syllabus and worksheets are included with the proposed system.

d) Provide a technologically sound platform for expansion of information services into the future.

Infor Response: The proposed RMS can fully meet this goal: The system platform is based on the latest Microsoft Windows computing environment, and utilizes modern machine virtualization technology. Operating Systems are based on Windows platforms, databases are constructed on Microsoft's SQL Server and all communications utilize current technologies based on a standard TCP/IP network. As such the system can be easily expanded as needs dictate.

e) Establish a long term maintenance and support contract.

Infor Response: The proposed RMS can fully meet this goal: Infor will construct a long term support contract to meet the Agency's needs.

f) Successfully implement the system with minimal disruption to users and operations.

Infor Response: The proposed RMS can fully meet this goal: We have a long and impressive history in implementing these types of systems and providing transitions form other vendor's platforms. We offer the Agency the practical expertise required to properly structure and manage the transition with a minimal impact on daily Agency operations.

g) Must be able to interface into our Zuercher NIBRS reporting system.

Infor Response: The system is capable of transferring the required NIBRS data to the State's current NIBERS processing system. We have included the service required to configure, deploy and test the requested data transfer program to support the Zuercher NIBRS repository.

Section 4. Subsection 4.4.1: System Architecture

4.4.1.1 The vendor should describe in detail the system architecture that will be necessary to provide connectivity across the state. Included will be a diagram of the system architecture detailing he overall representation of the servers, network, peripherals, workstations, interface points, as well as a representation of the Systems environments (Production, Backup, and Training/testing).

Infor Response: The following response addresses the request from the state related to the hardware infrastructure, however a final configuration will need to be mutually developed based on discussions with the Agency related to the WVSP deployment strategies, existing IT support, etc.

The proposed RMS system uses a distributed client-server software architecture utilizing a standard N-tier services approach. The applications are constructed on a standard Microsoft Windows platform, including servers, workstations and mobile devices. Additionally, there are a number of deployment options available to the State that may provide an ideal distribution environment and provide a similar deployment and support structure as would be required via a web application.

- **Standard Deployment:** The standard deployment strategy includes the installation of the system servers (Database Server, application Server, etc.) and system software services, along with a one-time deployment of software directly to the end-user workstation. Selected Infor workstation software would be installed directly onto the requisite workstations and configuration parameters set to identify the workstation within the system environment. Following the initial installation of the client software, all updates to the deployed workstation will be managed through the Infor auto-update function. The auto-update process automatically checks the workstations version of software against the master server, and if a newer version is identified will automatically retrieve the newer software and apply the updates to the user's workstation – so no direct involvement is required.

- **Alternate Deployment:** The RMS system can also be deployed via Microsoft's Remote Application Services, which eliminates the need for a direct workstation software deployment. Within a Remote Application deployment, the workstation environment is virtualized on a centralized application server, and the client is simply provided a lightweight link to launch the session. When the user activates the link the system will create the virtual workspace on the server and deliver the application experience directly to the user's device. The same application capabilities are provided to the user as would be available in a standard deployment. The Agency can embrace a full or partial remote applications deployment strategy (patrol is deployed via Remote application and internal workstations are deployed via standard methods). If the Agency wishes to deploy (partially or fully) under remote application services additional server resources will need to be provided to support the additional virtualization load on the central server platform.

General Connectivity Diagram — WVSP Police Department — 8/12/2016
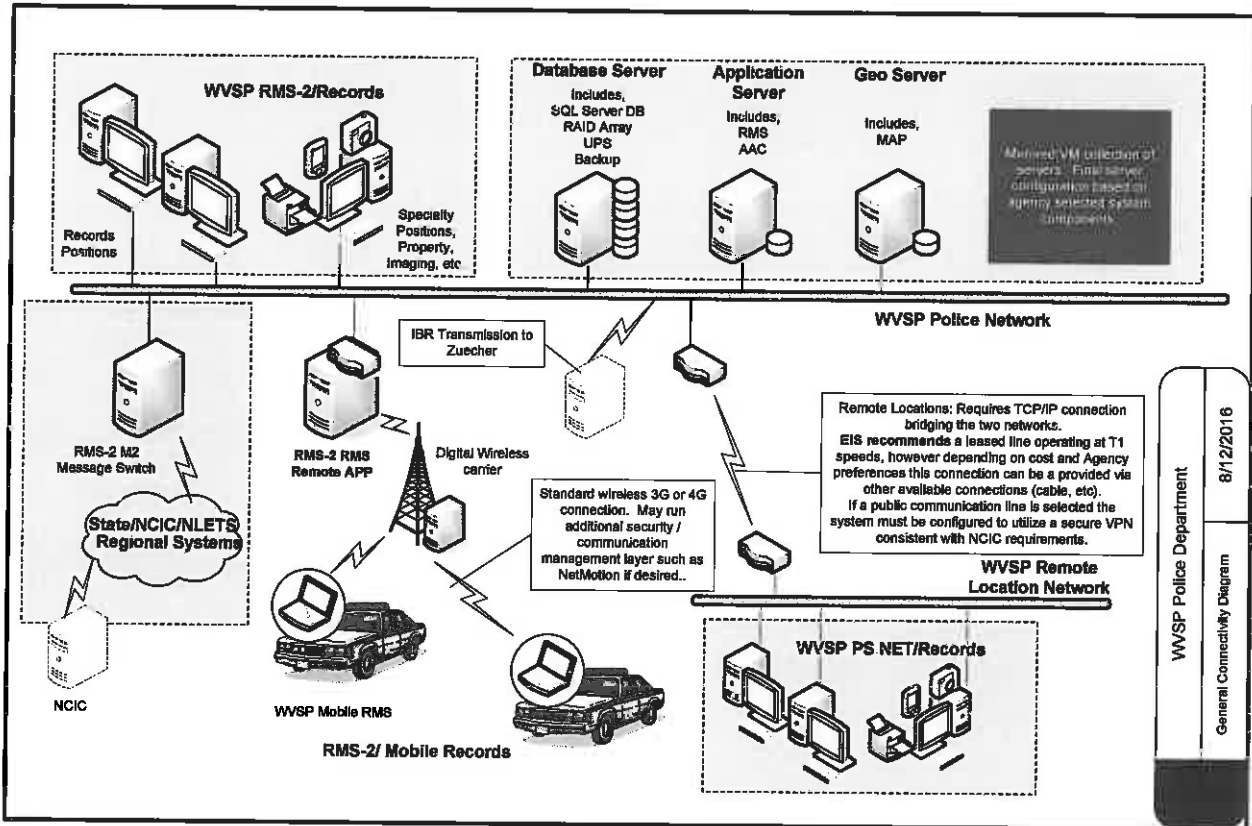
MOA, N-Tiered Architecture

The RMS product utilizes an n-tiered, service based on a Message Oriented Architecture (MOA). In the MOA the RMS services sit between the users and the core system components, and provides true n-tier system environment. As such all database connections are isolated and an inherently secure approach to data access is provided. All of the Agency's core data is stored and served from the database server to the Service; within the primary entry and inquiry applications no end user workstation ever directly communicates or accesses the database server. With the Services sitting between the users and the database a high degree of system security can be established. Transactions between the workstations and the services/servers are managed in real-time assuring that data is immediately committed to the central system. This provides data continuity across the enterprise, access to the most current set of system index data and import of current information into the reporting applications. As such the RMS clients require an on-line processing model and must be able to communicate with the system services.
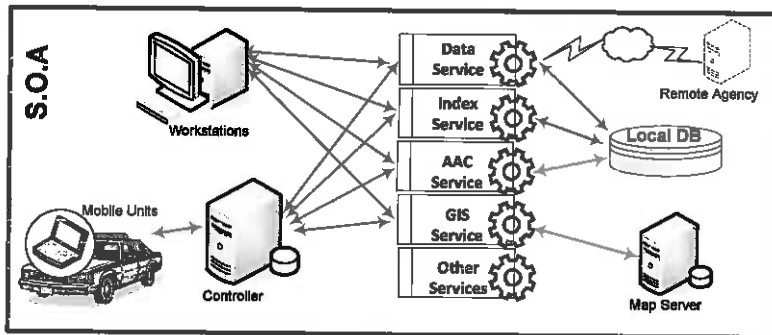
Server Side Services

Within the RMS environment specific process and system services are installed on the server base. The actual distribution of servers includes a set of required and optional servers (can be physical or virtual), to support the processing requirements. The final configuration is based on actual Agency use patterns however; the general distribution is as follows:

Required Servers

1. Database Server – Houses the SQL Server database and default location for SQL Server Reporting Services.
2. RMS Application Server – hosts the primary RMS services.

Optional Servers

3. M2 Data Switch – Most of the time the message switch is implemented on the RMS application server, however some larger installations prefer to isolate the message switch, and to use the M2 server as an interface processing server, managing all external interfaces.
4. MAS Server – Map Application Services, hosts the geospatial data (ESRI) and geovalidation engine utilized as part of location geocoding.
5. Remote Application Server – Utilized if the Agency wishes to deploy using the remote application method instead of/or in addition to the traditional client-server model. The Remote Application Server provides the client side hosting environment and memory space to support the virtual workstation clients.
6. Streaming Media Server – The streaming media server is deployed in agencies where video and audio streaming services are utilized. This server is used to manage the processing and delivery of media to the end clients (which at time can utilize significant system resources) and isolates the primary RMS servers from high usage impact.
7. SSRS Server – SQL Server Reporting Services server is an optional server used in environments with heavy reporting requirements or where the Agency wished to expose reporting service to users without providing network connections to the SQL Server database machine.

Client Side

Within the RMS environment the client side software is comprised of the workstation executables and client side applications. The client workstation provides the specific device the end-user will utilize to interact with the system and support for specific peripheral devices. The clients communicate with the RMS services to access system functions over a traditional TCP/IP network environment. Workstation components can either be directly installed on the client or deployed utilizing the Remote Application Services and managed on the central servers.

The primary RMS client application communicate with the server side services utilizing a Message Oriented Architecture (MOA), which represents one of the most substantial features in the system architecture and provides for an unparalleled level of system capability. The system is comprised of a large number of services that sits between the user's workstation and all of the system resources (such as databases, interfaces, etc.). Each service is designed to perform a specific function, such as retrieving a person's name from a search request, and is used to "Talk" to the database and all other system resources.

Workstations do not directly connect to the database or a defined interface, as all data is provided through the system services. The behavior of a service can be defined once, and used multiple times throughout the application – greatly simplifying development and support of the application.

Another important benefit of the MOA is that each service can be configured to connect to multiple system resources, such as databases, and return aggregate data sets. It is this capability that provides inherent support for secure, real-time, cross Agency data access. Within the Message Architecture, the workstation makes a request of the Service, and the Service determines what data to get and from where, and can be configured to access multiple data sources based on the underlying rules governing the behavior of the Service. Through the Service a simple names inquiry can easily be routed to 5 or 10 different databases, such as in a regional system and the Service aggregates the data for return to the user.

The third major benefit of the Message Oriented Architecture is that the Services sit between the users and the core system components, and provides true n-tier system environment. As such all database connections are isolated and an inherently secure approach to data access is provided. All of the Agency's core data is stored and served from the database server to the Service; no end user workstation ever directly communicates or accesses the database server. With the Services sitting between the users and the database a high degree of system security can be established.

Secure Messaging

RMS features a Secure System Messaging capability: Messaging is the way in which all system components "Talk" with all other system components, and is fundamental to system operations. Infor has implemented a new communication and Messaging Architecture, featuring highly compressed and encrypted data transmission. This messaging approach provides end-to-end data encryption from the client to the servers utilizing a selectable set of encryption technologies. We have provided an Infor proprietary protocol and can utilize the federal DOJ standard FIPS 140-2 if preferred. This means that no matter where the workstation is, it can communicate with the system in a highly secure fashion, and that data can be sent over public networks safely. As such, no high priced leased lines or VPN is required to ensure secure communications. It also means that information access can be deployed outside of the Agency's main network in support of field work or remote access.

Along with the encryption Infor has implemented a high data compression algorithm that minimizes the data bandwidth required to efficiently move the data across the networks. Since data can be moved efficiently the system will have less impact on the network, and can provided greater performance over limited bandwidth connections, such as mobile wireless.

Section 4. Subsection 4.4.2: Hardware Configuration

4.4.3.1 The Vendor should describe in detail the total number of servers required for the system and the ability of the proposed servers to support the requirements and processing performance for at least five years from the date of overall final acceptance.

Infor Response: The system is built on the latest Microsoft technology and as such the hardware and operating requirements are relatively uniform across the suite of products. The hardware supporting the software will need to be powerful enough to run the appropriate operating systems and supporting software, and as such relatively newer machines will be required. While there are some minimum requirements associated with the hardware, there is no proprietary hardware used, and all system hardware is comprised of standard workstation and server machines commonly available from multiple vendors. The specific hardware requirements associated with each installation is dependent on the requirements for the Agency (including factors such as process sizing, number of users, fault-tolerance, etc.), however the following descriptions has been adapted to suggest a platform sufficient to maintain the WVSP RMS over the requested period. The base hardware recommendation is based on a combination of virtualized server instances installed on 2 physical machines. Within each physical machine the recommendation would be to support 4 – 5 virtual machines.

Server Platform

The base installation includes a server base platform built on a standard Microsoft Windows server platform and utilizing Microsoft SQL Server. At a minimum, Agency's operating RMS should have a minimum of two servers:

1. *Database Server:* A server dedicated to running MS SQL server 2014 or 2014. 64bit Windows Server OS, we recommend 64 - 128 GB ram. 500 GB of disk storage, Raid 5.
2. *Application server:* 64bit Windows Server OS, configuration dependent on usage pattern and deployment strategy. As a minimum for the WVSP we recommend 128GB ram running Windows Server 2012. (This server runs about 8-15 server side applications supporting core switching, State, RMS, Mobiles, IFR etc.)

Additional servers may be deployed to provide functional isolation or extended system services; these may include:

1. *Reporting server* (dedicated SSRS server designated to provide reports and reporting services.
2. *Multi-media server* to provide processing and streamlining support for video and audio components associated with the RMS.
3. *Web Servers,* to provide IIS (or other) hosting web services

Server Hardware

Database Server: This server is a critical system component and provides the core database for the entire RMS System. All of the proposed application databases and security databases will be housed on the centralized database server computer. It is highly recommended that the database server be a dedicated hardware server exclusively installed to support the Microsoft SQL Server database, and that no other applications or processes are configured to operate on this machine. Minimum specifications are as follows:

General Hardware Requirements for Database server	
Component	Minimum Specification
Processor	Intel QuadCore i7 or Xeon 2.0 GHz or higher
Memory	64 GB or more 64 Bit OS
Storage	500 GB Minimum in a RAID 5 configuration
Network	100/1000 NIC
Backup	20/40 GB DLT/DAT
CD/DVD	DVD RW
OS	Windows Server 2012 Standard 64 Bit
Case	Rack unit, Mid tower or larger

RMS Application Server: The Infor RMS system requires the installation of a number of server side applications/services to be installed on either a single or a distributed set of application servers. These server applications control specific system processes and communications between the extended system components. Depending on the size and scope of the Agency, Infor may require multiple application servers to preserve system performance.

Minimum specifications are as follows:

General Hardware Requirements for Application server	
Component	Minimum Specification
Processor	Intel QuadCore i7 or Xeon 2.0 GHz or higher
Memory	256GB or more 64 Bit OS
Storage	200 GB Minimum, 10K RPM Drives
Network	100/1000 NIC
CD/DVD	DVD RW
OS	Windows Server 2008 Standard 64 Bit
Case	Rack unit, Mid tower or larger

West Virginia State Police Recommended Server Platform

WEST VIRGINIA STATE POLICE
High Availability Virtual Environment
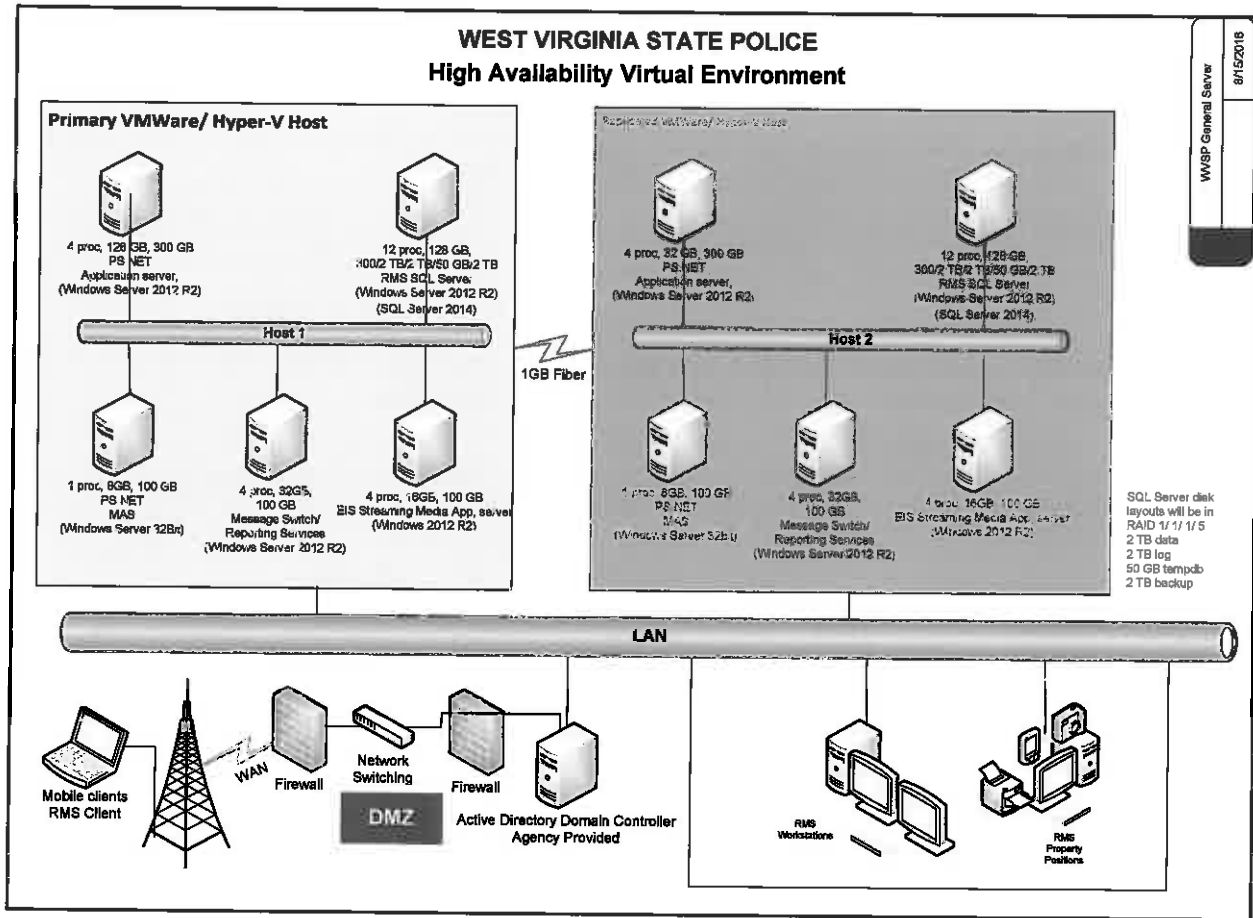
Servers: (Specifications Only)

Description	Quantity
PowerEdge R730, Intel Xeon E5-26XX Processors (210-ABMY)	2
Intel® Xeon® E5-2699 v4 2.2GHz,55M Cache,9.60GT/s QPI,Turbo,HT,22C/44T	2
Dell Hardware Limited Warranty Plus On Site Service Initial Year (936-0967)	2
Dell Hardware Limited Warranty Plus On Site Service Extended Year (939-3398)	2
Dell ProSupport Plus. For tech support, visit www.dell.com/prosupport/regionalcontacts (951-2015)	2
ProSupport Plus: Mission Critical 4-Hour 7x24 On-Site Service with Emergency Dispatch, 2 Year Extended (951-5963)	2
ProSupport Plus: Mission Critical 4-Hour 7x24 On-Site Service with Emergency Dispatch, Initial Year (951-5968)	2

ProSupport Plus: 7x24 HW/SW Tech Support and Assistance, 3 Year (951-5985)	2
On-Site Installation Declined (900-9997)	2
Proactive Maintenance Service Declined (926-2979)	2
PowerEdge R730 Shipping (331-4437)	2
iDRAC7 Enterprise (421-5339)	2
Broadcom 5720 QP 1Gb Network Daughter Card (430-4418)	2
Chassis with up to 24, 2.5" Hard Drives (342-3566)	2
Bezel (318-1375)	2
Power Saving Dell Active Power Controller (330-5116)	2
RAID 1+RAID 10 for H710P/H710/H310 (2 + 3-22 HDDs) (331-4544)	2
PERC H710P Integrated RAID Controller, 1GB NV Cache (342-3531)	2
Heat Sink for PowerEdge R720 and R720xd (331-4508)	2
DIMM Blanks for Systems with 2 Processors (317-8688)	2
Heat Sink for PowerEdge R720 and R720xd (331-4508)	2
32GB RDIMM, 2400MT/s, Dual Rank, x4 Data Width	24
1600MT/s RDIMMS (331-4424)	2
Performance Optimized (331-4428)	2
1.6TB Solid State Drive SATA Read Intensive 6Gbps 2.5in Hot-plug Drive,3.5in HYB CARR, S3510	16
Electronic System Documentation and OpenManage DVD Kit for R720 and R720xd (331-5914)	2
ReadyRails Sliding Rails With Cable Management Arm (331-4433)	2
Dual, Hot-plug, Redundant Power Supply (1+1), 1100W (331-4607)	2
No Power Cord (310-9057)	2
Power Cord, NEMA 5-15P to C13, 15 amp, wall plug, 10 feet / 3 meter (310-8509)	4
Windows Server® 2012R2,Standard Ed,Factory Inst,No MED,2SKT,2VM,NO CAL	2
Maximum Microsoft OS PartitionOverride, GPT Enabled (341-5421)	2

Server Software

The final deployed set will be dependent on the final configuration selected by the Agency. The general server software included the following:

Vendor Provided Server Software

- *RMS Manager Service:* Manages internal RMS service requests.
- *AAC Service:* Access control and Authentication Service – manages the security connections and end-user access permissions.
- *M2 Service:* Message Switch software providing internal communication/message routing between system components and (optional FDLE interface for inquiry and entry).
- *RMS Workflow Service:* Manages the report workflow and internal RMS notification capabilities.
- *Streaming Media Service:* Manages the upload processing and streaming services related to Audio and video files within the RMS environment.
- *Local Query Processor Service:* Provides federated query processing within the RMS environment, including external databases (if any).
- *Interface Services:* Provides service components supporting external interfaces (such as TraCS, APS, etc.)
- *CAD Service:* Provide data recall and retrieval from CAD/CFS data tables within the RMS.
- *MAS Service:* Map Application Service (if used) provides geocoding engine.
- *Master Index Service:* Provides access to the RMS Master index components.

Non Vendor Provided Server Software (Third party)

- SQL Server 2014 Database Software
- Windows 2012 Operating system
- MSMQ
- ESRI Map Engine components (optional)

Vendor Provided Workstation Software

- RMS Entry Client – Includes standard modules
- RMS Query Client
- RMS Property Manager
- RMS Manger
- MIS Manager
- RMS Asset management
- RMS Personnel Management
- RMS AAC manager
- RMS FL State Reporting Submission
- Report Viewer

RMS Workstations

The system is built on the latest Microsoft technology and as such the hardware and operating requirements are relatively uniform across the suite of products. The hardware supporting the software will need to be powerful enough to run the appropriate operating systems and supporting software, and as such relatively newer machines will be required. While there are some minimum requirements associated with the hardware, there is no proprietary hardware used, and all system hardware is comprised of standard workstation and server machines commonly available from multiple vendors.

Hardware:	All suppliers of standard servers and workstations supporting the Microsoft Operating's systems.
Operating Systems:	Server – Microsoft Windows Server 2008 r2, 2012 and 2016.
	Workstation – Windows 7, Windows 8, Windows 10.
Tablets:	Windows 8 & Windows 10.
	Mobile – Windows embedded 8.1
Databases:	Microsoft SQL Server 2008 r2, 2012, 2014 & 2016.
Network:	Standard 10/100 GB LAN/WAN topology.

General System Environmental Requirements

Network Configuration Requirements

The system uses the TCP/IP protocol, which must be installed on the network. To support CAD and message switching applications, IP addresses must be permanently assigned to workstations. DHCP may be used only if address leases are permanently assigned. Non RMS operations servers, including the network domain controller, electronic mail, and other network applications should be placed on separate, dedicated processors.

All applications have been tested using standard Ethernet operating at 100 MBS isolated throughput and higher. To best support larger agencies or agencies installing new networks, it is recommended that a 100 MB or Gigabit LAN's be installed. Infor recommends, due to the critical nature of the CAD function, that the existing CAD network be physically isolated from records or other general-purpose networks. Networks should be lightly loaded and segmented if necessary.

Hardware Selection

Infor highly recommends that all equipment purchased be from top-tier, name brand hardware providers who offer nationwide on-site hardware support. We recommend avoiding smaller third party and local computer shop manufacturers. Users should note that disk sizes, memory, and processor speeds requirements depend on a variety of system factors and varies among manufacturers.

Server Mounting and Workstation Placement

Optimum placement of computers and other components in a system can do much to optimize the working environment for operators and can also help improve overall system reliability. It is recommended that all servers be rack mounted to protect cabling and help insure reliability. System

servers should be installed in a stable and protected environment, and should be protected so that the wiring plant and cable connections are not exposed. If possible, a computer control room or other suitable location should be designated where these units can be placed; along with telephone circuit termination, modems, etc. required for the system. Ideally, this should be a low traffic area that is accessible to communications and systems management personnel. An enclosed cabinet for storage of system backup disks and documentation should be provided and conveniently located by the servers.

Infor systems incorporate other computers that act as servers and gateways. These computers perform communications and background processing tasks. They can generally be located anywhere on the network. These units often interconnect with external telephone circuits, E-9-1-1 controllers, or other equipment that may mandate specific placement.

The workstation should be placed in a low traffic area where atmospheric conditions are relatively constant. All system hardware should be protected from any rapid moves and oriented so that the wiring plant and cable connections are not exposed.

Electrical Power

Modern personal computer hardware and peripherals will operate on standard 110V AC electrical power or include the appropriate power conditioning equipment with the device. Unprotected equipment is susceptible to disturbance and physical damage from stray electrical fluctuations, and system files can become corrupted when unexpected power outages occur. To minimize potential disruptions caused inconsistent power supply, we strongly recommend installation of Uninterruptible Power Supplies (UPS) on all workstations and computers used in the system. In addition to providing protection from power failures, these units also provide protection from power fluctuations that can damage equipment. Uninterruptible power supplies should be provided to protect all system servers.

A wide variety of units are available in various capacities to meet individual requirements. Inexpensive units can be installed that should protect the equipment long enough for installed generators to turn on or for operators to shut down the system and revert to manual operations. More expensive units can provide extended protection. It is important to note that the existence of a standby generator does not obviate the requirement for an uninterruptible power source, as there is often a delay between the loss of primary power and the initiation of the generator.

A fail-safe UPS should be provided for all servers to minimize disruption due to power fluctuation. These components should include connected power management software that will allow notification and an orderly shutdown in case of prolonged power outage. These power management monitoring packages are available for many units and will allow network operating systems to shut themselves down when batteries are exhausted.

System Maintenance Plan

Generally, no specific periodic physical maintenance procedures are required of the system hardware. In fact, following installation of the system, it is best that no maintenance activities involving the physical machine are performed. The Agency should not install any third party diagnostic or system maintenance software unless directed by the Infor Client Support Team. No hardware should be added or removed and no configurations should be modified without the direction of Infor's Client Support Team.

Follow these suggestions to take care of your computer and monitor:

- Operate the computer on a sturdy, level surface. Leave a 3-inch (7.6 cm) clearance at the back of the system unit and above the monitor to permit the required airflow.
- Never operate the computer with the cover or side panel removed.
- Never restrict the airflow into the computer by blocking the front vents or air intake.
- Do not place the keyboard with the keyboard feet down directly against the front of the desktop unit as this also restricts airflow.
- Keep the computer away from excessive moisture, direct sunlight, and extremes of heat and cold.
- Keep liquids away from the computer and keyboard.
- Never cover the ventilation slots on the monitor with any type of material.
- Wipe the exterior of the computer with a soft, damp cloth as needed. Using cleaning products may discolor or damage the finish.
- Occasionally clean the air vents on the front and back of the computer. Lint and other foreign matter can block the vents and limit the airflow.

Attachment A:

Section 4. Subsection 4.4.3: Performance and Availability

4.4.3.1 The Vendor should will describe in detail any impact to the systems (e.g., interface to Normal operations, system shutdown) that will occur during server upgrades and/or expansions.

> **Infor Response:** In case of system shutdown, the role will be filled by a clustered node which is healthy.

4.4.3.2 The Vendor should describe in detail any impact to the systems that will occur during Software upgrades or updates.

> **Infor Response:** Software updates are released bi-annually and made available to agencies following our January and July releases. Most software updates can be deployed in place with little to no disruption of service to the connected users. Workstation updates can generally be deployed during normal system operations and will be automatically pushed to the workstations as soon as the user launches the software. Server side application software updates may often be deployed with little to no impact on Agency operations, however depending on the nature of the update, may require restarting of server side components. If server side restarts are available there will a momentary loss of system use. Agencies should plan for system maintenance and updates on a bi-annual schedule and allocate approximately 1 hour of downtime during the scheduled period.
>
> Updates are scheduled with each Agency on a case by case basis and Agency has the option to accept or decline any update. Due to variables in scheduled feature sets and program development, no guarantees of releases or release dates for any software are made. When updates are anticipated, Agency will be provided the release notes corresponding to the update.
>
> The proposed RMS does utilize a standard update process that is delivered as an MSI distribution component. Following the initial installation of the client software, all updates to the deployed workstation will be managed through the auto-update function. The auto-update process automatically checks the workstations version of software against the master server, and if a newer version is identified will automatically retrieve the newer software and apply the updates to the user's workstation – so no direct involvement is required. The standard system update process is as follows:
>
> 1. Infor provides release notes and overview of the features, enhancements and corrections included in the update. Agency reviews and schedules update services.
> 2. Infor connects to Agency installation to verify environment.
> 3. Backup of Agency data and local configurations are performed.
> 4. System services (server side) are incrementally updated to the current version and tested to ensure proper operation.
> 5. Workstation distribution update (msi) is compiled and deployed to a test location on the Agency site.

6. Workstation auto-update deployment testing is performed for all application affected.
7. Once verified, the workstation deployment package is migrated to the production auto-update site and flagged for automatic deployment.
8. As each client connects the update is automatically pushed to the requesting workstation and applied.

4.4.3.3 The WVSP expects all system applications to operate concurrently at designed capacity. The vendor should describe in detail how they will ensure concurrent operations of all system components without any system degradation.

Infor Response: The proposed RMS system was designed specifically to scale in support of larger Agency operations. The core MOA communication architecture is built on an N-Tier services foundation which allows for the balancing of processing across multiple servers/services. As such functional processing can be directed to specific system resources to minimize impact on overall system processing. Direct user services are designed to operate as asynchronous processes which spawn net threads as user volume increases and removes process threads as users complete their sessions. This approach avoids any form of concurrency bottlenecks as would be found in traditional client server applications. All of the general deployment RMS modules are built on this communication platform, and as such will utilize resources only when necessary.

Some of the system specially modules, designed for specific functions (e.g. property and evidence management, personnel management, asset management) are traditional client server modules typically provided to a very small number of system users. Use of these modules within the RMS environment should have negligible impact on overall system performance.

Third party reporting tools and data extraction tools have the greatest capacity to impact system performance. Based on the final deployment strategy, Infor may recommend the installation of a dedicated reporting server to limit potential impact to the system as a result of intensive statistical or analytical function.

4.4.3.4 The WVSP expects the RMS applications to be available 99.95 percent of the time. The vendor should describe in detail how they will guarantee this level of system availability both initially and during the life of any license and maintenance contract.

Infor Response: High availability and disaster recovery models are achieved through the failover cluster technology, which allows the built in disaster recovery and high availability. Windows failover clustering allows a group of services or applications to failover, either 1 at a time or all at once. This does not have to be performed manually. Upon detection of failure, the role is placed on a healthy node.

Section 4. Subsection 4.4.4: System Failover and Restoration

4.4.4.1 The Vendor should describe in detail any impact to systems (e.g., interface to Normal operations, system shutdown) that will occur during server upgrades and/or expansions.

Infor Response: Software updates are released bi-annually and made available to agencies following our January and July releases. Most software updates can be deployed in place with little to no disruption of service to the connected users. Workstation updates can generally be deployed during normal system operations and will be automatically pushed to the workstations as soon as the user launches the software. Server side application software updates may often be deployed with little to no impact on Agency operations, however depending on the nature of the update, may require restarting of server side components. If server side restarts are available there will a momentary loss of system use. Agencies should plan for system maintenance and updates on a bi-annual schedule and allocate approx. 1 hour of downtime during the scheduled period.

Updates are scheduled with each Agency on a case by case basis and Agency has the option to accept or decline any update. Due to variables in scheduled feature sets and program development, no guarantees of releases or release dates for any software are made. When updates are anticipated, Agency will be provided the release notes corresponding to the update.

4.4.4.2 The Vendor should describe in detail if operations automatically failover to the backup environment in the event of a failure in the production environment.

Infor Response: High availability and disaster recovery models are achieved through the cluster technology, which allows the built in disaster recovery model as well as AlwaysOn technology to generate a multitude of configurations for different high availability options, which include Synchronous and Asynchronous replication, backups of replicated datasets, and up to four readable secondary replicas. AlwaysOn requires the use of SQL Enterprise Server and Windows Failover Clustering. Extended High Availability for application servers is performed with Hyper-V Replication, Hyper-V clustering or VmWare products.

It is recommended that the system data be backed-up nightly, weekly and monthly, with the back-up medium stored off site. Backups are performed as a regular part of the database maintenance schedule and are placed on the customer provided storage as well. These may be off-loaded to a remote storage facility. Backups should occur at the secondary, non-active, host. This helps mitigate performance impacts on a production server when executing a backup strategy.

High Availability

Utilizing a virtualized model, Infor's configuration allows for resources to be governed by HyperVisor technology. This model will allow the systems to achieve high availability requirements to be met without material performance degradation; although we believe that the proposed system is robust and able to deliver uptime performance in excess of industry standards.

High availability and disaster recovery models are achieved through the cluster technology, which allows the built-in disaster recovery model as well as AlwaysOn technology to generate a multitude of configurations for different high availability options, which include Synchronous and Asynchronous replication, backups of replicated datasets, and up to four readable secondary replicas. AlwaysOn requires the use of SQL Enterprise Server and Windows Failover Clustering. Extended High Availability for application servers is performed with Hyper-V Replication, Hyper-V clustering or VmWare products. The deployment of SQL AlwaysOn significantly increases the infrastructure expense related to the server configuration and may be determined to not be sufficiently advantageous to the Agency to warrant the additional costs.

System Failover and Restoration

- The backup environment accounts for immediate disaster recovery scenarios. If a disaster occurs that completely devastates the primary and disaster recovery sites, backup medium in hardware specifications call for USB media in lieu of tape.
- It is recommended the backup medium be shipped daily to 1 or more offsite locations, in various geographical locations, to ensure no loss of data.
- Failover is automated and as much as possible is immediate. The client is set to keep reconnecting. The users may be lethargic while it's reconnecting, but they are down.
- It is recommended that the return to the primary be governed by the AlwaysOn Availability Group Listener. It should be noted that this process can be performed, "on demand" as well as by an automated process.

Network Compatibility

- The lowest speed for baseline system performance is 100mb connection for clients and 1000mb connection for servers. The highest tolerable latency from any wired device to another is 10 ms. It is preferred this measurement be as close to 1 ms as possible from IP to IP.
- The lowest speed for baseline system performance is Wireless 802. g/n 54mb.

4.4.4.3 The Vendor should describe in detail the proposed method of restoring data files.

Infor Response: The systems are backed up nightly. Full and transactional database backups are performed as a regular part of the database maintenance schedule and are placed on customer provided storage as well. All backups are performed at secondary nodes to mitigate any IO contention. Database backups may also be pointed to cloud storage with encryption.

Section 4. Subsection 4.4.5: Data Conversion

4.4.5.1 The Vendor should describe in detail the steps they will take to convert the Motorola NET RMS data. The Vendor should detail the recommended approach and experience in data conversion.

Infor Response: Infor has proposed the services required to migrate the existing RMS databases to the new RMS platform. The existing Motorola NET RMS data is stored in a standard SQL Server database, and can be simply provided to Infor as a standard SQL Server .BAK file. Data analysis, data mapping, conversion script development and conversion testing services are all included in the proposal. The general process is described below.

Data Conversion Services

The success of any data conversion depends on the structure and consistency of the existing data. Due to the wide variability in existing systems, data conversion efforts cannot be guaranteed. Conversion Specialists will make a good faith effort to save any existing information that is in machine readable formats.

Overview:

We offer considerable experience in providing data conversions from a wide variety of existing systems. Conversions can be performed from any system capable of providing an extract of data such as AS/400, Oracle, Mainframe, X86 systems, and most any modern non-proprietary database. A conversion involves taking the files from an agencies information system and bringing them into data formats compatible with the incoming public safety systems.

There are essentially three aspects of the data conversion that must be considered. These are; Data Extraction, Data Preparation (Normalization & Manipulation), and Data Upload. Varying degrees of Agency involvement may be required in both (or either) the Data Extraction or Data Normalization and Manipulation segments of the project. The Data Upload component is usually performed entirely by the conversion team.

Requirements:

Data conversions done are predicated on receiving valid and clean data from the customer or the customer's current vendor. Extensive data cleansing and code conversion operations are not included in the base data conversions quoted. Data received must meet the following criteria.

1. Be in a SQL or other database that is machine readable. Excel, Access, or even DBF files are acceptable if they meet other criteria.
2. Data elements should be uniquely identified and in the correct format; we will not parse multi-value fields for data elements.
3. Names should be parsed; e.g. last, first, middle names should be uniquely identified. Business names should be identified separately — if included in the regular name fields, they will be treated as a regular name. We will attempt to parse name fields if requested but cannot guarantee results and will not do data cleansing on the parsed names.
4. Addresses should be parsed; e.g. house number, street prefix direction, street name, street type, and street suffix direction should be uniquely identified. We will not parse addresses.

Intersection locations must be uniquely identified in separate fields, not embedded in the street name field.

5. Person descriptors and other coded entries should be converted to match FBI/NCIC standard values; *e.g.* race, sex, hair color, eye color, vehicle colors, etc. should be converted to NCIC values.

6. Report narratives should be contained in a single large text field in text or RTF formats.

7. Photo's may be stored in a separate directory and can be imported if a property catalog table exists to point to the data and provide link values. Parsing file names to derive case numbers or other link data is not supported.

8. The systems support standard case numbers typically in YYNNNNNN formats with varying leading zeros. If the Agency currently uses unconventional case numbers, different than the new system, firm conversion rules need to be derived and agreed upon before the conversion and we will convert according to the rules. Non Alpha and Numeric characters contained in the Agency provided data will be programmatically removed *(e.g. "-")*

9. Date values should be in valid SQL date fields — character fields with date data can be converted but results cannot be guaranteed.

10. Only limited code conversion services are available and these must be explicitly identified and agreed upon before data conversion is started or identified in the proposal for services.

11. Data values that cannot be mapped to system data fields are dropped during the conversion. Limited variable data may be moved to comment fields if identified by the Agency as important prior to the conversion.

12. Data for each identified conversion task should be supplied in a single database or single file. Conversion Specialists will not assemble separate mappings on different data sets as part of the standard conversion. We will convert data for each of our systems from a single file source. For example, If you have RMS data in a current database and also data from a previous or older system in a separate database this will be considered as 2 data conversions, we will only convert the current data as part our standard services.

13. Standard services provide one test conversion prior to go-live. This provides a test platform for the Agency to evaluate the data conversion. This also provides a database that can be used for system training. Any errors noted should be submitted in writing to conversion specialist prior to the final data conversion for resolution.

14. We will provide a data conversion plan prior to conversion on request. This plan will list the data table and data field mappings being used. This is a plan only and final data conversion may vary.

15. Limited data logging is available during data conversion but we cannot guarantee that dropped records or other errors can be logged for later manual intervention.

16. Standard data conversion plans take a copy of the Client database at a point in time and use this as a basis for conversion. Any data entered into the old system after the cut-off point is not converted. Depending on cut-over plans done in conjunction with the Agency, data may not be available until the data conversion is complete. Depending on the size of the database this can run from a few hours to several days. Generally, the old database is available in read-only mode for access by the Agency.

Conversion Planning

To prepare the conversion plan, it is imperative that the Agency clearly indicate which portions of the current system are designated for conversion. This may be limited to records information only, or expanded to include property, employee information, equipment management information, citations, etc.

It is critical to know up front which type of system will provide the data to convert so appropriate resources can be provided to evaluate the required work. We have provided conversion services from many of the CAD and records systems currently deployed from both competing vendors and a bevy of smaller or homegrown applications. As such we are familiar with the process, and considerations involved with these conversions.

The length of time the system has been in operation and the number of records to be converted should also be provided. Although this number is rarely considered in the overall pricing of the service, it does provide a good general guideline as to how much validation work will be involved. The length of time is important in that it may provide an indication that changes associated with system upgrades may have occurred throughout the life of the existing system, and that special management of portions of the data set may be required (this has occasionally been the case with pre year 2000 data sets).

If the Agency wishes conversion of existing attached document, Infor will need to know what types of additional information or record attachments (images, documents, video files, etc.) are contained in the system and how they are stored and linked to the primary data record.

Lastly Infor will need to be notified if the Agency either relies on or expects any specific output from the new RMS system that may have been generated by the converted system, such as victim notifications, face/booking sheets, custody reports, etc. Developing printouts on-site during an installation can dramatically impact the installation timeline, and require resources that might be more effectively utilized in support of core installation functions (training, interfaces, etc.). If the Agency relies on a specific set of printouts to perform their basic functions, these should be identified during the conversion work and generated prior to on-site installation.

3-Phases of Data Conversion

Phase 1: Data Extraction is the process of retrieving the raw data from the existing system into a format that is workable by the standardized tools available. This includes both textural data and image data. Textural data includes information such as the case reports, CAD event information (if applicable), property records, etc. in a standardized data format (database or data file format). Often the textural data is stored in some type of standard data construct (e.g. database or flat file) and the record attachments are stored as individual image files or as objects in the database. During the extraction Infor technical staff must be able to identify and maintain the "Link" between the data and the image files. The term "Standardized Tools" references a data structure (usually MS SQL Server or Oracle Database) where the raw textural data can be loaded, evaluated and manipulated along with specific image processing controls or applications.

Occasionally Infor is required/requested to extract data from proprietary databases, encrypted files or proprietary data storage formats. In some cases, the extraction can only be accomplished by specific tools provided by the previous vendor, or cannot be performed at all. At times the Agency/user may be in a better position to extract data from the existing system, or may be the only entity capable of providing this service.

When possible Infor requests that the Agency extract and send us their raw data on a CD, tape or other transportable medium. We prefer this for shipping & handling reasons, liability and to allow the Agency to continue to access their historic data as the conversion is being processed. For many Agency's with small or stand-alone systems using a Microsoft Access database this is a relatively simple process within the capabilities of the Agency's staff. If the Agency is larger, and/or uses a more sophisticated database (SQL Server or Oracle) then the data will need to be dumped out of the system and moved to a portable medium. The Agency may or may not be capable of performing this "Data Dump". If the system is proprietary or the Agency lacks the skill then it may require Executive Information Services, Inc. technical staff to assist with the extraction.

Phase 2: Data Normalization and Manipulation is the process of preparing the extracted data into the formats required by the new system. Usually this is limited to base data manipulation, whereas the extracted data is converted into data fields consistent with the new systems database design. Normalization is the process of modifying the actual data values to achieve a uniform data set, and encompasses the modification of data values from a standard set to a different standard set. Data Cleansing, while technically a component of data normalization, falls outside the scope of most standard conversion work.

Data Manipulation: This aspect of the conversion is a standard step in all data conversion efforts and generally includes manipulating field types (text, number, date, etc.) field lengths (50 char -> 45char), handling data type conversions (Date ->Date fields) and concatenating or parsing data to accommodate the new data model (*e.g.* a single name field such as [Smith, Daniel Ellis] may become in the RMS model three fields FName: [Daniel], MName: [Ellis], LName: [Smith]. Manipulation also includes the creation of internal keys, values and links within the new storage system.

Data Normalization: This is the process of modifying the actual data values to conform with a specific standard or the process of cleansing the existing data to provide a more uniform data set. Mostly this is the process of converting a fixed and defined number of values to a more user friendly format (*e.g.* "M" may be converted to "MALE" in a gender field), which can often be accommodated during the service. In all cases that an agency wishes Infor to perform data normalization, the Agency must provide a written summary of the requested modifications.

Data Cleansing: Data cleansing is the process of cleaning up (normalizing) the effects of creative or uncontrolled data entry. These issued generally arise from the use of free text entry fields within the existing application. It is the process of attempting to create a normalized set of data out of a chaotic set. Data Cleansing can be an extremely laborious task that will always require the Agency's input and can add days or weeks to a seemingly straightforward data conversion effort. As a result, Infor will attempt to provide a reasonable, professional effort to support the conversion, but any major cleansing effort will incur additional costs.

If any data normalization is performed, it must be at the direction of the Agency. Data conversion specialist's may modify data formats as required, but will not unilaterally modify the values of data to be converted without Agency direction. Any modifications to data formats that would result in the loss of any existing data must be approved by the Agency in advance of the work being performed. In all cases that an Agency wishes Infor to perform data normalization, the Agency must provide a written summary of the requested modifications which clearly indicates the original data value and the expected converted value.

Phase 3: Data Upload. Data upload is the process of loading the converted data into the database and storage structures utilized by the system. This process is comprised of a series of steps to insert and validate the converted data. Often times the data upload work involves the creation of key identifiers

within the database, and the establishment of links within the data structure. Data Upload may require the establishment of links to external systems and the enrollment of the images/data into third party systems. It is imperative that all database linkages be evaluated prior to the commencement of any conversion work. This work will be performed by vendor provided technical staff exclusively.

Vendor Responsibilities

a. Conduct the Data Discovery phase of the project by working with Agency's subject matter expert(s) to complete a data field mapping.

b. Develop the conversion code.

c. A conversion is moving data from one system to another according to the data field mapping. We are not responsible for scrubbing or modifying data from the original system. Any data that does have an associated data field in the new data structure or does not programmatically convert will still be appended to the notes field associated with the record for historical reference.

d. Provide to the Agency conversion data in the form of a useable database.

e. Project Manager will assist in the data review with the Agency and define Data Acceptance tests.

f. Redevelop the conversion code as specified by change request during the Review and Sign-Off phase.

Agency Responsibilities

g. Provide conversion database(s) or access to the database to be converted to Infor in the format specified in the SOW.

h. Provide subject matter expert(s) who is familiar with the content of the data to be converted. The subject matter expert(s) will work with Infor during the Data Discovery and Review and Sign-Off phases.

i. Review the delivered converted data and provide change requests or sign-off within ten (10) business days.

j. After completion, any changes to the data must be made by manual data entry by the Agency or agree to a Change Order.

k. Understand that the Agency owns the data. The data being converted will only be modified to fit the format of the system.

Section 4. Subsection 4.4.6: Training

4.4.6.1 The Vendor should describe in detail there training plan with the end users and administrators.

Infor Response: Infor structures a customized training plan to meet each Agency's requirements based on the system components selected by the Agency and types of users to be trained. Training plans are generally tailored to the specific operational practices of the Agency based on the data entry use policy developed by the Agency during the system configuration phase.

Infor instructors will provide formalized classroom instruction based on information provided by the Agency as to intended use of the system. Agency is responsible to provide administrative level officer in each training class to address policy and procedural issues that arise during the training session.

As soon as the systems are installed, we are ready to begin the training process. Normally, training takes from a few days to a few weeks, depending on the size of the Agency and the number of system modules being installed. A subsequent section of this manual provides more detailed recommendations on training. Key recommendations include the following;

1. Training is structured to the requirements of the Agency. Infor is highly flexible on course hours, times, days, etc. Courses may be given multiple times to accommodate shift and other scheduling requirements.
2. Infor normally provides training manuals and any other materials required for the training.
3. Training plans must be pre-defined and personnel dedicated to the training courses.
4. A dedicated training area should be set up that can accommodate the scheduled classes. This classroom should accommodate individual workstations for each student. Infor will supply other training aids as required.
5. Training is generally done on the customer's site using the actual operational system.
6. Infor has proposed direct training for all Agency staff, however will provide train the training where appropriate or requested by the Agency.
7. Agency may have as many administrators trained as desired, within class size limitations.
8. Infor will provide training classes allocated per the training plan. Course curriculum will be defined during the system configuration process and validated by Agency staff. infor training will train to Agency defined policy. Infor will provide the training resources as purchased by the Agency in the contract.

In most cases, live operation can begin immediately after training is completed. Infor does not recommend delays and/or practice time after training; live system use should begin immediately upon completion of the prescribed training.

Training Overview

Training programs are designed to emphasize the operational and "man-machine" interface aspects of system operation. Every effort is made to develop a concise and simple methodology for instruction. This helps insure maximum system utility and acceptance while minimizing the time required for training. Hands-on training, using the actual operational system, is provided whenever possible. Complete documentation is a prerequisite to effective training and is provided for all operational personnel.

We would like to emphasize that the training provided is considered a key part of the system and not an activity incidental to the system procurement. In addition, continued on-going support is provided as a part of the normal service contracts.

Training Approach

New systems require new skill, new operational concepts, and new procedures. To help minimize the impact of new systems on the organization, Infor structures a complete training program with each system. Each training program is customized to the Agency's unique requirements. It is designed not only to insure a rapid, successful system installation, but to help provide an on-going in-house training capability that can accommodate normal personnel changes and employee turnover.

Training programs are designed to emphasize the operational and "man-machine" interface aspects of system. Every effort is made to develop a concise and simple methodology for instruction. This helps insure maximum system utility and acceptance while minimizing the time required for training. Hands-on training, using the actual operational system, is provided whenever possible.

Training Facility

Infor prefers to conduct training on the Agency premises using the Agency's' production system. This training may be at individual workstations, but is normally done in a constructed classroom environment, away from normal operational distractions.

Constructing this training environment may involve temporarily relocating some of the Agency's workstations or making other accommodations to achieve a dedicated training environment for students. The Agency training facility should be configured with one computer for each attendee up to 20 attendees (or as designated for the class type), and one additional computer for the Executive Information Services, Inc. trainer. These computers must be installed and configured with the RMS Client Applications and have network connectivity to the RMS. This facility must be removed from the day-to-day operations of the Agency and remain available for the duration of Training.

Training System

In most installations, Infor prefers to train on the customers' actual hardware and installed system just prior to live system operation. This provides full table data, test data, and an environment identical to the production environment. This simplifies training for users and minimizes problems associated with initial system live operation.

Constructing this training environment may involve temporarily relocating some customer workstations or making other accommodations to achieve a dedicated training environment for students.

Staffing and Scheduling

A well designed training program requires that personnel be given dedicated classroom training time. In most cases it is impossible to do effective training while personnel are handling routine and normal duties and assignments. In many cases this requires special scheduling and/or possible overtime commitments by the Agency.

Infor fully recognizes the difficulty in scheduling time for personnel to attend classes. Staffing problems, turn-over, and multi-shift operations create unique training problems. Infor will therefore work with the Agency to develop an effective training schedule that can meet these requirements. Training may be conducted in multiple sessions at any time in order to accommodate multi-shift operations.

Training is conducted in accordance with the established implementation plan, immediately prior to live system operation. Practice and special sessions can also be accommodated. We encourage the Agency to make personnel available for practice sessions as much as possible. Some spare time reading and/or study is beneficial and is encouraged.

Direct Training

In most installations, Infor prefers to put our own training personnel on site and do direct training of customer personnel. This is opposed to "train-the-trainer" approaches in which customer training personnel receive initial training and then conduct operator training. Our experience indicates that this provides the most effective approach and quickest system implementations.

Customer training personnel are welcome to attend classes and special accommodations can be made to provide additional instruction for them that will result in on on-going, in-house training capability for the Agency.

Training Coordinator

Major new automated systems invariably require changes to Agency procedures and operational practices. Changes to operational practices can often significantly improve the effectiveness of the new system, but can at times be difficult to convey to Agency staff. It is for this reason that instruction be tailored to best suit the needs of the Agency rather than conducting classes on generalized subject matter. Typically, during system training, questions involving departmental procedures and policy will arise that can most effectively be addressed by Agency personnel. As such, Infor requires that the customer assign a training coordinator to work with Infor personnel. The designated training coordinator in some cases may be the same as the designated project manager. The responsibilities of the training coordinator include the following:

- Make arrangements and assignments for all required personnel to attend RMS training with their appropriate functional group.
- Coordinating training schedules internally, including personnel and facilities.
- Coordinating with Infor personnel to develop the most effective possible training schedule and program.
- Working with Infor personnel to develop training programs and materials that reflect unique departmental requirements, terminology, and procedures.
- Provide data entry policies and procedures for each functional group.
- Follow up with any training attendees who may need extra help and assistance in order to grasp needed concepts.

The designated Agency Training Coordinator should be available during all of the training sessions and should participate in as many training courses as possible; especially at the start of the training cycle.

General training requirements and class structures are listed below

TRAINING COURSE	LAW RECORDS SUPERVISOR TRAINING
COURSE ID:	RMS-004
HOURS:	2
LOCATION:	Customer Site - Training Room
RECOMMENDED FOR:	Records Supervisor, Key Records Management Personnel
SYNOPSIS:	This course covers use of several supervisory programs; including MNI maintenance, Security Maintenance, and Table Maintenance and fundamentals of state reporting
PREREQUISITE:	Law Records Entry
DESCRIPTION:	This is a 2 part "hands-on" training course for the records supervisor or other management staff, focusing on the basics of system management and the processing of Agency IBR/UCR data.

Topics covered include: Maintaining the master name index, maintaining code tables, maintaining security and program, Configuring and authorizing personnel to use the State Switch permissions.

UCR/IBR data management as related to the generation of state submission data, specific to the reporting method utilized by the State. Instruction covers the fundamentals of generating the submission data and error handling. While course does provide a brief overview of the state reporting standards it is understood that Agency RMS supervisory personnel possess a working knowledge of local IBR/UCR reporting standards.

Much of the base RMS management training will be provided during the system pre-installation phase. At the completion of the course, the student should be prepared to begin using the new system.

TRAINING COURSE	LAW RECORDS DATA ENTRY
COURSE ID:	RMS-001
HOURS:	4
LOCATION:	Customer Site
RECOMMENDED FOR:	Records Supervisor; Records Clerks ; Field Officers that enter their own report Major Crimes Registration; Registrant Clerk; Any personnel who will be entering full crime reports in the system
SYNOPSIS:	This course is intended for all members of the Agency that will be entering their own case reports in the system. It provides in-depth coverage of how to use the entry program. All entry modules are covered with primary emphasis on the crime report.
PREREQUISITE:	None
AGENCY MATERIALS:	Copies of real reports that can be entered into the system. Recommend 2-3 each of the following or other key reports the Agency regularly uses : crime reports (including arrests); field contact reports; citations; accident reports
DESCRIPTION:	This is a "hands-on" training course for personnel that will be entering data into the RMS system. The course covers all the key modules included in the Law Entry Program, but most time is spent on the core crime report entry module. This is the largest and most complex and takes most of the time. Topics covered include: Logging on and starting the program, Program navigation, Use of Code Tables and help facilities, Using the Master Name and Master Vehicle links. Description of data fields and forms, Saving data and Best Operating Practices. At the completion of the course, the student should be prepared to begin using the new system and to effectively enter case reports and supplemental reports into the RMS in accordance with Agency data entry policy.
RECOMMENDATIONS:	Supervisory staff should be trained first. Special services groups that handle registrants, permits, accident entry, citation entry, field contact entry, etc. can be separated into separate class sessions. This will allow the instructor to place more emphasis on these modules. It is also recommended that field officers, detectives, and others that do their own report entry or use the system on a more casual basis be placed in separate sessions from the records management personnel that are generally heavier users of the system.

Training Course:	LAW RECORDS DATA ENTRY - IFR
COURSE ID:	RMS-012
HOURS:	2
LOCATION:	Customer Site
RECOMMENDED FOR:	Records Supervisor; Field Officers that enter their own reports; Any personnel who will be entering full crime reports in the system from the mobile environment
SYNOPSIS:	This course is intended for all members of the Agency that will be entering their own case reports in the system through the mobile equipment
PREREQUISITE:	RMS Data Entry
AGENCY MATERIALS:	Copies of real reports that can be entered into the system. Recommend 2-3 each of the following or other key reports the Agency regularly uses: crime reports (including arrests); field contact reports
DESCRIPTION:	This is a "hands-on" training course for personnel that will be entering data into the RMS system. The course covers all the key modules included in the IFR, but most time is spent on the core crime report entry module.
RECOMMENDATIONS:	Class is typically provided as an extension to the main RMS entry class for patrol officers and other mobile users.

COURSE:	LAW RECORDS INQUIRY
COURSE NUMBER:	RMS-003
HOURS:	2 standalone (1 if added to Data Entry Class)
LOCATION:	Customer Site
RECOMMENDED FOR:	All Agency Employees
SYNOPSIS:	This course covers use of the RMS Inquiry Program. This program allows the user to search records and find data within the RMS System. It is a safe program since the user cannot modify any records and is generally deployed throughout the Agency.
PPREREQUISITE:	
DESCRIPTION:	This is a "hands-on" training course for anyone in the Agency who needs to search any of the modules within the system.

Topics covered include	Searching names via the Master Name Index, Searching vehicle via the Master Vehicle Index, Detailed searches of key modules, Photos and Documents, Finding status via Case Management Searches, Alerts, Adding comments to calls-for-service, Finding rejected cases and managing reporting, Use of wild card and keywords – best practices. At the completion of the course, the student should be prepared to begin using the new system.

COURSE:	LAW RECORDS REPORT MANAGEMENT
COURSE NUMBER:	RMS-002
HOURS:	1-2
LOCATION:	Customer Site
RECOMMENDED FOR:	Patrol Sergeants; Agency Heads Records Supervisor; Any personnel who will be responsible for assigning and approving crime reports
PREREQUISITE:	RMS Entry Program
SYNOPSIS:	This course covers use of the RMS Report Management features. This program allows the user to assign, approve, and otherwise control routing of system reports and their status within the Agency.
DESCRIPTION:	This is a "hands-on" training course for personnel that will be responsible for approving, routing, assigning, or otherwise controlling reports in the Agency.
Topics covered include:	Approving Crime Reports, Assigning Crime Reports Rejecting and Correcting Crime Reports, Scheduling, Finding and Locating Crime Reports, Best Operating Practices. At the completion of the course, the student should be prepared to begin using the new system.

Section 4. Subsection 4.4.7: Project Management

4.4.7.1 The Vendor should describe in detail the approach used in meeting with West Virginia Code 5A-6-4b, the West Virginia Office of Technology Enterprise Project management Office (EMPO) methodology. Included in the detail plan should be an experienced project manager who has an Understanding of the EMPO's project management methodology based on Project management Institutes, Project Management Body of Knowledge (PMBOK).

Infor Response: Infor has reviewed the referenced West Virginia Code 5A-6-4b, the West Virginia Office of Technology Enterprise Project management Office (EMPO) methodology, and can assert that the stated practices are consistent with the project management and reporting structures utilized by Infor, and all Infor sub-contractors.

Infor's proven implementation process has been developed over many years and projects ensuring you a smooth software system transition. The implementation plan consists of two well defined stages and defined subtasks. We understand how to manage the transition process with minimal disruption. Our first order of business is to identify and assign our Project Manager, second is to incorporate training hours through-out the schedule to insure staff is ready for "go-live" and we add more training hours after implementation and go live to catch those that missed training or need a refresher course. And finally we communicate. We will have several preinstall meetings, detailed task reports, we'll tell you when we are coming what we will be doing and what we expect of you and when we are done we'll give you a detailed document spelling-out what we did, what we will do and when.

Project Management

Infor utilizes a five-phase Project Implementation Methodology (consisting of 9 specific processes) that coordinates all installation activities, documents progress, enumerates and tracks milestone tasks required to successfully move through each step of the project. The five phases of each implementation segment represent a sequential set of processes including Initiation, Planning, Construction, Transition and Closing. Infor's Project Implementation Methodology follows the Project Management Institute of America standards for Project Implementation, including Project management Institutes, Project Management Body of Knowledge (PMBOK). The following provides a general description of the specific Project Management activities associated with each implementation phase.

Phase 1 – Initiation

Infor's Project Management team organizes the internal project structures and prepares a Project Implementation Plan. Upon execution of the contract the project is internally handed-off to the Infor implementation group, and a professional project manager is assigned to the project. The Project Management team manager engages the customer to review high level expectations for the project, define team responsibilities and to review the overall Project Implementation Methodology. The Infor Project Manager will also establish a working schedule for the first on-site activities. Internally, the Infor operations team reviews the Customer Agreement and identifies general tasks, requirements and deliverables necessary for the successful implementation of the project. The operations team includes the Development Manager, Support Manager, Senior Implementation Manager, Sales Manager and Contracts Manager. Each member of the operations team will review their responsibilities based on the contract project deliverables and provides an internal review report to the Project Manager to be utilized as part of the Project Plan development. The initial Project Plan is used to identify the material

to be covered as part of the formal kickoff meeting with the customer, commencing at the beginning of the project Planning Phase.

The following activities are completed during the Planning phase:

- Internal project review
- Assignment of Project Manager
- Project Management contact with Customer
- Initial Project Plan completed
- Formal kickoff meeting scheduled
- Phase completion Approval to Proceed to Planning/Definition

Phase 2 – Planning/Definition

The Planning Phase incorporates all of the activity required to establish scope, timeline and objectives of the project. The Infor staff engages the Customer on site for the formal project kickoff meeting and Discovery process. The kickoff meeting is intended to review the general contract deliverables, introduces the customer to the Infor project team and to establish a general set of expectations related to the project installation and deployment activities. Immediately following the project kickoff, the project team will commence with the Discovery process. Discovery is a critical step in order to identify the Customer's current processes as they relate to the use of system software. A thorough understanding of the Agency's current processes is a fundamental step to ensure the system will meet the Agency's requirements, provide overall improvement to Agency operations and to ensure that the system is implemented in a manner that encourages user acceptance.

The following activities are completed during the Planning Phase:

- Formal Kickoff Meeting
- Process Review Sessions performed with Agency
- Project work tasks and interface control documents created
- Project Management Plan (Discovery Document) created
- Statement of Work (SOW) document completed and approved by Agency & Infor
- Implementation Plan created
- Agency Approval of Project Plan
- Phase completion Approval to Proceed to Deployment/Construction

Phase 3 – Deployment/Construction

The Deployment/Construction Phase consists includes the processes required to develop and deploy the system for use in live operations. The majority of the project activity occurs during this phase as decisions regarding final system configuration are determined, deployed and tested. Requires system hardware is ordered and installed. Development, configuration, process documentation and conversion activities are simultaneously executed in accordance with the SOW and Project Plan.

Initial phases of the deployment phase include system training and system administrative workshops designed to familiarize the Agency assigned project staff with the internal operations and feature set included in the system software. Agency subject matter experts from functional areas are engaged during this Phase to ensure the system is configured in a manner that is consistent the project requirements. These workshops provide a solid basis for the Agency project team to define final configuration parameters and system use policies.

Infor in partnership with the Agency project team work together under the direction of the Project Managers to complete assigned tasks in accordance with the project schedule. Data conversion processes are initially tested, reviewed and corrected as necessary.

The following activities are completed during the Deployment/Construction Phase:

- Hardware/Software installation
- Initial system deployment into Agency environment
- Administrative system training
- Functional gap-analysis
- Data Conversion analysis
- Interface installation/configuration
- Custom or specialized system component delivery
- Phase completion Approval to Proceed to Transition/Go-Live

Phase 4 – Transition/Go-Live

The Transition/Go-Live Phase begins well before the actual commencement of use in a live environment and, extends well beyond the Agency's operational transition. The goal of the Transition Phase is to transition the Agency to the new system in an efficient manner, with the minimum of disruption to operations.

Upon conclusion of the Construction Phase, the system is certified as ready for deployment into a live environment. Infor and Agency project team will officially certify the system as ready for transition, and a go-live date will be determined. The next step in the Transition Phase is the organization and provision of end-user training. In accordance with the Agency's transition plan, the "Go Live" decision is confirmed the system is made ready to transition into live production. System databases are cleared, interfaces transitioned and tested, accounts activated on the production environment and data migration completed.

The following activities are completed during the Transition/Go-Live Phase:

- End user training completed
- Go-Live operations plan reviewed and approved by Agency
- Production system preparation completed
- Go-live transition
- Data Conversion executed
- System testing and monitoring
- Post go-live training and support
- Phase completion Approval to Proceed to Closing

Phase 5 – Closing

Project closing and migration to support represents the final phase of Infor Project Implementation Methodology. This phase is including the activities required to finalize the project and transition the Agency to the care of the Infor support team. Contract deliverables are certified and a formal contract closeout is performed.

Our 5 phase, implementation procedure has nine segments as the graph below indicates, the implementation will be tailored to the Agencies and jointly executed by the both project managers.

1	EIS PROJECT ORGANIZATION
2	CUSTOMER ORGANIZATION MEEETING
3	SYSTEM SPECIFICATION AND IMPLEMENTATION PLAN
4	SYSTEM PREPARATION
5	SYSTEM INSTALLATION (PRE-INSTALL)
6	CUSTOMER VALIDATION AND TESTING
7	LIVE SYSTEM INSTALLATION
8	PROJECT COMPLETION AND APPROVAL
9	POST IMPLEMENTATION TRAINING VISIT

Implementation Methodology

Following execution of the contract, Infor shall provide a Project Manager to oversee the implementation of the system and the services provided under the Statement of Work. The Project Manager has budgetary control of the project and can command any resources required to meet the customer's objectives. It is expected that the customer Agency will assign an Agency level Project Manager to assist with the implementation of these systems. The Infor Project Manager will work closely with the Agency's Project Manager(s) to ensure a smooth system implementation. The Infor Project Manager will be the primary point of contact during system implementation, and has the authority to make binding decisions on behalf of infor. The Infor Project Manager shall work closely with the Agency assigned Project Manager to coordinate project activities and resources, to provide project status reporting, and to ensure the quality of Infor deliverables. Project management services shall include:

- Coordinate Agency personnel for training
- Prepare site for installation
- Ensure all network links are installed and operational
- Coordinate installation with Infor, Inc.

Project Planning and Organization

Project Planning and Organization tasks include the establishment of the Infor project team and the provision of a Project Kickoff/Pre-installation Meeting. During the Project Kickoff Meeting, Infor shall meet with Agency assigned project team members and stakeholders to provide a project overview, to discuss project expectations, and to review intended outcomes. This activity also identifies and communicates specific project tasks to be undertaken by Infor and the Agency. Timeframes shall be

established for the development of project management deliverables under this Statement of Work, including Project Plan, Communication Plan, Responsibility Matrix, and Risk Management Plan.

Project Plan

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

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

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

For the Agencies' Project Infor has prepared a project plan anticipated for the installation, configuration and go-live of the proposed system. The proposed project plan is based on assumptions associated based on the Agency's size, complexity of the project and expected resources.

Responsibility Matrix

The Infor Project Manager shall develop a Responsibility Matrix as part of the Project Plan defining the various project activities and deliverables. For each project activity and deliverable, this document shall define each Infor project team member's responsibility and each Agency assigned project team member's responsibility. The Responsibility Matrix shall be maintained and revised throughout the course of the project, as necessary.

Change Control Management Plan

A Change Control Management plan shall be established by the Infor Project Manager, to provide the means to control and validate changes that may impact any aspect of the Infor Project Plan.

Status Reports

The Infor Project Manager shall submit status reports to the Agency assigned Project Manager as determined in the project plan, using a standard status report format. The status report format shall be reviewed with the Agency assigned Project Manager and may be modified to respond to specific, reasonably defined reporting requirements. The status reports shall provide information regarding activities completed during the reporting period, activities in progress, activities planned during the next reporting period, and outstanding issues and action items.

Issue Resolution

The parties will attempt in good faith to resolve any issue, controversy or claim arising out of or relating to the Statement of Work promptly by negotiations between representatives and senior executives or officials of the parties who have authority to settle the controversy as follows:

If an issue, controversy or claim should arise, the Agency assigned Project Manager and the Infor Project Manager shall meet at least once and shall attempt to resolve the matter. Either project manager may request the other to meet in person within seven (7) days, at a mutually agreed date, time, and place.

If the matter has not been resolved within five (5) days of their first meeting, the Infor Project Manager and the Agency assigned Project Manager shall refer the matter to parties independent from the project, including the Customer's Agency of Finance/Purchasing and an Infor senior executive. Thereafter, the project managers shall promptly prepare and exchange memoranda stating (a) the issues in dispute and respective positions, summarizing supporting evidence and arguments, the negotiations which have taken place, and attaching relevant documents, and (b) the name and title of the independent parties who will represent that party. The independent parties shall meet in person for negotiations at a mutually agreed date, time, and place within seven (7) days of the end of the initial five (5) day period and, thereafter, as often as reasonably deemed necessary to exchange relevant information and to attempt to resolve the issue.

At the mutual agreement of the independent parties, if the matter has not been resolved within fourteen (14) days of the initial meeting of the independent parties or in such time frame as is mutually agreed to by the parties, or if either party has not meet within fourteen (14) days of the end of the five (5) day period referred to in the preceding paragraph, the parties will attempt in good faith to resolve the issue, controversy, or claim by non-binding mediation.

All deadlines specified in the issue resolution process may be extended by mutual agreement of the Infor Project Manager and the Agency assigned Project Manager.

Infor Project Management Responsibilities

a. Designate a Project Manager who will direct Infor's efforts and serve as the primary point of contact for the Customer.
b. Coordinate and conduct the Project Kickoff Meeting.
c. Develop and maintain the Infor Project Plan including the Responsibility Matrix to be delivered within thirty (30) days from the Project Kickoff Meeting.
d. Develop and maintain the Risk Management Plan.
e. Develop and maintain the Change Control Management Plan.
f. Coordinate and oversee the completion of all line items in this contract according to the SOW and Project Plan as described in Deliverable Management.
g. Conduct status meetings via telephone, e-mail, and/or on-site, with the Customer's Project Manager and designated staff on a regular basis, or as may otherwise be reasonably required to discuss project status.
h. Provide frequent Status Reports as agreed upon by both parties.
i. Coordinate resolution to items deviating from the Project Plan, SOW or Contract as outlined in the Change Control Management Plan.
j. Provide timely responses to issues related to project progress raised by the Customer's Project Manager.

Customer Project Management Responsibilities

a. Designate a Project Manager who will direct the Customer efforts and serve as the primary contact for the Infor Project Manager.
b. Coordinate appropriate Customer personnel to attend the Project Kickoff Meeting.
c. Participate in the development of the Project Plan and final SOW.

d. Review the final Project Plan and identify in writing any specific changes necessary within ten (10) business days of receipt.
e. Approve and implement the Change Management Plan.
f. Coordinate Customer resources according to the SOW and Project Plan.
g. Participate in scheduled status meetings with Infor's Project Manager.
h. Work with the Infor Project Manager in submitting and approving Change Order requests on all items deviating from the Project Plan, SOW or Contract as outlined in the Change Control Management Plan.
i. Act as liaison and coordinate with other governmental agencies and the Customer's vendors, contractors, and common carriers.
j. Approve and release payments in a timely manner according to the payment milestones.

Implementation Plan

On average, a complete installation usually takes about six to nine months from contract execution. This timeframe generally includes several months of front-end work to develop required data files, assemble the software, order the hardware and communications, and to develop the internal procedures required to sufficiently support system implementation.

In support of the Agency's project, Infor will prepare a project plan anticipated for the installation, configuration and go-live of the proposed system, during contract negotiations. This provides the ability to be more accurate in the estimated timing and tasks. The proposed project plan will be based on assumptions made after further discussions with the Agency relating to Agency's size, complexity of the project and expected resources. The full execution of the plan would currently be anticipated to take approximately 198 days from contract execution to completion of go-live. Obviously, this timeline can be expanded or contracted depending on your individual requirements and project complexity. Variances and your specific Agency requirements will be taken into account during initial project meetings and the initial plan will then be designed with these in mind.

Following execution of the contract, our Project Manager will work with you to derive the final project plan and establish a working implementation schedule. Infor's PM will work closely with the Agency's assigned Project Manager to coordinate project activities and resources, to provide project status reporting, and to ensure the quality of Infor deliverables. The first project activity will be to coordinate the Project Organization Meeting.

Project Organization Meeting

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

- Introduce key Infor project personnel to members of the Agency.
- Answer key customer questions and address concerns related to the project.
- Review contractual requirements and overall scope of the project.
- Establish an initial project organization and reporting procedure for the project
- Establish an initial implementation schedule for the project. Identify any known administrative delays that may affect project implementation.

Project Definition Site Visit

Following a successful project organization meeting, the Infor project manager will arrange for the Project Definition Site Visit to more effectively review the more technical details of the implementation. Depending on the size of the project, this visit may be accomplished as an extension of the project organization meeting or scheduled for a separate, more prolonged session. The purpose of this visit includes the following:

- Insure that customer Agency personnel understand the conceptual details of the systems and have a grasp of the operational requirements.
- Define table data and other information that will be required to allow Infor to configure the system for installation at the customer site.
- Perform general data collection and fact finding.

Following this site visit, the Infor Project Manager will summarize outstanding items, document the project, and provide a definitive project schedule in an Internal Reference Specification (IRS). Copies of this will be provided for the Agency and reviewed with Agency management to help insure that the project is on track and that both parties have a firm understanding of the overall project.

Project Plan

The Internal Reference Specification presents a complete project plan for the implementation. In smaller systems, this may be as short as a summary of important tasks. In larger implementations, it is a complete plan with detailed schedules and tasks that are tracked using Microsoft Project. In all cases a detailed schedule with appropriate timelines and/or Gantt charts is included. The project plan may be updated during the life of the project if necessary.

The project plan will also identify team members and summarize their assignment with the project.

System Configuration

Following the on-site visits, the assigned Infor installation team will pre-configure the system for installation in the Agency. These activities include constructing the database and building the operational and control tables according to the defined requirements. Pre-configuring the systems minimizes time Infor personnel must be on-site and helps minimize disruption to operations during the installation and training process.

System Installation

Infor prefers to install the systems in a single extended visit. This includes installing computer hardware (if applicable), databases, and applications. It also includes providing all training, data conversion, and other tasks incidental to live operation. These activities require an installation team consisting of network and hardware personnel, training specialists, and application specialists. The installation team may be on site from 2 to 6 weeks or longer, depending on the complexity of the installation and number of sub-systems.

Normally, actual physical system installation will only take a day or two, with the balance of the installation time allocated for system testing and user training. During this time, Infor systems personnel will configure servers, install databases, and complete installation of control tables, security

access tables, and other data required for operation. They will also set up distribution sets centrally on the servers and install the client software on computers throughout the Agency.

Infor requires a dedicated, quiet area to work in and 24-hour access to the building and computer facilities during this period. The Agency project manager and systems personnel should be available during this period and are invited to sit in and work with Infor personnel in order to familiarize themselves with the systems. It is also important to have network and systems management personnel available to insure that we install according to local standards and practices and do not interfere with other operational systems that may be running.

System Training

As soon as the systems are installed the training process begins. Normally, training takes from a few days to a few weeks, depending on the size of the Agency and the number of system modules being installed.

Key aspects of system training are as follows.

- Training is structured to the requirements of the Agency. Infor is highly flexible on course hours, times, days, etc. Courses may be given multiple times to accommodate shift and other scheduling requirements.
- Infor normally provides training manuals and any other materials required for the training.
- Training plans must be pre-defined and personnel dedicated to the training courses.
- A dedicated training area should be set up that can accommodate the scheduled classes. This classroom should accommodate individual workstations for each student. Infor will supply projects or other training aids as required.
- Training is generally done on the Agency's site using the actual operational system.
- In most cases, live operation can begin immediately after training is completed. Many sites actually practice on live data that is retained at the completion of the training course. If dummy data is used during training, it will be purged by Infor upon completion of the training program. Infor does not recommend delays and/or practice time after training; training should begin immediately upon completion of the prescribed training.

Go-Live Operations

Infor highly recommends a cold-cut-over to the new system. Infor does not recommend parallel runs, dual entry, or other "sneak into it" approaches to live operation. Start-up operations are difficult enough without maintaining any old and in-place systems. Live operation should begin immediately upon completion of training.

No matter how complete the training, or careful the planning, there are always questions and issues that arise when Agency staff begin using the system. Infor Client Services team members will be on-site as part of our Go-Live assistance service. Infor normally keeps personnel on site for some period of time after live operation begins to assist new users and management in an effort to keep post installation issues controlled.

Post Installation Consulting

After systems go live, Infor retains training and support personnel on-site for some period of time to assist with any start-up problems that may arise. In addition, we schedule a follow up post-installation training and consulting visit approximately 30-90 days after live operation. This follow up visit is

designed to handle any remaining problems that exist and to correct any issues that were missed during the initial installation.

4.4.7.2 The Vendor should describe in detail the plan on how status updates will be provided on the overall progression of the project at each phase of development.).

Infor Response: Project communications and updates occur through a variety of mechanisms incorporated in the Infor standard implementation methodology. Upon conclusion of any formal meeting or discussion where a salient decision has been introduced, the Infor Project Manager will provide a Customer Service Report (CSR) to the Agency project manager as a means to document the Infor understanding of the outcome and to ensure accuracy between Infor and the Agency. Additionally, changes to the project that are related to specific project tracking & management documents will be updated and distributed to the project team as needed. Specific project plans, responsibility matrix's, change control documents etc. are development and updated to reflect decisions, changes or other factors affecting the overall deliverables. The specific communication method is dependent on the nature of the status.

Customer Service/Progress Reports (CSR)

The Infor Project Manager shall submit status reports to the Agency assigned Project Manager as determined in the project plan, using a standard status report format. The status report format shall be reviewed with the Agency assigned Project Manager and may be modified to respond to specific, reasonably defined reporting requirements. The status reports shall provide information regarding activities completed during the reporting period, activities in progress, activities planned during the next reporting period, and outstanding issues and action items.

Progress reports will be filed regularly with the customer's project manager who is, in turn, responsible for distribution within the Agency. The frequency of progress reports is determined by the size and scope of the system.

Project Plan

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

The Infor Project Manager shall coordinate with the Agency assigned Project Manager by regularly providing an up-to-date Infor Project Plan to maintain and manage the master project schedule including the development of schedules, determination and assignment of tasks, and schedule adjustments and may be made available for online viewing. Modifications throughout the life of the project that affect the Project Plan will be updated and distributed to the Agency as needed.

Responsibility Matrix

The Infor Project Manager shall develop a Responsibility Matrix as part of the Project Plan defining the various project activities and deliverables. For each project activity and deliverable, this document shall define each Infor project team member's responsibility and each Agency assigned project team member's responsibility. The Responsibility Matrix shall be maintained and revised throughout the course of the project, as necessary.

Change Control Management Plan

The Change Control Management plan shall be established by the Infor Project Manager, to provide the means to control and validate changes that may impact any aspect of the Infor Project Plan.

Attachment B:

Section 4. Subsection 4.5.1: Records Management System

4.5.1 Records Management System.

a) The proposed system should capture all data and be able to submit required UCR/NIBRS reports.

b) The proposed system should capture all data in a typical Agency; including names, vehicles, property, narrative, charges and arrests.

c) The proposed system must capture unlimited names, vehicles, property items, arrests and offenses.

d) The proposed system must have space for unlimited narratives.

e) Supplemental reports shall maintain the same case number and be separate reports (not combined into one document).

f) The WSP must have the ability to print on demand, a complete incident report with all related information.

g) The system needs to be FBI compliant with updates/additions as needed.

h) The new system needs to be able to provide a reporting solution to enable statistical analysis.

Infor Response: Infor has reviewed the referenced requirements related to the Records Management System, and the proposed system fully meets all requirements (a-h) as itemized in this section. On the following pages we have provided a detailed description related to each of the specific points included.

RMS-2 is a new generation, high performance records management system for law enforcement agencies. The system is designed to provide complete data collection and records management, meet state and Federal reporting requirements, improve operational efficiency, and substantially enhance investigative capabilities.

RMS-2 provides the following;

- Captures full source document information for all core law enforcement reports. In many cases this dramatically reduces or eliminates the requirement for the maintenance, filing, retrieval, and management of paper source documents and microfilming.

- Provides extensive data search and recall capabilities that facilitate identification of crime trends, community policing problems, and identification of suspects.

- Automates the handling and improves the efficiency of many routine operations within the Agency, such as property and evidence management.

- Automatically builds a comprehensive database that provides the on-going information required for investigations, community problem solving, manpower allocation, and other Agency operations.

- Provides the information required to meet Federal and State reporting requirements.

- RMS-2 is a full function system that supports records operations throughout the Agency. It is designed with extensions to handle today's pressing law enforcement problems and to meet today's Agency requirements. It is fully integrated with the Infor CAD system, Infor JMS, State interfaces, and other public safety programs.

- The system is built on a modern PC/network hardware architecture. This scalable, open architecture dramatically improves performance while lowering the cost of ownership. The PC client utilizes the familiar Microsoft Windows operating system. It works with your favorite desktop PC software and allows you to use your favorite programs for ad-hoc reporting and crime analysis. RMS-2 is the first records system that is within the fiscal scope of every law enforcement Agency.

Records Management Overview

The RMS Is designed to provide total law enforcement records automation. This includes the management of information relating to: traffic accidents, citations, field interviews, crime and arrest reports, property and evidence, permits, restraining orders and warrants. In addition to these standard modules other capabilities such as pawn ticket tracking, automated pin maps, digitized images and complete message switch integration are included.

RMS is built using specific modules all linked to the Master Name, Master Property, Master Location and the Master Vehicle Index. Each module is designed to perform a specific function, and consists of a data entry component and an information retrieval screen. Modules include are:

INTEGRATED SYSTEM SECURITY

MASTER NAME INDEX

MASTER VEHICLE INDEX

MASTER PROPERTY INDEX

MASTER LOCATION INDEX

PERSONNEL MANAGEMENT

INCIDENT/CASE REPORTING

PROPERTY/EVIDENCE MANAGEMENT

ACCIDENT REPORTING

CITATION

ARREST/PRE-BOOKING

WARRANTS

CALLS FOR SERVICE

FIELD CONTACT/INTERVIEW

PERMITS

PAWN FILE

REGISTRANTS/PAROLEES

MAJOR CRIME OFFENDER REGISTRATION

COURT/RESTRAINING ORDERS

VIDEO/AUDIO STREAMING SERVICES

INTEGRATED NCIC QUERY & ENTRY

MULTI MEDIA CATALOG

LOCAL AND REGIONAL QUERY

STATISTICAL AND ANALYTICAL REPORTS

CASE MANAGEMENT/INCIDENT APPROVAL

TRESSPASS TRACKING

CASE ASSIGNMENT/TRACKING

SPECIAL INVESTIGATION/GANG INTELLIGENCE (OPT)

INTERNAL AFFAIRS REPORTING (OPT)

CAPITAL EQUIPMENT INVENTORY

BOOKING AND INCARCERATION

FULL UCR/IBR COMPLIANT REPORTING
- NATIONAL IBR
- OREGON IBR
- WASHINGTON IBR
- CALIFORNIA UCR
- NATIONAL UCR
- FLORIDA UCR
- COLORADO IBR
- IDAHO IBR
- LOUSIANA IBR
- TEXAS IBR
- KANSAS IBR
- VIRGINIA IBR
- NEW MEXICO UCR
- KANSAS IBR

a) The proposed system should capture all data and be able to submit required UCR/NIBRS reports.

Info **Response:** The proposed system supports both UCR and IBR reporting constructs, and can be configured to meet the West Virginia State reporting requirements, and support transmission of IBR reports to the States existing IBR repository provided by Zuercher Tech (now Tri-Tech).
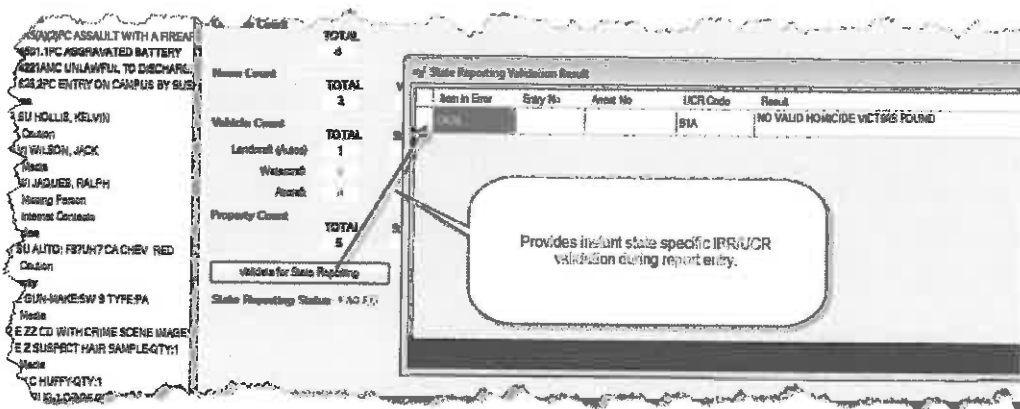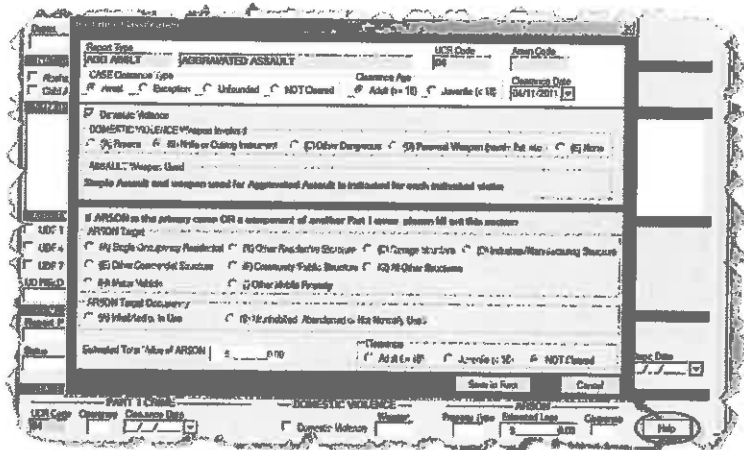
The proposed RMS is currently operating in in agencies across the country utilizing both UCR and IBR reporting models. The system was designed to provide an easy mechanism for the required UCR/IBR data collection by reporting officers, and makes extensive use of data wizards and verification to ensure the appropriate information is captures as a normal part of the report entry process.

The Incident Module also provides instant, user friendly UCR/IBR classification and validation tools to ensure the report has been entered correctly during initial entry. A "Validate" button on the entry form gives the entry operator an opportunity to check the report for the data elements necessary for successful UCR/IBR submission. This button invokes the edit checks required by your State

Basic UCR/IBR Data Collection

Data wizards are provided on every screen related to UCR/IBR reportable data elements, and wizard only appear when UCR/IBR data collection is expected. UCR wizard provide an easy to use collection of required UCR information related to the selected case type.

The system will perform a case wide validation each report for compliance with UCR/IBR state reporting standards at the time the report is flagged as completed and prepared to send to the supervisor for review and approval. If errors are detected, clear and concise messages are presented to the users. Depending on the level of error, the user can simply click on the error to be transported to the offending record.

Incident Report Validation

The system provides real time report validation to ensure compliance with mandated State reporting requirements. As such the RMS was designed to automatically verify the reports compliance with standards prior to allowing the officer to submit the report for approval. Located at the top of the "Report Completion" screen is the Case Report Complete checkbox. When the user checks this box, it signals the system that they have completed data entry and are ready to submit the report for review

**b)** **The proposed system should capture all data in a typical Agency; including names, vehicles, property, narrative, charges and arrests.**

Infor **Response:** The proposed system fully complies, and provides the components required to complete a typical case report. The RMS supports the addition of unlimited case entity records (names, vehicles, property items, arrests and offenses) into any report, along with attached media (Images, documents, video and audio files), and extended case information such as fillable forms, extended entity relationships, linked reports, and much more. The following description has been included to detail the case entity components provided in the base RMS configuration.

CASE REPORTING – RMS Client Face Page

The multi-page Incident Entry form appears with the Face page displayed. The Face Page collects general case information such as nature of the crime, dates and times, location and reporting officer. This page is the initial data entry point for an Incident report. The master incident record is created when new data in this page is saved. The other pages of the form either add additional data to the master record or link associated data to it.
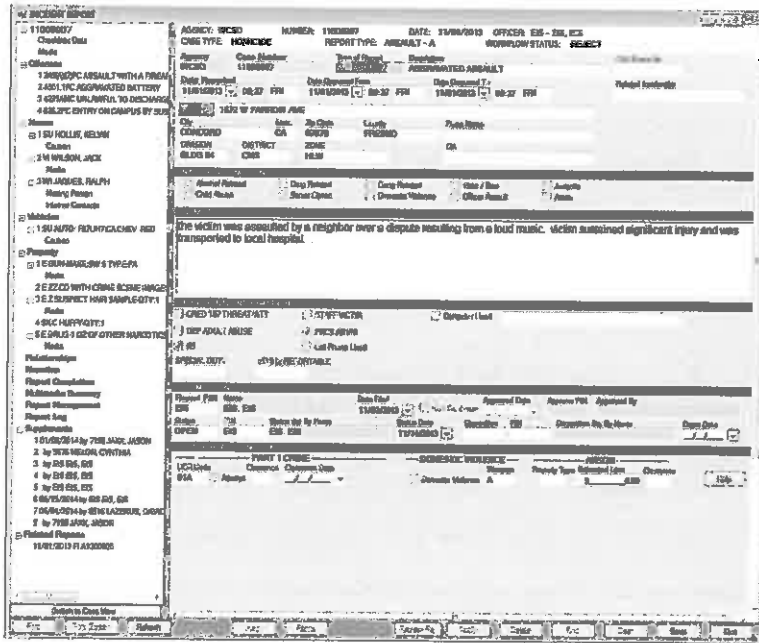
CASE REPORTING – CAD Import and Data Access

Case numbers are assigned by CAD and published to the officer's dashboard. The system can import the CAD information related to the event, including the time and date information, location and persons and vehicles associated with the initiating CAD event.

Depending on configuration an extract of the CAD data can be displayed as well.
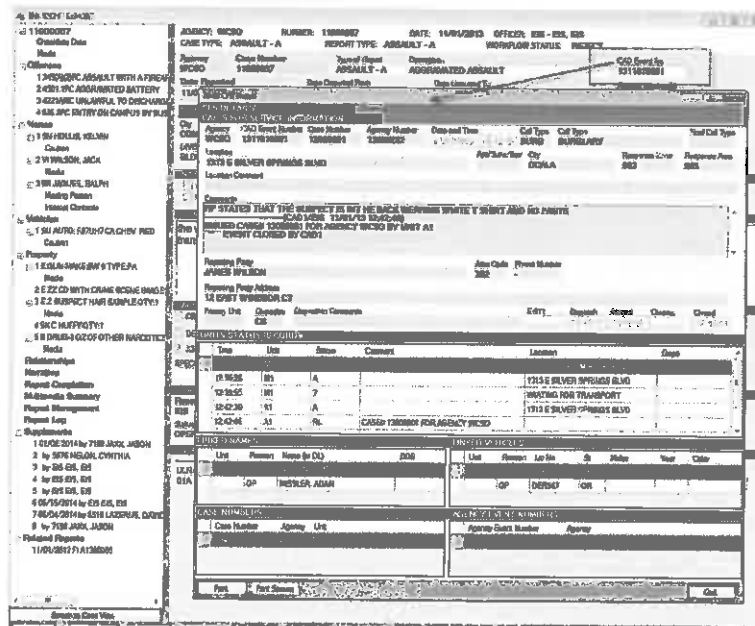
CASE REPORTING – Incident MO Data

The checkbox items shown in this overlay window pertain to the case as a whole. This information usually includes M.O. information and specific investigative data for the incident, such as, point of entry, tools used, etc. The items and cate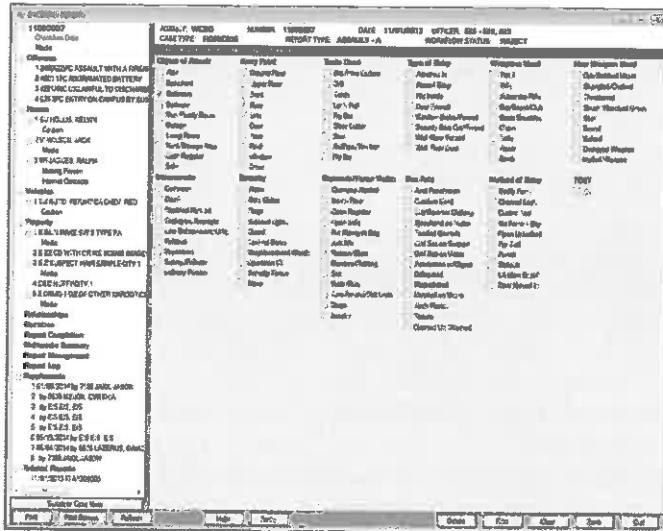gories presented are defined by the Agency and may differ from those shown here. Additional checkbox items specific to a suspect are provided on the Name page of the Incident entry form.

CASE REPORTING – Incident Offenses

Users can enter an unlimited number of offenses associated with the incident, and the system applies and enforces state reporting requirements. Click on Offenses in the tree view to access a blank Offense entry form. Click on an entry under the Offenses branch to update an existing offense record. The Incident Offense Data form appears as a clear data form.
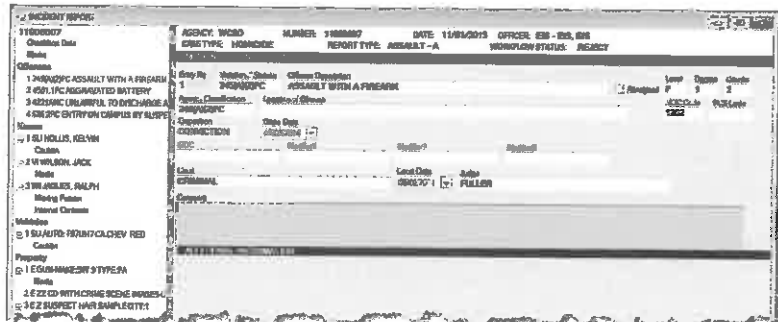
CASE REPORTING – Incident Offenses violation lookup

The system provides a specialized search capability to assisting the selection of charge information. Since listings tend to be lengthy and somewhat nebulous, the system has been designed to allow the user to develop subset listings to review prior to selection. The Charges lookup allows the user to search using partial values on either the code value or the associated description.
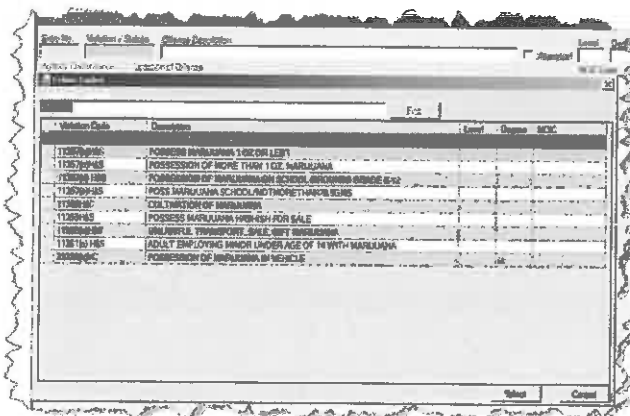
CASE REPORTING –Incident Person

In the course of normal law enforcement work the Agency will deal with thousands of names. Every incident in some way revolves around a name, whether it's the name of a complainant, a victim, or a suspect. The incident Names page is where the Agency collects all information about persons and businesses involved with the incident.

All subjects involved in a report will be listed in this section using one of the headings located in the "involvement" pull down menu.

CASE REPORTING – Incident Person MNI Integration

By clicking on this button, any MNI records matching the information entered appears so the user can control MNI linking. Click on MNI to see if the name already exists in the Agency database. If it does a box will appear. Simply choose the name in the list and say copy to form. Users will still need to check it for accuracy.

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CASE REPORTING – Missing Person

Specific system sub-reports are provided associated with the names to capture information related to missing persons. A common collection of fields have been provided based on the standard NCIC submission criteria.

CASE REPORTING – Arrest

Suspect arrest information can be associated with any arrest either through the case report entry or by entering the information into the "Arrest" module and referencing the case #. To add an arrest record within the case report, the suspects name must be entered and the person's involvement must be defined within the system.

CASE REPORTING – Incident Vehicle

The Vehicles page contains a descriptive record for each vehicle involved or associated with the current incident. A vehicle can be entered for any reason: stolen, recovered, suspect, damaged, burned or as evidence. The system references these records to reflect stolen and recovered vehicles on the UCR/IBR. When a license tag or VIN is given in the vehicle record, the vehicle is added to the Master Vehicle Index.

CASE REPORTING – Incident Property

The Property page enables entry of a descriptive record for each property item related to this specific incident. Users can switch to the Property page by clicking on Property on the pages list on the right side of the screen. All classifications of the property connected to the case may be entered here. This includes stolen, lost, found, damaged, burned, and recovered property as well as evidence items.

The Property page collects an unlimited number of property records.

CASE REPORTING – Incident Property MPI

Property is typically entered into the MPI only when an identifying number is provided, Serial Number or OAN – however the user may override this function by selecting the "Add to MPI" checkbox adjacent to the [MPI] button on any property form. Property without basic identification information are typically not considered for entry into the MPI.

CASE REPORTING – Incident Property Media

Linked to each report entity (Names, Vehicles, Property and the report itself) is the integrated Multi-media repository. The RMS system includes an integrated media repository to manage the distribution of Agency reports and documents; along with the management other types of electronic media such as images, scanned documents or other digital files in electronic formats, such as PDF's, Audio files, video files and images. With a one-click function Agency documents can be permanently generated and stored to the media repository for future use.
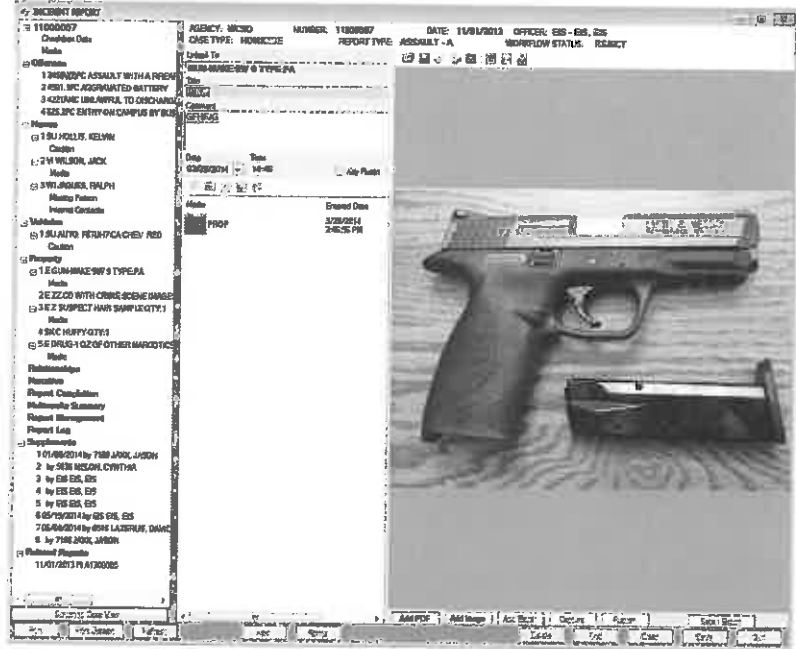
CASE REPORTING – Incident Relationships

The system includes the ability to establish definitive data relationships between any system entity, such as persons, vehicles, property and locations. Law Enforcement reports can be complex and involve a considerable number of report entities with undefined relationships. While some data relationships are automatically established in the system by the role of the entity, (i.e. offender – victim, or automobile - owner), many others are not. The data relationship capability allows users to define these relationships and to use this information in support of investigations.
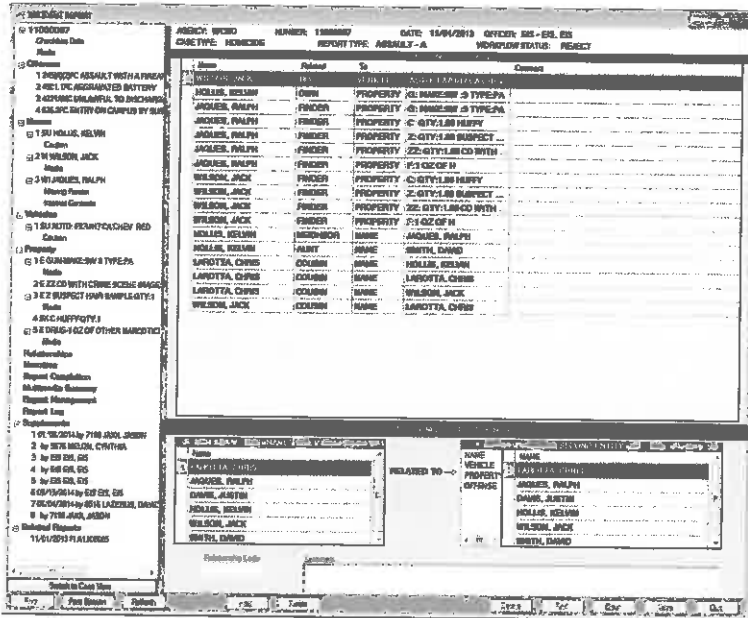
CASE REPORTING – Incident Report Validation

The system provides real time report validation to ensure compliance with mandated State reporting requirements. As such, the RMS was designed to automatically verify the reports compliance with standards prior to allowing the officer to submit the report for approval. Located at the top of the "Report Completion" screen is the Case Report Complete checkbox. When the user checks this box, it signals the system that they have completed data entry and are ready to submit the report for review and approval.

CASE REPORTING – Incident Narrative

The narrative section is for the officer's assessment of the case as it appears on the original crime report. The narrative does not appear on public documents. It allows for entry of virtually unlimited text in a standard windows based text editor.

Spell check is automatic; when a questionable word is found it is underlined. If the user right click on the word a dialog box appears and provides possible correct spellings.

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CASE REPORTING – Incident Multi-Media Repository

Linked to each report entity (Names, Vehicles, Property and the report itself) is the integrated Multi-media repository. The RMS system includes an integrated media repository to manage the distribution of Agency reports and documents; along with the management other types of electronic media such as images, scanned documents or other digital files in electronic formats, such as PDF's, Audio files, video files and images. With a one-click function Agency documents can be permanently generated and stored to the media repository for future use.

CASE REPORTING – Incident Access and Management Log

This page is used as an audit trail for anything done to the case or supplements. If the case was viewed, printed, names added or deleted, etc., transactions that occur on this case will be documented on this form. Information on this page is generated by on-line Incident Approval and Case Management and displays view only report managed related data only. There is nothing the user can enter on this page; however, the current case/review status, along with a comprehensive history of assignments and report access is displayed.

CASE REPORTING – Case and Report Notes

The system provides the investigators the ability to associate notes and logs with either a specific report or the overall case. These notes are intended for internal use only, and are not included in the case printable documents

CASE REPORTING – Incident Property & Evidence Submission

All property is entered into the system case report as part of standard data collection. With a simple click of the mouse the officer can submit those items that will be placed into the custody of the Agency as evidence, safekeeping, sieved, etc. No redundant entry is required. The user simply selects the items, indicates the drop-off location along with any directives to the property officer, and commits the record. The system will generate item bar-codes at the time of submission to allow the officers to package their own property of desired.

c) **The proposed system must capture unlimited names, vehicles, property items, arrests and offenses.**

Infor **Response:** The proposed system fully complies. The RMS supports the addition of unlimited case entity records (names, vehicles, property items, arrests and offenses) into any report. Each element added is assigned a case indexing structure and fully tracked as the case develops, and through all filled supplemental reports.

d) The proposed system must have space for unlimited narratives.

Infor Response: The proposed system includes an easy to use narrative writing component, fully integrated into the case report. An unlimited amount of text can be entered into any narrative, and an unlimited number of narratives can be included in any case (through the supplemental reports).

Incident Narrative

The narrative section is for the officer's assessment of the case as it appears on the original crime report. The narrative does not appear on public documents. It allows for entry of virtually unlimited text in a standard windows based text editor.

Spell check is automatic; when a questionable word is found it is underlined. If the user right click on the word a dialog box appears and provides possible correct spellings.

e) Supplemental reports shall maintain the same case number and be separate reports (not combined into one document).

Infor Response: Within each primary case, an unlimited number of supplemental reports can be filed. Each supplement essentially functions as a full case report, and can contain an unlimited amount of narrative text and additional names, vehicles and/or property. One supplement is distinguished from another by date and submitting officer. Additionally, the overall case details and UCR/IBR classification of the case can be updated through a supplemental report. Supplements are routed through the case review/approval process as is the primary case report.
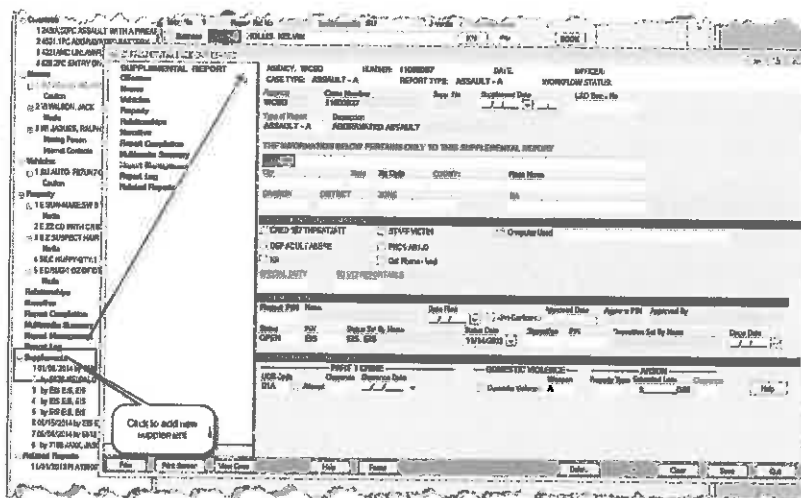
The user interface for a supplement is similar to the primary case report, with only a few differences on the supplemental face sheet and a few new capabilities within the entity records.

f) The WSP must have the ability to print on demand, a complete incident report with all related information.

> Infor **Response:** The proposed system will allow the user to print a complete report, including all related information at any time, however it also includes a wide range of features to assist the Agency in the appropriate preparation of official reports for dissemination. The system provides both report data suppression during printing and on-line document redaction capabilities.   Selective data functions allow users to determine which potions of the underlying report should be included in the final printout. This approach saves time and energy on behalf of the dissemination staff. Data selection during print helps dissemination errors and can minimize the amount of time required to prepare documents for distribution.
>
> **Report Printing Module**
>
> The report output module is specifically designed to create Agency reports based on a standard report configuration. The report feature provides a comprehensive reporting system for all included modules and is easily accessible from a simplified menu system. In addition, many of the reports include integrated notation and redaction capabilities, and direct publication to the Media Repository.
>
> We have included a sample of the general crime report, including the supplements associated with the case for review.   The case report contains variable sections, that can be selectively included in the output by the user. By default, the system automatically suppresses specific pieces of data from the standard output, and the printing users can determine whether or not to include these portions of the report within the final output.
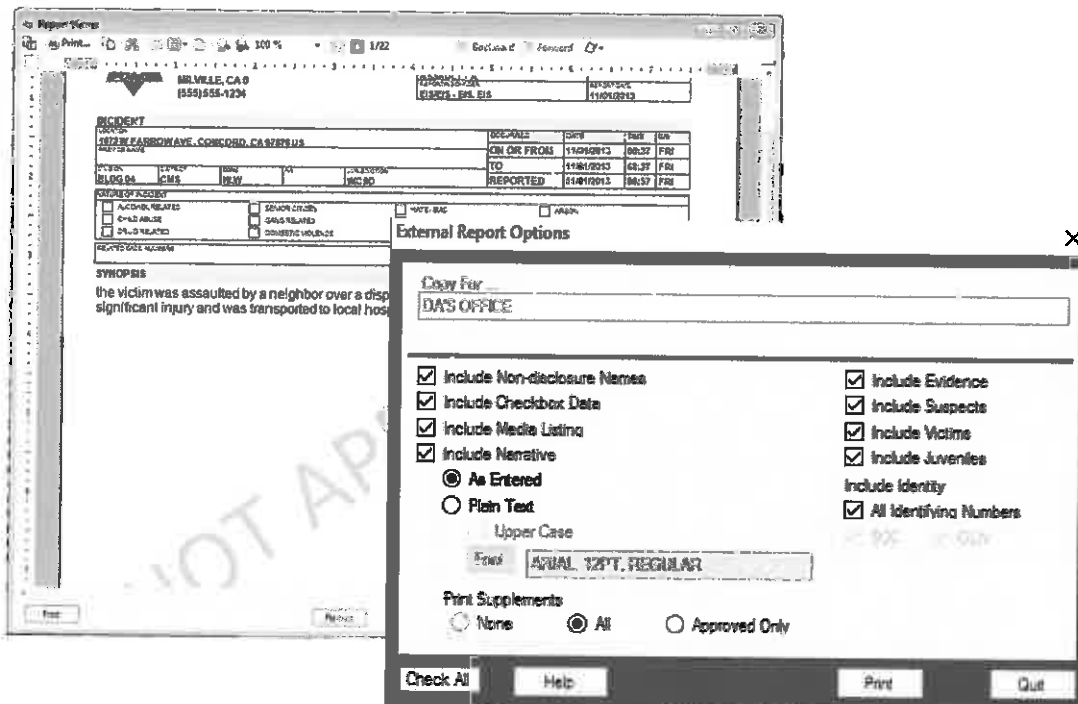
System outputs are generally defined as "Reports" and "Output Forms". Both types produce a formatted and printable display based on the information contained within the underlying system, there are processing differences. *Reports* are based on a broad set of data, usually defined by user selectable criteria, and often includes data from multiple areas of the RMS. Reports are all generated utilizing Microsoft SQL Server Reporting Services and offer a wide range of formatting and end user controls, along with an Agency level report creation/development tool (Report Builder 3.0). *Output Forms* are bound to a specific record or set of data generated from within the RMS and carry a specific data context (a crime report, an accident report, etc.) related to the displayed report in the RMS. Internal RMS output forms are generally developed within Active Reports, and can be customized to meet specific Agency preferences, however are specially wired to the displayed record in the RMS. Active Report development requires specialized knowledge of both the RMS display environment and the report writer, and as such no end-user forms modification tool is provided to the Agency. Both SSRS and Active reports provide output rendering and printing capabilities based on information currently contained within the RMS, neither provide data entry or data validation capabilities.

The RMS fully supports laser and other advanced printing technologies with full font control, graphics, and color. This produces professional, easy to read reports for in-house or public dissemination.

Report Electronic Redaction Module

The proposed system has an integrated redaction capability, and maintains histories of all documents produced or modified within the system. Full dissemination tracking is provided within the system. Users may wish to manually redact or annotate specific elements from the visible report by using the set of redaction tools provided on the report toolbar. Both Black and white redaction tools are provided. Once redacted the report can be saved as a permanent exhibit within the case media repository with a single click, and/or disseminated to the related parties.

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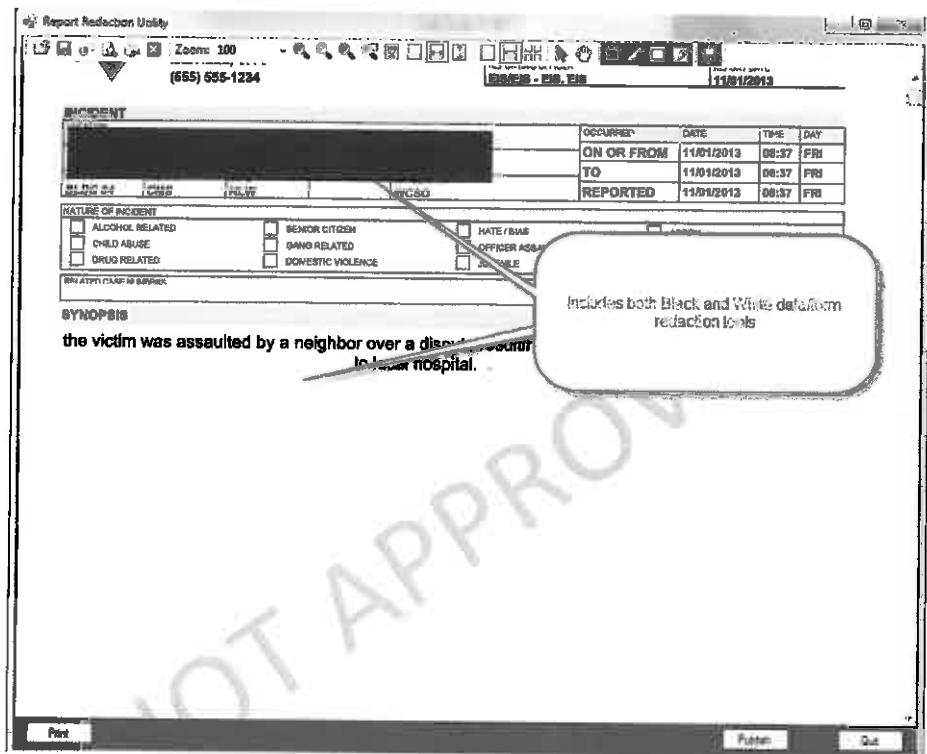
Redaction – Toolbar items
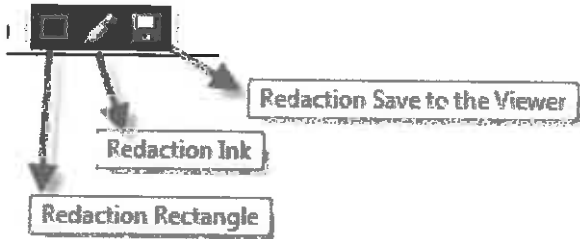
Details for each button on the redaction toolbar.
Arrow

Use the arrow to select a redaction area to move it or remove it.

To Remove n redaction, click the arrow above, right click on the item to remove and select Delete Annotation.

Delete annotation

Redaction Rectangle – Click the button and draw the rectangle to cover the area to be redacted.

COUNTY SHERIFFS OFFICE

Full Charge Report for: ▮▮▮▮▮▮▮

IDENTIFICATION

BOOKING NUMBER	INMATE IDENTIFICATION NUMBER	NAME
▮▮▮	▮▮	▮▮▮

Redaction Ink – Click the button and draw the area to cover. This is more of a free form like a pen.

SHERIFFS OFFICE

Full Charge Report for: ACTON, MARK BOB

BOOKING NUMBER	INMATE IDENTIFICATION NUMBER	NAME

Redaction Save to the Viewer— Click the button to save the redaction to the screen. This function redacts the document by flattening it removing any items that are covered by the redaction rectangle or ink.

g) The system needs to be FBI compliant with updates/additions as needed.

Infor Response: The system currently meets all state and federal UCR/IBR reporting requirements. As changes are incorporated into State or Federal reporting requirements, these changes are added to the system as part of standard software updates.

h) The new system needs to be able to provide a reporting solution to enable statistical analysis.

Infor Response: Reports and forms are highly dynamic, and no longer simple static reports or generic printouts. The Infor reporting capability makes accurate reporting easy, and provides reliable and timely information on all aspects of Agency operations. The system features a full set of built-in reports along with an interactive reporting capability built on SQL Server Reporting Services (SSRS). System reporting provides interactive reports that allow the user to view and adjust the report formats on the fly. Forms generation, statistical reports, graphing & charting, expandable displays and drill down data functions are all supported. Through SSRS the Agency is also provided a full feature ad hoc report writer that allows the Agency to modify any existing report or design new reports at any time. No third party reporting software is required or recommended.

SSRS reports support the incorporation of data, graphics and a wide variety of charting and graphing capabilities. Multiple reports and data displays can be derived to provide tactical and strategic informational displays. Through the SSRS tools data can be quickly displayed in graphical formats to allow Agency staff to better assimilate the information, and allow drill-down informational displays for greater detail. All displays and reports can be modified by the Agency.

Currently there are approx. 630 canned reports provided within the RMS, spanning all the functional modules, a summary listing has been provided as an attachment to this Response. The system utilizes Microsoft SQL Server Reporting Services (SSRS) as the base reporting engine underlying the RMS. SSRS includes the Report Builder 3.0 application, which is intended as an easy to use, end-user report development application.

SQL Server Reporting Services
Test

New Folder | New Data Source | Report Builder | Folder Settings | Upload File

There are no items in Test. Click Help for more information about this page.

Section 4. Subsection 4.5.1: Records Management System

4.5.1 Inquiry Features

a) **The proposed system must have a complete inquiry module that allows searching on any of the important data elements within the system.**

b) **The system must provide easy retrieval of information and the ability to search for information using almost any information or combination of information within the input records.**

Infor **Response:** RMS-2 includes a separate program that allows rapid and easy data retrieval from any module in the system. This program replaces the need for separate crime analysis operations in many agencies by providing dynamic pin-mapping of any of the extensive query result sets. It also allows both vertical (drill-down) and horizontal browsing within the database. The horizontal browsing allows location of related records and known associates. This provides a comprehensive and powerful tool for the field officer or investigator when attempting to solve crimes.

The Inquiry Application is separate from the Data Entry Application to allow for broader deployment. This application provides flexible retrieval of information from all sources. Easy form based query allows rapid recall summaries of qualifying records and drill-down capabilities to detailed source records. The "drill-down" approach presents first a list of candidate records meeting the specified selection criteria. Further details are shown when the user selects a list item. The end of the line is display of the selected report (incident, citation, etc.). The number of steps depends upon where the user starts. If starting with the master name index, for example, a list of names leads to a list of contacts for the selected name, which then leads to the detailed report. At any step, printout of the results can be generated as well as "pin" maps and related photos or scanned documents. Separate queries can be run concurrently then linked for investigative purposes.
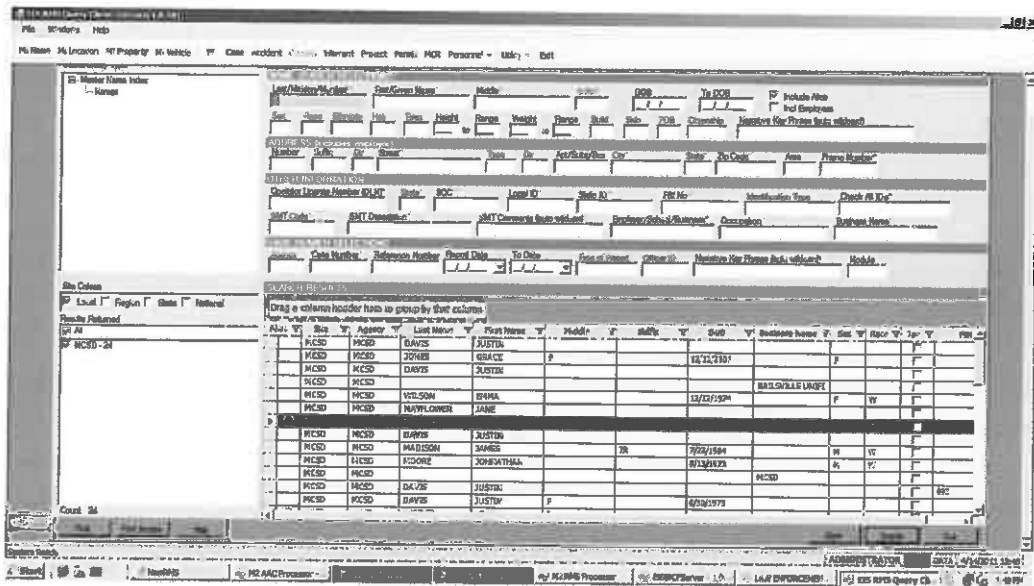
RMS Inquiry Module Overview

The RMS Inquiry Applications provide the main set of tools to search, view, and analyze the data contained within the core systems. The Inquiry Application provides an expanded set of searching capabilities and data visualization components which combine to dramatically improve the usefulness of the underlying information. RMS inquiry provides sophisticated capabilities, yet is an easy to use system module by any level of user. Additionally, the inquire application has been specially designed to access data, and as such the inquiry functions operate in an access only mode and prohibits modification of the underlying data. As such it is safe to use and can be deployed widely throughout the department, or across multiple agencies.

Infor RMS Query Client is an application designed to provide a comprehensive data inquiry application into the complete set of data collected by the Agency, and specifically designed to provide an expanded set of searching tools with specific emphasis on multi-Agency data access. The inquiry application provides an easy to use, "Query-By-Form" method that includes specifically data screens formulated to accommodate search functions across the system. The query applications incorporate most system fields, including User Defined data fields in the query capabilities.

Within the provided query application, multiple search forms are provided including general and entity specific. Any combination of values can be used to construct a query and the result set will appear below. Clicking on an items will recall the full record. In Multi-Agency sites additional filters can be provided to control data displays.

The RMS inquiry suite is a powerful application; however, it provides only one method of accessing the information stored in the departmental systems. The system has also been provided with SQL Server Reporting Services (SSRS) which includes a sophisticated report writer and other data analytical services. Additionally, there are many commercial third party data analytical tools that can provide complementary capabilities.

Some general concepts related to the query application include:

- Inquiry is flexible, and can be constantly adapted to meet your needs - It is important to remember that the inquiry aspects of law work is often somewhat nebulous, and may require the users to access information in abstract ways. It is common for investigators to attempt system searching in multiple ways to locate a specific piece of information.
- The system is not case sensitive - While most of the information added to the system through the entry modules is stored in the database in uppercase, the system is not case sensitive.
- Wild card searching is supported in most fields - You may use partial data values and wildcards in many of the system fields, including those connected to validation lists. If you are unsure as to how to spell a portion of the search criteria, drop in a wildcard and let the system sort it out for you!
- All inquiry forms in the system look and work in a consistent manner - Forms start with the selection of the desired search screens, input of selection and filter criteria, the display of the summary result set and finally the drill down into detailed records or relationships. All of the summaries and selection lists can generate on demand formatted printouts, and can be routed to advanced tools such as integrated pin-mapping. All source and record documents can be viewed and printed within the inquiry module, as long as the user had been granted the associated access and print permissions within the module(s).
- The Inquiry Module provides searching of the master system indexes and each of the system modules used by the Agency. When searching in the modules, specific records are returned for viewing, plotting, printing, etc. When searching in the master Indexes multi-level drill down capabilities are provided. Each of the master index results set provides a listing of those entities (Persons, Vehicles, Property, Locations) that match the entered search criteria. From the initial result set specific entity records can be retrieved and full histories and involvements can be displayed from each entity record, involvement reports can be recalled and viewed, etc.

General User Interface: Screen Organization

Many of the RMS module screens are divided into either 4 or 5 functional areas, consisting of the Module Data Inquiry Forms, Query Mask Selector Tree, Results set display, the Inquiry Response Summary and Modular Button Toolbar. The system was designed to minimize the number of forms and "Windows" the user needs to contend with in the everyday execution of their duties.

Query Mask Selector Tree: Displays a set of specifically formatted query screens. Many modules support multiple search forms that have been designed for a specific set of data contained within the report. Users can access any module screen by simply selecting the desired form from the navigation tree.

Module Data Search Form: Provides the interactive data fields where a search criterion is defined. Forms include the relevant data fields contained in the related system modules along with system defined UDF's.

Results Set: Displays the data set returned by the system as a result of the search performed. Displayed as a Gridview with each row of the grid representing a specific underlying data record or involvement. Includes advanced data visualization, grouping and filtering controls.

Inquiry Response Summary: Provides a quick and convenient method of assessing the data returned and the origin of the information. When used in a multi-Agency deployment displays the number of records returned by each Agency and supports Agency level filtering. Once search is complete the system displays a working list of active records that match the search criteria. Not available in all modules.

Application Toolbar: Provides record and entity level, context sensitive functions within each report module. Features will change as users' access different system screens.

Dynamic Output

Each data form within the case report is context sensitive, and will generate specific printouts related to the currently displayed form and data record. For example, if the user is viewing the names page within a case report, the available print options will be forms formatted for the names records. If the user wishes to generate the full case report printouts, they must be viewing the case report face page with a case report displayed.

Base Pin Mapping

One-click output to pin-mapping is provided within the inquiry module. Multiple activity layers can be added based on any of the searched performed in the inquiry module.

Link Analysis

Basic link analysis capabilities are provided associated with index entities, such as master name. The link display allows investigators to visualize relationships in a graphical display for better comprehension. Associated with the display is the involvement code indicating how the entities are associated to each other. If index images are associated with the items, the images will be displayed, if not available a common icon will be represented.

4.5.2 Master Name File

a) The proposed system must provide a central name file to holds ALL names entered into the system.

b) The Master Name Index should contain, at a minimum the following information:

    a. Full Name

    b. Most Recent Address

    c. Most recent phone number/cell number

    d. Date of Birth

    e. Social Security number

    f. State Identification Number

    g. Description – height, weight, eyes, hair, ethnicity, multiple scars, marks, tattoos, multiple alias and monikers.

    h. Business Name

c) Allow user to query names in the system using many combinations of search criteria, including partial name, AKA, address, social security number, phone number, date of birth, sex, race, hair color, eye color, approximate height, approximate weight, and/or scars, marks and tattoos.

Infor Response: The proposed system meets the stated requirements. RMS-2 maintains five common master indexes including, the Master Incident Index (MII), the Master Name Index (MNI), the Master Vehicle Index (MVI), the Master Property Index (MPI) and the Master Location Index (MLI) – and a specialized Master Organization Index (MOI) in the Special Investigations module. The first time a name, person or business, comes to the attention of the Agency by virtue of appearing on a report of some type, the name is entered into the MNI; the originating document is then linked to the MNI entry.
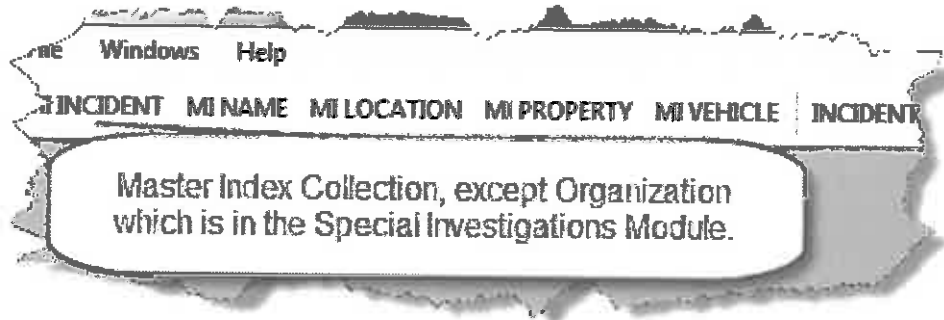
Master Name Index

The Master Name Index tracks, records and links all involvements for every individual contacted by the Agency, and provides powerful data entry and investigative capabilities. With the click of a button a complete history of contacts for any person can be easily returned. Most of the subject's information is automatically added to the MNI through the activities in all of the other system modules. The first time a name, person or business, comes to the attention of the Agency by virtue of appearing on a report of some type, the name is entered into the MNI; the originating document is then linked to the MNI entry. The next time the same name appears on a report, that report is linked to the existing entry in the MNI as well.

Master Index Services

New Index structures with Master Index Services. While the system has always utilized a set of master indexes for the purpose of linking and managing activity history for specific records, Infor has implemented some new indexing structures and enhanced the existing core indexes. Additionally, the new index structure is based on the Master Indexing Service, and is no longer embedded within each instance of the RMS, and is now provided as a service that can easily be shared by multiple agencies in a collaborative environment.

Master Name Index has been updated and now caries additional relationship capabilities that allows any name to be related to any of the other index record types. Significantly enhanced searching and filtering capabilities have been provided, along with full recording of all changes to the master name information.

Master Vehicle Index caries comprehensive information related to the associated vehicle types (Automobiles, boats, airplanes, etc.) and the extended relationship capabilities that allow any vehicle to be related to any of the other index record types. Significantly enhanced searching and filtering capabilities have been provided.

Master Property Index provides a single indexing location for all system property, and exposed for user inquiry. As with all the system indexes the new MPI extends the relationship capabilities that allows any property item to be related to any of the other index record types.

Master Location Index has been updated and integrated into the RMS far beyond the dispatching module. Geocoding addresses is provided directly within the RMS and location based access and searching capabilities have been improved. The Location index is now updated by locations entered anywhere in the system and supports additional information related to the location. As with all the system indexes the new MLI extends the relationship capabilities that allows any location item to be related to any of the other index record types.

Master Organization Index. The Master Organization Index describes entities such as a church, club, gang, business or school and established these as independent entities to which other index types can be related, such as names or vehicles. Information about these groups entered into RMS is contained in the Master Organization Index (MOI) and provides for searching and cross linking. As with all the system indexes the new MOI extends the relationship capabilities that allows any location item to be related to any of the other index record types.
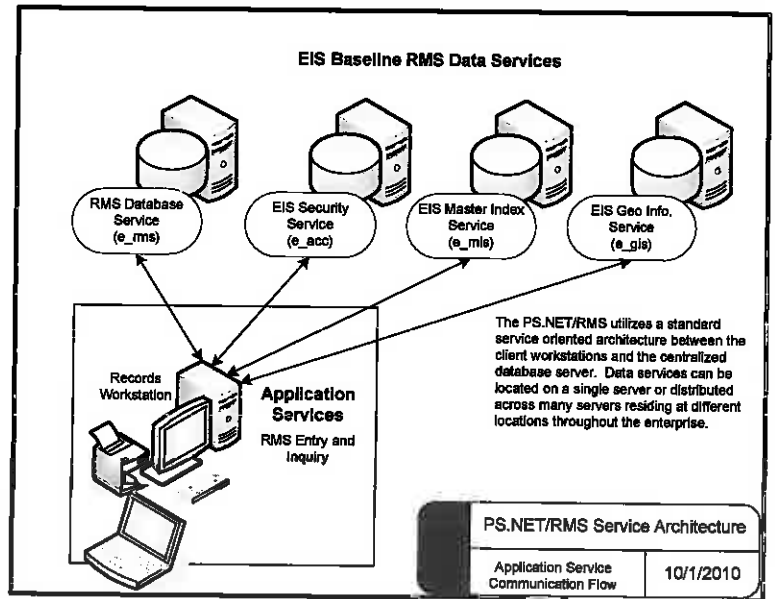
4.5.4 Master Vehicle File

The proposed system must capture all necessary vehicle information, and store it for easy retrieval, presently, and in the future. This feature must have the following elements.

a) License Plate Number and State

b) VIN (Vehicle Identification Number)

c) Year, Make and Model

d) Registered Owner

e) Accommodate all types of vehicles, including cars, trucks, motorcycles, boats and airplanes and provide a field for indicating this type.

f) Allow the user to inquire into the vehicle file under many combinations of search criteria, including license plate, VIN, make model and year.

Infor Response: The proposed system meets the stated requirements. The Master Vehicle Index (MVI) provides a comprehensive linking point within the RMS for all vehicles and associated activity. Vehicles are entered into the MVI only when an identifying number is provided, license plate number or VIN. Suspect vehicles without this information are not considered for entry into the MVI. Reported vehicles are linked to an existing MVI entry by either of these data elements.
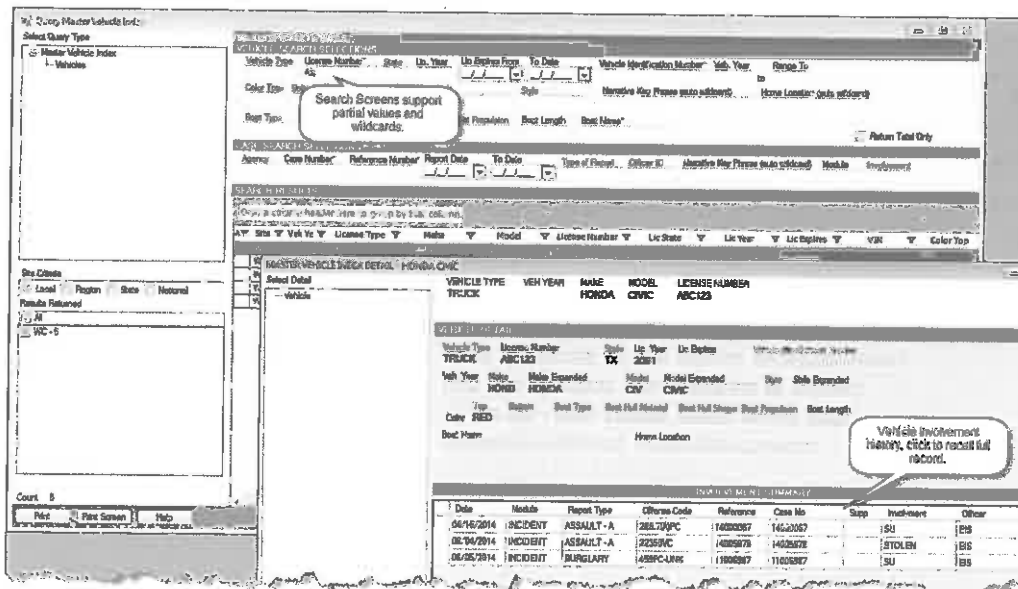
Fig 15

Master Vehicle Index Entry

Most of the data entry forms have an [MVI] button near the name entry fields. When the user clicks on [MVI], an overlay form displays the MVI entries matching the criteria entered. Users may select one from the list of possible and copy MVI data into the entry form to establish the link to the report and the existing Master Vehicle entry. If done properly this will save time in entering information and ensure that a proper link is established that will allow any user to recall the vehicle's entire history of contacts with the Agency. If no link is established, the system will attempt to automatically link to the MVI, if no match is found the system will add a new vehicle to the index.

Master Vehicle Type Data

The RMS does support specific data components related to the type of vehicle, based on the national standards any form of vehicle can be classified by the reporting officer as either an Air, Land or Sea vehicle, and the system will automatically update to display the related data elements.

Section 4. Subsection 4.5.5: Project Management

4.5.5 Pursuant to West Virginia Code 5A-6-4b, the West Virginia Office of Technology Enterprise Project management Office (EMPO) has the responsibility for managing information technology projects and providing oversight for state Agency information technology projects. EPMO uses a project management methodology based on Project management Institutes, Project Management Body of Knowledge (PMBOK). EPMO offers a methodology to its customers and their vendors that encompass a variety of templates and tools for project management.

> **Infor Response:** Infor has reviewed the referenced West Virginia Code 5A-6-4b, the West Virginia Office of Technology Enterprise Project management Office (EMPO) methodology, and can assert that the stated practices are consistent with the project management and reporting structures utilized by Infor, and all Infor sub-contractors.

The successful bidder will be required to utilize a formalized approach to project management, which is compliant with the PMBOK and includes the following:

a) **The successful vendor will be responsible for applying project management methodologies in the areas of project planning, resource management, project monitoring, production control, configuration management, quality assurance, test planning and execution, training plan, implementation methodology, change management and business process re-engineering, post-implementation support and documentation.**

> **Infor Response:** Infor agrees, and will work within the project management methodology identified herein.

b) **The successful vendor is required to present a comprehensive project plan showing time and resources required to accomplish tasks. The plan shall include three (3) major phases: planning, implementation and post-implementation.**

> **Infor Response:** Infor agrees, and will develop the requested project plan. We utilize a 5 phase project plan, but would be happy to structure with 3 major phases as requested.

c) The successful vendor is required to assign an experienced and skilled project manager to the project. The vendor's project manager will be responsible for the compilation of the project plan and will be required to maintain the detailed plan through the full term of the project or until such time as the vendor has completed the contract obligation.

Infor Response: Infor agrees, and will assign an experienced project manager for the duration of the project.

Vendor must provide project manager to act as the primary contact with the State.

Infor Response: Understood, the Infor PM will be the primary contact for the vendor.

The project manager will be required to provide status reports to the State and adhere to the directives of the State Point of contact.

Infor Response: Infor agrees; routine status updates are incorporated into our standard methodology.

d) During the course of the project, until Final System Acceptance, the vendors project manager will:

Submit regular status reports, covering such items as:
- i. Progress of work being performed
- ii. Milestones attained
- iii. Resources expended
- iv. Problems encountered
- v. Corrective action taken
- vi. Status of issues/problems
- vii. Participate in project status conference calls

Infor Response: Infor agrees.

e) **The vendor will provide a realistic implementation project schedule that starts at contract signing. The schedule should describe tasks to be performed by the WVSP as well as by the Vendor.**

Infor Response: Infor agrees; and will provide a detailed and realistic implementation schedule beginning on contract signature. The plan will be revised during the early stages of project installation, primarily through the process Review/Discovery phases'.

The following detailed response provides a descriptive overview of the standard project management tasks and methodologies used by Infor as part of a system deployment. Much of this information has been previously presented in section 4.4.4 of this response, however is equally applicable as part of this section.

Project Management

Infor utilizes a five-phase Project Implementation Methodology (consisting of 9 specific processes) that coordinates all installation activities, documents progress, enumerates and tracks milestone tasks required to successfully move through each step of the project. The five phases of each implementation segment represent a sequential set of processes including Initiation, Planning, Construction, Transition and Closing. Infor's Project Implementation Methodology follows the Project Management Institute of America standards for Project Implementation, including Project management Institutes, Project Management Body of Knowledge (PMBOK). The following provides a general description of the specific Project Management activities associated with each implementation phase.

Phase 1 – Initiation

Infor's Project Management team organizes the internal project structures and prepares a Project Implementation Plan. Upon execution of the contract the project is internally handed-off to the Infor implementation group, and a professional project manager is assigned to the project. The Project Management Team Manager engages the Agency to review high level expectations for the project, define team responsibilities and to review the overall Project Implementation Methodology. The Infor Project manager will also establish a working schedule for the first on-site activities. Internally, the Infor operations team reviews the Customer agreement and identifies general tasks, requirements and deliverables necessary for the successful implementation of the project. The operations team includes the Development manager, support manager senior implementation manager, sales manager and contracts manager. Each member of the operations team will review their responsibilities based on the contract project deliverables and provides an internal review report to the Project Manager to be utilized as part of the Project Plan development. The initial Project Plan is used to identify the material to be covered as part of the formal kickoff meeting with the Agency, commencing at the beginning of the project Planning Phase.

The following activities are completed during the Planning phase:

- Internal project review
- Assignment of project manager
- Project Management contact with Agency
- Initial Project Plan completed
- Formal kickoff meeting scheduled
- Phase completion Approval to Proceed to Planning/Definition

Phase 2 – Planning/Definition

The Planning Phase incorporates all of the activity required to establish scope, timeline and objectives of the project. The Infor staff engages the Agency on site for the formal project kickoff meeting and Discovery process. The kickoff meeting is intended to review the general contract deliverables, introduces the Agency to the Infor project team and to establish a general set of expectations related to the project installation and deployment activities. Immediately following the project kickoff, the project team will commence with the Discovery process. Discovery is a critical step in order to identify the Customer's current processes as they relate to the use of system software. A thorough understanding of the Agency's current processes is a fundamental step to ensure the system will meet the Agency's requirements, provide overall improvement to Agency operations and to ensure that the system is implemented in a manner that encourages user acceptance.

The following activities are completed during the Planning Phase:

- Formal Kickoff Meeting
- Process Review Sessions performed with Agency
- Project work tasks and interface control documents created
- Project Management Plan (Discovery Document) created
- Statement of Work (SOW) document completed and approved by Agency
- Implementation Plan created
- Agency Approval of Project Plan
- Phase completion Approval to Proceed to Deployment/Construction

Phase 3 – Deployment/Construction

The Deployment/Construction Phase consists includes the processes required to develop and deploy the system for use in live operations. The majority of the project activity occurs during this phase as decisions regarding final system configuration are determined, deployed and tested. Requires system hardware is ordered and installed. Development, configuration, process documentation and conversion activities are simultaneously executed in accordance with the SOW and Project Plan.

Initial phases of the deployment phase include system training and system administrative workshops designed to familiarize the Agency assigned project staff with the internal operations and feature set included in the system software. Agency subject matter experts from functional areas are engaged during this Phase to ensure the system is configured in a manner that is consistent the project requirements. These workshops provide a solid basis for the Agency project team to define final configuration parameters and system use policies.

Infor in partnership with the Agency project team work together under the direction of the Project Managers to complete assigned tasks in accordance with the project schedule. Data conversion processes are initially tested, reviewed and corrected as necessary.

The following activities are completed during the Deployment/Construction Phase:

- Hardware/Software installation (if applicable)
- Initial system deployment into Agency environment
- Administrative system training
- Functional gap-analysis
- Data Conversion analysis
- Interface installation/configuration

- Custom or specialized system component delivery
- Phase completion Approval to Proceed to Transition/Go-Live

Phase 4 – Transition/Go-Live

The Transition/Go-Live Phase begins well before the actual commencement of use in a live environment and, extends well beyond the Agency's operational transition. The goal of the Transition Phase is to transition the Agency to the new system in an efficient manner, with the minimum of disruption to operations.

Upon conclusion of the Construction Phase, the system is certified as ready for deployment into a live environment. Infor and Agency project team will officially certify the system as ready for transition, and a go-live date will be determined. The next step in the Transition Phase is the organization and provision of end-user training. In accordance with the Agency's transition plan, the "Go Live" decision is confirmed the system is made ready to transition into live production. System databases are cleared, interfaces transitioned and tested, accounts activated on the production environment and data migration completed.

The following activities are completed during the Transition/Go-Live Phase:

- End user training completed
- Go-Live operations plan reviewed and approved by Agency
- Production system preparation completed
- Go-live transition
- Data Conversion executed
- System testing and monitoring
- Post go-live training and support
- Phase completion Approval to Proceed to Closing

Phase 5 – Closing

Project closing and migration to support represents the final phase of Infor Project Implementation Methodology. This phase is including the activities required to finalize the project and transition the Agency to the care of the Infor support team. Contract deliverables are certified and a formal contract closeout is performed.

Our 5 phase, implementation procedure has nine segments as the graph below indicates, the implementation will be tailored to the Agencies and jointly executed by the both project managers.

1	EIS PROJECT ORGANIZATION
2	CUSTOMER ORGANIZATION MEEETING
3	SYSTEM SPECIFICATION AND IMPLEMENTATION PLAN
4	SYSTEM PREPARATION
5	SYSTEM INSTALLATION (PRE-INSTALL)
6	CUSTOMER VALIDATION AND TESTING
7	LIVE SYSTEM INSTALLATION
8	PROJECT COMPLETION AND APPROVAL
9	POST IMPLEMENTATION TRAINING VISIT

Implementation Methodology

Following execution of the contract, Infor shall provide a Project Manager to oversee the implementation of the system and the services provided under the Statement of Work. The Project Manager has budgetary control of the project and can command any resources required to meet the Agency's objectives. It is expected that the customer Agency will assign an Agency level Project Manager to assist with the implementation of these systems. The Infor Project Manager will work closely with the Agency's Project Manager(s) to ensure a smooth system implementation. The Infor Project Manager will be the primary point of contact during system implementation, and has the authority to make binding decisions on behalf of Infor. The Infor Project Manager shall work closely with the Agency assigned Project Manager to coordinate project activities and resources, to provide project status reporting, and to ensure the quality of Infor deliverables. Project management services shall include:

- Coordinate Agency personnel for training
- Prepare site for installation
- Ensure all network links are installed and operational
- Coordinate installation with Infor, Inc.

Project Planning and Organization

Project Planning and Organization tasks include the establishment of the Infor project team and the provision of a Project Kickoff/Pre-installation Meeting. During the Project Kickoff Meeting, Infor shall meet with Agency assigned project team members and stakeholders to provide a project overview, to discuss project expectations, and to review intended outcomes. This activity also identifies and communicates specific project tasks to be undertaken by Infor and the Agency. Timeframes shall be

established for the development of project management deliverables under this Statement of Work, including Project Plan, Communication Plan, Responsibility Matrix, and Risk Management Plan.

Project Plan

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

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

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

Responsibility Matrix

The Infor Project Manager shall develop a Responsibility Matrix as part of the Project Plan defining the various project activities and deliverables. For each project activity and deliverable, this document shall define each Infor project team member's responsibility and each Agency assigned project team member's responsibility. The Responsibility Matrix shall be maintained and revised throughout the course of the project, as necessary.

Change Control Management Plan

The Change Control Management plan shall be established by the Infor Project Manager to provide the means to control and validate changes that may impact any aspect of the Infor Project Plan.

Status Reports

The Infor Project Manager shall submit status reports to the Agency assigned Project Manager as determined in the project plan, using a standard status report format. The status report format shall be reviewed with the Agency assigned Project Manager and may be modified to respond to specific, reasonably defined reporting requirements. The status reports shall provide information regarding activities completed during the reporting period, activities in progress, activities planned during the next reporting period, and outstanding issues and action items.

Issue Resolution

The parties will attempt in good faith to resolve any issue, controversy or claim arising out of or relating to the Statement of Work promptly by negotiations between representatives and senior executives or officials of the parties who have authority to settle the controversy as follows:

If an issue, controversy or claim should arise, the Agency assigned Project Manager and the Infor Project Manager shall meet at least once and shall attempt to resolve the matter. Either project manager may request the other to meet in person within seven (7) days, at a mutually agreed date, time, and place.

If the matter has not been resolved within five (5) days of their first meeting, the Infor Project Manager and the Agency assigned Project Manager shall refer the matter to parties independent from the

project, including the Customer's Agency of Finance/Purchasing and an Infor senior executive. Thereafter, the project managers shall promptly prepare and exchange memoranda stating (a) the issues in dispute and respective positions, summarizing supporting evidence and arguments, the negotiations which have taken place, and attaching relevant documents, and (b) the name and title of the independent parties who will represent that party. The independent parties shall meet in person for negotiations at a mutually agreed date, time, and place within seven (7) days of the end of the initial five (5) day period and, thereafter, as often as reasonably deemed necessary to exchange relevant information and to attempt to resolve the issue.

At the mutual agreement of the independent parties, if the matter has not been resolved within fourteen (14) days of the initial meeting of the independent parties or in such time frame as is mutually agreed to by the parties, or if either party has not meet within fourteen (14) days of the end of the five (5) day period referred to in the preceding paragraph, the parties will attempt in good faith to resolve the issue, controversy, or claim by non-binding mediation.

All deadlines specified in the issue resolution process may be extended by mutual agreement of the Infor Project Manager and the Agency assigned Project Manager.

Infor Project Management Responsibilities

a. Designate a Project Manager who will direct Infor's efforts and serve as the primary point of contact for the Customer.
b. Coordinate and conduct the Project Kickoff Meeting.
c. Develop and maintain the Infor Project Plan including the Responsibility Matrix to be delivered within thirty (30) days from the Project Kickoff Meeting.
d. Develop and maintain the Risk Management Plan.
e. Develop and maintain the Change Control Management Plan.
f. Coordinate and oversee the completion of all line items in this contract according to the SOW and Project Plan as described in Deliverable Management.
g. Conduct status meetings via telephone, e-mail, and/or on-site, with the Customer's Project Manager and designated staff on a regular basis, or as may otherwise be reasonably required to discuss project status.
h. Provide frequent Status Reports as agreed upon by both parties.
i. Coordinate resolution to items deviating from the Project Plan, SOW or Contract as outlined in the Change Control Management Plan.
j. Provide timely responses to issues related to project progress raised by the Customer's Project Manager.

Customer Project Management Responsibilities

a. Designate a Project Manager who will direct the Customer efforts and serve as the primary contact for the Infor Project Manager.
b. Coordinate appropriate Customer personnel to attend the Project Kickoff Meeting.
c. Participate in the development of the Project Plan and SOW.
d. Review the final Project Plan and identify in writing any specific changes necessary within ten (10) business days of receipt.
e. Approve and implement the Change Management Plan.
f. Coordinate Customer resources according to the SOW and Project Plan.
g. Participate in scheduled status meetings with Infor's Project Manager.

h. Work with the Infor Project Manager in submitting and approving Change Order requests on all items deviating from the Project Plan, SOW or Contract as outlined in the Change Control Management Plan.

i. Act as liaison and coordinate with other governmental agencies and the Customer's vendors, contractors, and common carriers.

j. Approve and release payments in a timely manner according to the payment milestones.

Implementation Plan

On average, a complete installation usually takes about six to nine months from contract execution. This timeframe generally includes several months of front-end work to develop required data files, assemble the software, order the hardware and communications, and to develop the internal procedures required to sufficiently support system implementation.

Following execution of the contract, our Project Manager will work with you to derive the project plan and establish a working implementation schedule. Infor's Project Manager will work closely with the Agencies assigned Project Manager to coordinate project activities and resources, to provide project status reporting, and to ensure the quality of Infor deliverables. The first project activity will be to coordinate the Project Organization Meeting.

Project Organization Meeting

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

- Introduce key Infor project personnel to members of the Agency.
- Answer key customer questions and address concerns related to the project.
- Review contractual requirements and overall scope of the project.
- Establish an initial project organization and reporting procedure for the project
- Establish an initial implementation schedule for the project.
- Identify any known administrative delays that may affect project implementation.

Project Definition Site Visit

Following a successful project organization meeting, the Infor project manager will arrange for the Project Definition Site Visit to more effectively review the more technical details of the implementation. Depending on the size of the project, this visit may be accomplished as an extension of the project organization meeting or scheduled for a separate, more prolonged session. The purpose of this visit includes the following:

- Insure that customer Agency personnel understand the conceptual details of the systems and have a grasp of the operational requirements.
- Define table data and other information that will be required to allow Infor to configure the system for installation at the customer site.
- Perform general data collection and fact finding.

Following this site visit, the Infor Project Manager will summarize outstanding items, document the project, and provide a definitive project schedule in an Internal Reference Specification (IRS). Copies of this will be provided for the Agency and reviewed with Agency management to help insure that the project is on track and that both parties have a firm understanding of the overall project.

Project Plan

The Internal Reference Specification presents a complete project plan for the implementation. In smaller systems, this may be as short as a summary of important tasks. In larger implementations, it is a complete plan with detailed schedules and tasks that are tracked using Microsoft Project. In all cases a detailed schedule with appropriate timelines and/or Gantt charts is included. The project plan may be updated during the life of the project if necessary. The project plan will also identify team members and summarize their assignment with the project.

System Configuration

Following the on-site visits, the assigned Infor installation team will pre-configure the system for installation in the Agency. These activities include constructing the database and building the operational and control tables according to the defined requirements. Pre-configuring the systems minimizes time Infor personnel must be on-site and helps minimize disruption to operations during the installation and training process.

System Installation

Infor prefers to install the systems in a single extended visit. This includes installing computer hardware, databases, and applications. It also includes providing all training, data conversion, and other tasks incidental to live operation. These activities require an installation team consisting of network and hardware personnel, training specialists, and application specialists. The installation team may be on site from 2 to 6 weeks or longer, depending on the complexity of the installation and number of sub-systems.

Actual installation timelines vary with the size of the Agency and the complexity of the purchased systems. Normally, actual physical system installation will only take a day or two, with the balance of the installation time allocated for system testing and user training. During this time, Infor systems personnel will configure servers, install databases, and complete installation of control tables, security access tables, and other data required for operation. They will also set up distribution sets centrally on the servers and install the client software on computers throughout the Agency.

Infor requires a dedicated, quiet area to work in and 24-hour access to the building and computer facilities during this period. The Agency project manager and systems personnel should be available during this period and are invited to sit in and work with Infor personnel in order to familiarize themselves with the systems. It is also important to have network and systems management personnel available to insure that we install according to local standards and practices and do not interfere with other operational systems that may be running.

System Training

As soon as the systems are installed the training process begins. Normally, training takes from a few days to a few weeks, depending on the size of the Agency and the number of system modules being installed.

Key aspects of system training are as follows.

- Training is structured to the requirements of the Agency. Infor is highly flexible on course hours, times, days, etc. Courses may be given multiple times to accommodate shift and other scheduling requirements.
- Infor normally provides training manuals and any other materials required for the training.
- Training plans must be pre-defined and personnel dedicated to the training courses.
- A dedicated training area should be set up that can accommodate the scheduled classes. This classroom should accommodate individual workstations for each student. Infor will supply projects or other training aids as required.
- Training is generally done on the Agency's site using the actual operational system.
- In most cases, live operation can begin immediately after training is completed. Many sites actually practice on live data that is retained at the completion of the training course. If dummy data is used during training, it will be purged by Infor upon completion of the training program. Infor does not recommend delays and/or practice time after training; training should begin immediately upon completion of the prescribed training.

Go-Live Operations

Infor highly recommends a cold-cut-over to the new system. Infor does not recommend parallel runs, dual entry, or other "sneak into it" approaches to live operation. Start-up operations are difficult enough without maintaining any old and in-place systems. Live operation should begin immediately upon completion of training.

No matter how complete the training, or careful the planning, there are always questions and issues that arise when Agency staff begin using the system. Infor Client Services team members will be on-site as part of our Go-Live assistance service. Infor normally keeps personnel on site for some period of time after live operation begins to assist new users and management in an effort to keep post installation issues controlled.

Post Installation Consulting

After systems go live, Infor retains training and support personnel on-site for some period of time to assist with any start-up problems that may arise. In addition, we schedule a follow up post-installation training and consulting visit approximately 30-90 days after live operation. This follow up visit is designed to handle any remaining problems that exist and to correct any issues that were missed during the initial installation.

Section 4. Subsection 4.5.6: Training

The vendor must provide custom training on the new system to all users. This training will be a mix of train-the-trainer and end-user training, as agreed upon by the vendor and the WVSP. The WVPS will provide the training facilities and workstations for the training. The vendor will provide:

a) A training program for the WVSP project implementation team that includes the training necessary to understand the overall system architecture, interface configurations, data import/export capabilities and workflow configuration options.

> **Infor Response:** Included, as part of the project definition/discovery phase a complete system architectural review and administrative level training is provided. The intent of this training is to ensure the core project team has sufficient understanding of the system and available options to appropriately determine the optimal configuration. Please review the detailed training overview provided within this section.

b) A training program for application administrators that include the training necessary to configure, monitor and administer the system's technical and functional aspects.

> **Infor Response:** Included, as part of the project transition phase a complete set of specialized administrative courses are provided to application and system level administrators. The intent of this training is to ensure the functional administrators have sufficient understanding of the system and management tools to effectively manage daily operations. Please review the detailed training overview provided within this section.

c) A training plan and training documentation to support the training of all end users (e.g. records administrators and secretaries) in the functionality of the system.

> **Infor Response:** Included, a comprehensive training plan will be developed during the project definition/discovery phase, and adapted as needed to accommodate Agency requirements. The training plan will be based on the training capacity of the Agency and the availability of Agency personnel. Each training class will be specifically designed to address the system requires related to the specific user's job responsibility.

d) All raining materials shall be provided at least three (3) weeks prior to the start of any training course.

> **Infor Response:** Agreed.

e) **A training system that will allow the users to simulate live operations for the system without degrading system performance.**

Infor Response: A second, and fully isolated instance of the RMS with the WVSP configuration, will be implemented for post-go-live training purposes. The training system will emulate the live environment as close as possible, however live interfaces to external systems would not be available.

Except for post-implementation training, all training must be completed in a satisfactory manner before the WVSP will give formal final system acceptance.

Infor Response: Infor structures a customized training plan to meet each Agency's requirements based on the system components selected by the Agency and types of users to be trained. Training plans are generally tailored to the specific operational practices of the Agency based on the data entry use policy developed by the Agency during the system configuration phase.

Infor instructors will provide formalized classroom instruction based on information provided by the Agency as to intended use of the system. Agency is responsible to provide administrative level officer in each training class to address policy and procedural issues that arise during the training session.

As soon as the systems are installed, we are ready to begin the training process. Normally, training takes from a few days to a few weeks, depending on the size of the Agency and the number of system modules being installed. A subsequent section of this manual provides more detailed recommendations on training. Key recommendations include the following;

1. Training is structured to the requirements of the Agency. Infor is highly flexible on course hours, times, days, etc. Courses may be given multiple times to accommodate shift and other scheduling requirements.
2. Infor normally provides training manuals and any other materials required for the training.
3. Training plans must be pre-defined and personnel dedicated to the training courses.
4. A dedicated training area should be set up that can accommodate the scheduled classes. This classroom should accommodate individual workstations for each student. Infor will supply projects or other training aids as required.
5. Training is generally done on the customer's site using the actual operational system.
6. Infor has proposed direct training for all Agency staff, however will provide train the training where appropriate or requested by the Agency.
7. Agency may have as many administrators trained as desired, within class size limitations.
8. Infor will provide training classes allocated per the training plan. Course curriculum will be defined during the system configuration process and validated by Agency staff. Infor training will train to Agency defined policy. Infor will provide the training resources as purchased by the Agency in the contract.

In most cases, live operation can begin immediately after training is completed. Infor does not recommend delays and/or practice time after training; live system use should begin immediately upon completion of the prescribed training.

Training Overview

Training programs are designed to emphasize the operational and "man-machine" interface aspects of system operation. Every effort is made to develop a concise and simple methodology for instruction. This helps insure maximum system utility and acceptance while minimizing the time required for training. Hands-on training, using the actual operational system, is provided whenever possible. Complete documentation is a prerequisite to effective training and is provided for all operational personnel.

We would like to emphasize that the training provided is considered a key part of the system and not an activity incidental to the system procurement. In addition, continued on-going support is provided as a part of the normal service contracts.

Training Approach

New systems require new skill, new operational concepts, and new procedures. To help minimize the impact of new systems on the organization, Infor structures a complete training program with each system. Each training program is customized to the Agency's unique requirements. It is designed not only to insure a rapid, successful system installation, but to help provide an on-going in-house training capability that can accommodate normal personnel changes and employee turnover.

Training Facility

Infor prefers to conduct training on the Agency premises using the Agency's' production system. This training may be at individual workstations, but is normally done in a constructed classroom environment, away from normal operational distractions.

Constructing the training environment may involve temporarily relocating some of the Agency's workstations or making other accommodations to achieve a dedicated training environment for students. The Agency training facility should be configured with one computer for each attendee up to 20 attendees (or as designated for the class type), and one additional computer for the Executive Information Services, Inc. trainer. These computers must be installed and configured with the RMS Client Applications and have network connectivity to the RMS. This facility must be removed from the day-to-day operations of the Agency and remain available for the duration of Training.

Training System

In most installations, Infor prefers to train on the customers' actual hardware and installed system just prior to live system operation. This provides full table data, test data, and an environment identical to the production environment. This simplifies training for users and minimizes problems associated with initial system live operation.

Staffing and Scheduling

A well designed training program requires that personnel be given dedicated classroom training time. In most cases it is impossible to do effective training while personnel are handling routine and normal duties and assignments. In many cases this requires special scheduling and/or possible overtime commitments by the Agency.

Infor fully recognizes the difficulty in scheduling time for personnel to attend classes. Staffing problems, turn-over, and multi-shift operations create unique training problems. Infor will therefore work with the Agency to develop an effective training schedule that can meet these requirements. Training may be conducted in multiple sessions at any time in order to accommodate multi-shift operations.

Training is conducted in accordance with the established implementation plan, immediately prior to live system operation. Practice and special sessions can also be accommodated. We encourage the Agency to make personnel available for practice sessions as much as possible. Some spare time reading and/or study is beneficial and is encouraged.

Direct Training

In most installations, Infor prefers to put our own training personnel on site and do direct training of customer personnel. This is opposed to "train-the-trainer" approaches in which customer training personnel receive initial training and then conduct operator training. Our experience indicates that this provides the most effective approach and quickest system implementations.

Customer training personnel are welcome to attend classes and special accommodations can be made to provide additional instruction for them that will result in on on-going, in-house training capability for the Agency.

Training Coordinator

Major new automated systems invariably require changes to Agency procedures and operational practices. Changes to operational practices can often significantly improve the effectiveness of the new system, but can at times be difficult to convey to Agency staff. It is for this reason that instruction be tailored to best suit the needs of the Agency rather than conducting classes on generalized subject matter. Typically, during system training, questions involving departmental procedures and policy will arise that can most effectively be addressed by Agency personnel. As such, Info requires that the customer assign a training coordinator to work with Infor personnel. The designated training coordinator in some cases may be the same as the designated project manager. The responsibilities of the training coordinator include the following:

- Make arrangements and assignments for all required personnel to attend RMS training with their appropriate functional group.
- Coordinating training schedules internally, including personnel and facilities.
- Coordinating with Infor personnel to develop the most effective possible training schedule and program.
- Working with Infor personnel to develop training programs and materials that reflect unique departmental requirements, terminology, and procedures.
- Provide data entry policies and procedures for each functional group.
- Follow up with any training attendees who may need extra help and assistance in order to grasp needed concepts.

The designated Agency Training Coordinator should be available during most of the training sessions and should participate in as many training courses as possible; especially at the start of the training cycle

General training requirements and class structures are listed below

TRAINING COURSE	LAW RECORDS SUPERVISOR TRAINING
COURSE ID:	RMS-004
HOURS:	2
LOCATION:	Customer Site - Training Room
RECOMMENDED FOR:	Records Supervisor; Key Records Management Personnel
SYNOPSIS:	This course covers use of several supervisory programs; including MNI maintenance, Security Maintenance, and Table Maintenance and fundamentals of state reporting
PREREQUISITE:	Law Records Entry
DESCRIPTION:	This is a 2 part "hands-on" training course for the records supervisor or other management staff, focusing on the basics of system management and the processing of Agency IBR/UCR data.

Topics covered include: Maintaining the master name index, maintaining code tables, maintaining security and program, Configuring and authorizing personnel to use the State Switch permissions.

UCR/IBR data management as related to the generation of state submission data, specific to the reporting method utilized by the State. Instruction covers the fundamentals of generating the submission data and error handling. While course does provide a brief overview of the state reporting standards it is understood that Agency RMS supervisory personnel possess a working knowledge of local IBR/UCR reporting standards.

Much of the base RMS management training will be provided during the system pre-installation phase. At the completion of the course, the student should be prepared to begin using the new system.

TRAINING COURSE	LAW RECORDS DATA ENTRY
COURSE ID:	RMS-001
HOURS:	4
LOCATION:	Customer Site
RECOMMENDED FOR:	Records Supervisor; Records Clerks; Field Officers that enter their own reports; Major Crimes Registration; Registrant Clerk; Any personnel who will be entering full crime reports in the system.
SYNOPSIS:	This course is intended for all members of the Agency that will be entering their own case reports in the system. It provides in-depth coverage of how to use the entry program. All entry modules are covered with primary emphasis on the crime report.
PREREQUISITE:	None
AGENCY MATERIALS:	Copies of real reports that can be entered into the system. Recommend 2-3 each of the following or other key reports the Agency regularly uses. crime reports (including arrests); field contact reports; citations accident reports;
DESCRIPTION:	This is a "hands-on" training course for personnel that will be entering data into the RMS system. The course covers all the key modules included in the Law Entry Program, but most time is spent on the core crime report entry module. This is the largest and most complex and takes most of the time. Topics covered include: Logging on and starting the program, Program navigation, Use of Code Tables and help facilities, Using the Master Name and Master Vehicle links. Description of data fields and forms, Saving data and Best Operating Practices. At the completion of the course, the student should be prepared to begin using the new system and to effectively enter case reports and supplemental reports into the RMS in accordance with Agency data entry policy.
RECOMMENDATIONS:	Supervisory staff should be trained first. Special services groups that handle registrants, permits, accident entry, citation entry, field contact entry, etc. can be separated into separate class sessions. This will allow the instructor to place more emphasis on these modules. It is also recommended that field officers, detectives, and others that do their own report entry or use the system on a more casual basis be placed in separate sessions from the records management personnel that are generally heavier users of the system.

Training Course:	LAW RECORDS DATA ENTRY – IFR
COURSE ID:	RMS-012
HOURS:	2
LOCATION:	Customer Site
RECOMMENDED FOR:	Records Supervisor; Field Officers that enter their own reports Any personnel who will be entering full crime reports in the system from the mobile environment;
SYNOPSIS:	This course is intended for all members of the Agency that will be entering their own case reports in the system through the mobile equipment
PREREQUISITE:	RMS Data Entry
AGENCY MATERIALS:	Copies of real reports that can be entered into the system. Recommend 2-3 each of the following or other key reports the Agency regularly uses. crime reports (including arrests); field contact reports
DESCRIPTION:	This is a "hands-on" training course for personnel that will be entering data into the RMS system. The course covers all the key modules included in the IFR, but most time is spent on the core crime report entry module.
RECOMMENDATIONS:	Class is typically provided as an extension to the main RMS entry class for patrol officers and other mobile users.

COURSE:	LAW RECORDS INQUIRY
COURSE NUMBER:	RMS-003
HOURS:	2 standalone (1 if added to Data Entry Class)
LOCATION:	Customer Site
RECOMMENDED FOR:	All Agency Employees
SYNOPSIS:	This course covers use of the RMS/Inquiry Program. This program allows the user to search records and find data within the RMS System. It is a safe program since the user cannot modify any records and is generally deployed throughout the Agency.
PPREREQUISITE:	
DESCRIPTION:	This is a "hands-on" training course for anyone in the Agency who needs to search any of the modules within the system.

Topics covered include: Searching names via the Master Name Index, Searching vehicle via the Master Vehicle Index, Detailed searches of key modules, Photos and Documents, Finding status via Case Management Searches, Alerts, Adding comments to calls-for-service, Finding rejected cases and managing reporting, Use of wild card and keywords – best practices. At the completion of the course, the student should be prepared to begin using the new system.

COURSE:	LAW RECORDS REPORT MANAGEMENT
COURSE NUMBER:	RMS-002
HOURS:	1-2
LOCATION:	Customer Site
RECOMMENDED FOR:	Patrol Sergeants; Agency Heads; Records Supervisor; Any personnel who will be responsible for assigning and approving crime reports
PREREQUISITE:	RMS Entry Program
SYNOPSIS:	This course covers use of the RMS/Report Management features. This program allows the user to assign, approve, and otherwise control routing of system reports and their status within the Agency.
DESCRIPTION:	This is a "hands-on" training course for personnel that will be responsible for approving, routing, assigning, or otherwise controlling reports in the Agency.
Topics covered include	Approving Crime Reports, Assigning Crime Reports; Rejecting and Correcting Crime Reports, Scheduling, Finding and Locating Crime Reports, Best Operating Practices. At the completion of the course, the student should be prepared to begin using the new system.

Section 4. Subsection 4.5.7: System Testing

The vendor must provide a system implementation that includes adequate provisions for functional, performance and reliability testing before final acceptance. The WVSP requires the vendor's involvement in the development and execution of all tests plans to assure the system delivers the expected results.

Infor Response: Included in the proposed installation and transitional services. A set of system testing processes will be performed as indicated in the Project Plan, including a system functional, performance and reliability test. The goal is to ensure the system functions as indicated in the in the Agreement and finalizes SOW.

APPROACH

As part of the initial SOW preparation, specific system components will be incorporated into the workflow testing processes, including functionality definitions and performance metrics. The testing criteria will be established during the discovery and implementation phases by mutual agreement between Infor and the Agency. Infor utilizes a standard Pass/Fail matrix to perform a command-by-command system evaluation to ensure the system performs as described in the finalized SOW, and related system documentation. The matrix will be updated as needed to reflect any requirements related to Agency specific configurations or modifications that are not included in the standard test plan. The Infor Project Manager will be present at the Customer site during this test process.

TEST INITIATION

Testing will be performed in accordance with the time frames specified within the project plan, and typically include:

Preliminary System Acceptance Testing – performed at the conclusion of the deployment phase to ensure the system is ready for go-live operations. Includes a formal evaluation process and customer acceptance of testing outcome. Upon successful conclusion the project will progress into the Transition/Go-Live phase.

Final System Workflow Testing – performed following the Transition/Go-Live phase, on the production system. Includes a formal evaluation process of testing outcome.

Performance Testing – performed in accordance with the performance metrics mutually agreed between Infor and the Agency, in the prescribed testing/evaluation environment.

Reliability Test - performed following the Transition/Go-Live phase, on the production system for a defined period (Typically 30 days). Includes a formal evaluation process of testing outcome.

The test will be performed on the Customer production server using the configuration developed during the discovery and implementation phases of the project. The Agency, in concert with the Infor project manager, will be expected to participate in all system testing and provide formal acknowledgment of the outcome.

PROBLEM RESOLUTION

Problems encountered during the test will be reported to the Infor Project Manager with sufficient detail to allow reproduction of the issue. Infor will work to resolve any reported issues in a timely manner and will work with the Customer Project Manager related to the correction and re-test of the reported issue. When all issues are resolved, the item will be re-tested by the Customer and certified.

TEST COMPLETION

Once the test process has been successfully completed, the Customer will formally acknowledge the results and certify the test plan and award final functional compliance. Issues that arise after the completion of the test will be reported to the Infor Support Center and will be addressed under the standard support process.

Section 4. Subsection 4.5.8: Data Conversion

The Vendor must include data conversion. The databases to be converted include Motorola NET RMS data. The Vendor will work with the WVSP to determine the precise process (including data verification and testing) which will be used to perform the data conversion. All data must be converted before co-live and must be available to the users on the new system at that time.

> **Infor Response:** Infor has proposed the services required to migrate the existing RMS databases to the new RMS platform. The existing Motorola NET RMS data is stored in a standard SQL Server database, and can be simply provided to Infor as a standard SQL Server .BAK file. Data analysis, data mapping, conversion script development and conversion testing services are all included in the proposal.
>
> Infor agrees to complete data conversion prior to system Go-Live. Our standard approach is to manage the conversion and reconciliation as part of the final transition activity.
>
> The general process is described below.
>
> **Data Conversion Services**
>
> The success of any data conversion depends on the structure and consistency of the existing data. Due to the wide variability in existing systems, data conversion efforts cannot be guaranteed. Conversion Specialists will make a good faith effort to save any existing information that is in machine readable formats.
>
> **Overview:**
>
> We offer considerable experience in providing data conversions from a wide variety of existing systems. Conversions can be performed from any system capable of providing an extract of data such as AS/400, Oracle, Mainframe, X86 systems, and most any modern non-proprietary database. A conversion involves taking the files from an agencies information system and bringing them into data formats compatible with the incoming public safety systems.
>
> There are essentially three aspects of the data conversion that must be considered. These are; Data Extraction, Data Preparation (Normalization & Manipulation), and Data Upload. Varying degrees of Agency involvement may be required in both (or either) the Data Extraction or Data Normalization and Manipulation segments of the project. The Data Upload component is usually performed entirely by the conversion team.
>
> **Requirements:**
>
> Data conversions done are predicated on receiving valid and clean data from the customer or the customer's current vendor. Extensive data cleansing and code conversion operations are not included in the base data conversions quoted. Data received must meet the following criteria.
>
> 1. Be in a SQL or other database that is machine readable. Excel, Access, or even DBF files are acceptable if they meet other criteria.
> 2. Data elements should be uniquely identified and in the correct format; we will not parse multi-value fields for data elements.

3. Names should be parsed; e.g. last, first, middle names should be uniquely identified. Business names should be identified separately — if included in the regular name fields, they will be treated as a regular name. We will attempt to parse name fields if requested but cannot guarantee results and will not do data cleansing on the parsed names.
4. Addresses should be parsed; *e.g.* house number, street prefix direction, street name, street type, and street suffix direction should be uniquely identified. We will not parse addresses. Intersection locations must be uniquely identified in separate fields, not embedded in the street name field.
5. Person descriptors and other coded entries should be converted to match FBI/NCIC standard values; *e.g.* race, sex, hair color, eye color, vehicle colors, etc. should be converted to NCIC values.
6. Report narratives should be contained in a single large text field in text or RTF formats.
7. Photos may be stored in a separate directory and can be imported if a property catalog table exists to point to the data and provide link values. Parsing file names to derive case numbers or other link data is not supported.
8. The systems support standard case numbers typically in YYNNNNNN formats with varying leading zeros. If Agency is using unconventional case numbers different than the new system, firm conversion rules need to be derived and agreed upon before the conversion and will convert according to the rules. Non Alpha and Numeric characters contained in the Agency provided data will be programmatically removed (*e.g.* "-")
9. Date values should be in valid SQL date fields—character fields with date data can be converted but results cannot be guaranteed.
10. Only limited code conversion services are available and these must be explicitly identified and agreed upon before data conversion is started or identified in the proposal for services.
11. Data values that cannot be mapped to system data fields are dropped during the conversion. Limited variable data may be moved to comment fields if identified by the Agency as important prior to the conversion.
12. Data for each identified conversion task should be supplied in a single database or single file. Conversion Specialists will not assemble separate mappings on different data sets as part of the standard conversion. We will convert data for each of our systems from a single file source. For example, if the Agency has CAD data in one place and RMS data in a different system, this would constitute 2 data conversion tasks. If you have RMS data in a current database and also data from a previous or older system in a separate database this will be considered as 2 data conversions, we will only convert the current data as part our standard services.
13. Standard services provide one test conversion prior to go-live. This provides a test platform for the Agency to evaluate the data conversion. This also provides a database that can be used for system training. Any errors noted should be submitted in writing to conversion specialist prior to the final data conversion for resolution.
14. We will provide a data conversion plan prior to conversion on request. This plan will list the data table and data field mappings being used. This is a plan only and final data conversion may vary.
15. Limited data logging is available during data conversion but we cannot guarantee that dropped records or other errors can be logged for later manual intervention.
16. Standard data conversion plans take a copy of the customer database at a point in time and use this as a basis for conversion. Any data entered into the old system after the cut-off point is not converted. Depending on cut-over plans done in conjunction with the Agency, data may

not be available until the data conversion is complete. Depending on the size of the database this can run from a few hours to several days. Generally, the old database is available in read-only mode for access by the Agency.

Conversion Planning

To prepare the conversion plan, it is imperative that the Agency clearly indicate which portions of the current system are designated for conversion. This may be limited to records information only, or expanded to include property, employee information, equipment management information, citations, etc.

It is critical to know up front which type of system will provide the data to convert so appropriate resources can be provided to evaluate the required work. We have provided conversion services from many of the CAD and records systems currently deployed from both competing vendors and a bevy of smaller or homegrown applications. As such we are familiar with the process, and considerations involved with these conversions.

The length of time the system has been in operation and the number of records to be converted should also be provided. Although this number is rarely considered in the overall pricing of the service, it does provide a good general guideline as to how much validation work will be involved. The length of time is important in that it may provide an indication that changes associated with system upgrades may have occurred throughout the life of the existing system, and that special management of portions of the data set may be required (this has occasionally been the case with pre year 2000 data sets).

If the Agency wishes conversion of existing attached document, Infor will need to know what types of additional information or record attachments (images, documents, video files, etc.) are contained in the system and how they are stored and linked to the primary data record.

Lastly Infor will need to be notified if the Agency either relies on or expects any specific output from the new RMS system that may have been generated by the converted system, such as victim notifications, face/booking sheets, custody reports, etc. Developing printouts on-site during an installation can dramatically impact the installation timeline, and require resources that might be more effectively utilized in support of core installation functions (training, interfaces, etc.). If the Agency relies on a specific set of printouts to perform their basic functions, these should be identified during the conversion work and generated prior to on-site installation.

3-Phases of Data Conversion

Phase 1: Data Extraction is the process of retrieving the raw data from the existing system into a format that is workable by the standardized tools available. This includes both textural data and image data. Textural data includes information such as the case reports, CAD event information, property records, etc. in a standardized data format (database or data file format). Often the textural data is stored in some type of standard data construct (e.g. database or flat file) and the record attachments are stored as individual image files or as objects in the database. During the extraction Infor technical staff must be able to identify and maintain the "Link" between the data and the image files. The term "Standardized Tools" references a data structure (usually MS SQL Server or Oracle Database) where the raw textural data can be loaded, evaluated and manipulated along with specific image processing controls or applications.

Occasionally Infor is required/requested to extract data from proprietary databases, encrypted files or proprietary data storage formats. In some cases, the extraction can only be accomplished by specific

tools provided by the previous vendor, or cannot be performed at all. At times the Agency/user may be in a better position to extract data from the existing system, or may be the only entity capable of providing this service.

When possible Infor requests that the Agency extract and send us their raw data on a CD, tape or other transportable medium. We prefer this for shipping & handling reasons, liability and to allow the Agency to continue to access their historic data as the conversion is being processed. For many Agency's with small or stand-alone systems using a Microsoft Access database this is a relatively simple process within the capabilities of the Agency's staff. If the Agency is larger, and/or uses a more sophisticated database (SQL Server or Oracle) then the data will need to be dumped out of the system and moved to a portable medium. The Agency may or may not be capable of performing this "Data Dump". If the system is proprietary or the Agency lacks the skill then it may require Executive Information Services, Inc. technical staff to assist with the extraction.

Phase 2: Data Normalization and Manipulation is the process of preparing the extracted data into the formats required by the new system. Usually this is limited to base data manipulation, whereas the extracted data is converted into data fields consistent with the new systems database design. Normalization is the process of modifying the actual data values to achieve a uniform data set, and encompasses the modification of data values from a standard set to a different standard set. Data Cleansing, while technically a component of data normalization, falls outside the scope of most standard conversion work.

Data Manipulation: This aspect of the conversion is a standard step in all data conversion efforts and generally includes manipulating field types (text, number, date, etc.) field lengths (50 char -> 45char), handling data type conversions (Date ->Date fields) and concatenating or parsing data to accommodate the new data model (*e.g.* A single name field such as [Smith, Daniel Ellis] may become in the RMS model three fields FName: [Daniel], MName: [Ellis], LName: [Smith]. Manipulation also includes the creation of internal keys, values and links within the new storage system.

Data Normalization: This is the process of modifying the actual data values to conform with a specific standard or the process of cleansing the existing data to provide a more uniform data set. Mostly this is the process of converting a fixed and defined number of values to a more user friendly format (e.g. "M" may be converted to "MALE" in a gender field), which can often be accommodated during the service. In all cases that an Agency wishes Infor to perform data normalization, the Agency must provide a written summary of the requested modifications.

Data Cleansing: Data cleansing is the process of cleaning up (normalizing) the effects of creative or uncontrolled data entry. These issued generally arise from the use of free text entry fields within the existing application. It is the process of attempting to create a normalized set of data out of a chaotic set. Data Cleansing can be an extremely laborious task that will always require the Agency's input and can add days or weeks to a seemingly straightforward data conversion effort. As a result, Infor will attempt to provide a reasonable, professional effort to support the conversion, but any major cleansing effort will incur additional costs.

If any data normalization is performed, it must be at the direction of the Agency. Data conversion specialist's may modify data formats as required, but will not unilaterally modify the values of data to be converted without Agency direction. Any modifications to data formats that would result in the loss of any existing data must be approved by the Agency in advance of the work being performed. In all cases that an Agency wishes Infor to perform data normalization, the Agency must provide a written summary of the requested modifications which clearly indicates the original data value and the expected converted value.

Phase 3: Data Upload. Data upload is the process of loading the converted data into the database and storage structures utilized by the system. This process is comprised of a series of steps to insert and validate the converted data. Often times the data upload work involves the creation of key identifiers within the database, and the establishment of links within the data structure. Data Upload may require the establishment of links to external systems and the enrollment of the images/data into third party systems. It is imperative that all database linkages be evaluated prior to the commencement of any conversion work. This work will be performed by vendor provided technical staff exclusively.

Vendor Responsibilities

l.   Conduct the Data Discovery phase of the project by working with Agency's subject matter expert(s) to complete a data field mapping.

m. Develop the conversion code.

n.   A conversion is moving data from one system to another according to the data field mapping. We are not responsible for scrubbing or modifying data from the original system. Any data that does have an associated data field in the new data structure or does not programmatically convert will still be appended to the notes field associated with the record for historical reference.

o.   Provide to the Agency conversion data in the form of a useable database.

p.   Project Manager will assist in the data review with the Agency and define Data Acceptance tests.

q.   Redevelop the conversion code as specified by change request during the Review and Sign-Off phase.

Agency Responsibilities

r.   Provide conversion database(s) or access to the database to be converted to Infor in the format specified in the SOW.

s.   Provide subject matter expert(s) who is familiar with the content of the data to be converted. The subject matter expert(s) will work with Infor during the Data Discovery and Review and Sign-Off phases.

t.   Review the delivered converted data and provide change requests or sign-off within ten (10) business days.

u.   After completion, any changes to the data must be made by manual data entry by the Agency or agree to a Change Order.

v.   Understand that the Agency owns the data. The data being converted will only be modified to fit the format of the system.

Conversion Analysis Sample - RMS

Conversion Modules to be reviewed:

- Incident Reports
- Citations
- FI's
- Accidents
- Warrants
- Pawned Property
- Property and Evidence
- Pawn property
- Civil
- Internal Affairs

Master Index data will not be converted by traditional data migration means. Master index data will be constructed from the converted report data following the acceptance of the report conversion process.

Conversion Assessment Criteria:

TASK: Identify a set of historic reports included in the existing system database for the purpose of verifying data conversion mapping and migration verification.

1. Agency to summarize the specific modules where legacy data is stored/accessed.
2. Review with Agency to determine if any report entry policy changes or software updates are present that would affect the consistency of the underlying data. Agency to specify if at any time during the use of the legacy system any major updates or data entry policy changes have been implemented within the Agency that may introduce changes in the underlying RMS data, including:
   a. Migration from a previous system
   b. Y2K updates
   c. New version of software, even if by same vendor.
   d. Major changes in data entry/collection strategy, etc.
3. Agency to locate and provide both system screen shots and full case report printouts to Infor data migration team.
   a. **SCREEN CAPTURES:** Infor is seeking complete sets of report screen captures as part of the data migration analysis material to be provided by the Agency. Screen captures assist the conversion team in seeing where and how data is displayed within the existing system and significantly helps to ensure the proper data mapping has been performed.
   b. **CASE REPORT PRINTOUTS:** Infor is seeking complete sets of printed case reports as part of the data migration analysis material to be provided by the Agency. Printable reports assemble data from multiple data tables and are critical for the verification of the data conversion and the identification of migration requirements as they related to the underlying data structures.

Agency to provide printed reports and application screen shots detailing:

4. Incident Reports
    a. **SIMPLE INCIDENT REPORTS:** Set of standard simple reportable (Part 1) offense case(s) spanning multiple years (approx. 15 - 20).
        i.   Simple means: Basic Cases, includes persons, property, vehicles, and narratives.
        ii. No supplements.
        iii. Reports should be sampled to span the entire use duration of the existing system.

    b. **COMPLEX CASE REPORTS:** Complex UCR case including multiple (more than 3) supplements. Checks case supplement and updating across the case (approx. 15-20).
        i.   Complex means: Basic Cases, includes persons, property, vehicles, and narratives that include multiple supplements with the addition or change of entity information within the case via a supplement.
        ii. Reports should be sampled to span the entire use duration of the existing system.

    c. **COMPLEX CASE REPORTS W/ ARRESTS:** Complex Case w/ multiple supplements including Arrest, property and additional persons introduced to the case as part of the supplemental report(s). (approx. 15).
        i.   Complex means: Basic Cases, includes persons, property, vehicles, and narratives that include multiple supplements with an arrest occurring within a supplemental report, including the addition or change of entity information within the case via a supplement. Checks arrest information and reconciliation with base case.
        ii. Reports should be sampled to span the entire use duration of the existing system.

    d. **SPECIAL REPORT TYPES:** Include either simple or complex cases that include each of the following criteria.
        i.   Case reports with Business name included as a name entity. Checks the proper identification of business names within the converted data (approx. 5).
        ii. Case where initial reportable offense was modified (e.g. Aggravated Assault turned Homicide) (approx. 5).
        iii. Case reports with missing person supplemental report. Verifies missing person supplemental data (approx. 5).
        iv. Complex case with supplements w/ stolen and then recovered property recorded in supplements. Verifies item reconciliation within the case (approx. 5).
        v.   Case report including a juvenile arrest (approx. 5).
        vi. Case reports with drug property submitted to the property room for management. Verifies drug specific data (approx. 15).

      vii.   Case reports with firearm property submitted to the property room for management. Verifies firearm specific data (approx. 5).

     viii.   Case report with LEOKA. Verifies LEOKA supplemental data (approx. 5).

      ix.   Case Report with property custody history. Verifies property transaction data (approx. 15).

5. Citations
   a. Samples of citation spanning past 10 years (approx. 15).
6. Field Interviews (FI)
   a. Samples of FI's spanning past 10 years (approx. 15).
7. Warrants
   a. Samples of Warrants spanning past 10 years (approx. 15).
8. Pawned Property
   a. Samples of Pawns spanning past 10 years (approx. 15).
9. Civil Process
   a. **SIMPLE CIVIL PROCESSES:** Set of standard simple Civil Process services spanning multiple years (approx. 15 - 20). Provide printouts of service paperwork and return of service document.
      i. Simple means: Standard paper service, no executions of follow-up activity on behalf of the SO (e.g. Sheriffs sales, garnishments, etc.)
         1. Set Should include:
            a. Standard services
            b. Substitution services
            c. Multiple person services (depends on Agency internal process).
   b. **OTHER CIVIL PROCESSES:** Set of sample Civil Process services spanning multiple years that include multiple service attempts and/or multiple persons (approx. 15 - 20).
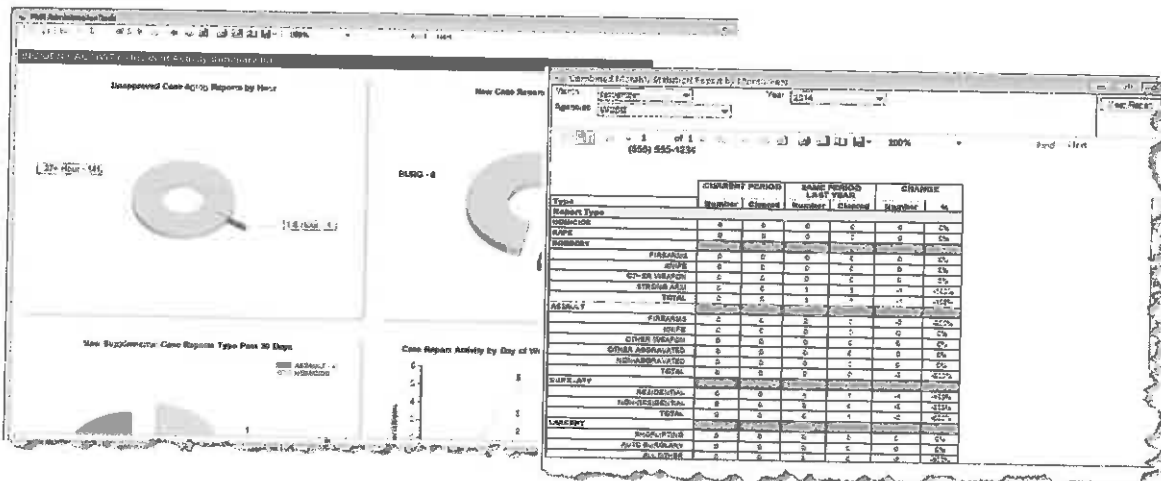
Section 4. Subsection 4.5.9: Reports

The Vendor must provide the ability of the WVSP to produce reports from the data obtained through the current system for reports and posting.

Infor Response: As part of the project Infor will deliver our standard set of system reports, along with any customized reports or forms developed as part of the contract. Additionally, Infor will provide training on the underlying report development tool (SQL Server Reporting Services – SSRS) to allow Agency personnel the ability to develop new report formats, or to modify reports currently deployed. As part of report development training, Infor will provide database layouts and explicit instructions on data access and internal structures to ensure students have sufficient knowledge of the database to access the desired information. The SSRS reporting tool is a full featured report development tool, that includes an easy to use report development tool (Report Builder 3.0), that has been designed for use by non-technical users. The application fully supports basic reporting logic, and the inclusion of graphs, charts and other graphical display elements.
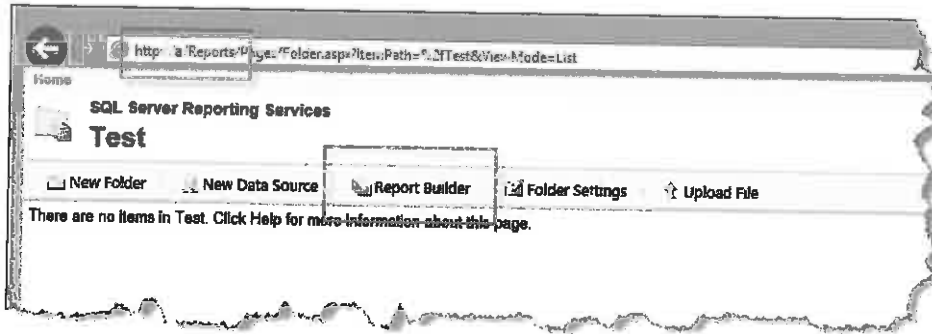
Reporting Overview

Reports and forms are highly dynamic, and no longer simple static reports or generic printouts. The Infor reporting capability makes accurate reporting easy, and provides reliable and timely information on all aspects of Agency operations. The system features a full set of built-in reports along with an interactive reporting capability built on SQL Server Reporting Services (SSRS). System reporting provides interactive reports that allow the user to view and adjust the report formats on the fly. Forms generation, statistical reports, graphing and charting, expandable displays and drill down data functions are all supported. Through SSRS the Agency is also provided a full feature ad hoc report writer that allows the Agency to modify any existing report or design new reports at any time. No third party reporting software is required or recommended.

SSRS reports support the incorporation of data, graphics and a wide variety of charting and graphing capabilities. Multiple reports and data displays can be derived to provide tactical and strategic informational displays. Through the SSRS tools data can be quickly displayed in graphical formats to allow Agency staff to better assimilate the information, and allow drill-down informational displays for greater detail. All displays and reports can be modified by the Agency.

Currently there are approx. 630 canned reports provided within the RMS, spanning all the functional modules, a summary listing has been provided as an attachment to this Response. The system utilizes Microsoft SQL Server Reporting Services (SSRS) as the base reporting engine underlying the RMS. SSRS includes the Report Builder 3.0 application, which is intended as an easy to use, end-user report development application.

SECTION 2 – REFERENCES

RMS Sheriff's Office References

Over the past decade our company has worked to deliver "best of breed" applications to many common clients thru the Infor / EIS partnership. Since introducing its RMS Public Safety Software Suite for commercial sale, EIS has established an enviable record for effectiveness and customer satisfaction in the public safety software market. RMS is currently operational in a broad range of agencies across the Country. These agencies range in size from small rural police and sheriff's departments to large metropolitan and county agencies.

We encourage potential clients to contact any references at sites where the Company has installed systems or provided services to the public safety community. We have additionally provided contact information for some of our other law enforcement agencies and a quick listing of some of EIS direct customers across the country, as well as Infor / EIS customers. An assortment of additional customer reference information has also been included. Additional references will be provided on request.

Marion County Sheriff's Office, FL

692 NW 30th Avenue
Ocala, FL 34475
Undersheriff Fred LaTorre
Office: (352) 732-8181
flatorre@marionso.com
Fax: 352-620-7209

About Marion County Sheriffs
System initially installed in 1998 including RMS, CAD and Mobile Digital. JMS and Civil added in 2009. In 2008 the agency processed 66,742 reports through the PS.NET/RMS. The county has a total area of 1,663 square miles, of which, 1,579 square miles of it is land and 84 square miles is water

Staffing and Profile
Sworn personnel: 581
Civilian: 309
Jail Beds: Main Jail: 2,230 Beds
        JAC: 42 Beds
        Work Camp:

Sheriff Office Locations (13)

Operations Center	692 NW 30th Ave
Marion County Jail	700 NW 30th Ave
Dunnellon District	19995 SW 86th St. Unit # 3
Forest District	16000 E Hwy 40
Marion Oaks District	294 Marion Oaks Lane
Northeast District	25056 NE Hwy 316
North Multi-District	8311 N Hwy 441
Ocklawaha District	13985 SE Hwy 25
Silver Springs District	4800 E. Silver Springs Blvd
Shores District	501 Water Road
South Marion District	8230 SE 165 Mulberry Lane
South Multi-District	3260 SE 80 Street
Southwest District	9048 State Road 200

Law Records Management, Computer Assisted Dispatch, FCIC/NCIC Interface, Mobile Digital Communications. In June, 1998, EIS was awarded a subcontract for delivery of a suite of public safety applications for the Marion County Sheriff's Department. Delivery included computer assisted dispatching, law records management, Florida FCIC/NCIC link, and mobile digital communications. System was delivered on time and on budget. System is still in use and under on-going support. The installed systems service a population of almost one million. Full PS.Net jail management and civil applications added to the installed suite of products in March or 2009. Windows Platform on Microsoft SQL Server DB.

Software and Interfaces:

JMS	Livescan
RMS2	VINES
Civil	TriTech CAD
Property & Evidence	Northpoint
FL UCR	Commissary
	Inmate Telephone
	FDLE/NCIC

Santa Cruz County Sheriff's Office, CA

701 Ocean St. Rm 340
Santa Cruz, CA 95060
Chief Deputy Jeff Marsh
701 Ocean Street
Santa Cruz, CA 95060-4074
(831) 454-2904
jeff.marsh@co.santa-cruz.ca.us

Carla Rittue
Records Supervisor
Santa Cruz County Sheriff-Coroner
701 Ocean St. Rm 340
Santa Cruz, CA 95060
831-454-2904
shf228@co.santa-cruz.ca.us

Staffing and Profile
Sworn personnel: 168
Civilian: 65
Jail Beds: Main Jail: 724 Beds

About Santa Cruz County Sheriffs
System initially awarded to EIS in 2009 as a 2 phase project including RMS, CLETS/NCIC and Mobile Digital capabilities. JMS was added in early 2010. The agency upgraded the legacy RMS to RMS2 in January 2015. The involved a set of software customizations along with the development of 2 new system modules.

The system includes RMS2 Law Records Management, with full CLETS/NCIC Interface and the full Jail management system. System was delivered on time and on budget. System is installed on a Windows Platform on Microsoft SQL Server 2008 DB and upgraded in Jan 2015.

JMS	Livescan
RMS2	VINES
Civil	Motorola OQ
Property & Evidence	TFP
CA UCR	Commissary
Inmate Telephone	CLETS/NCIC

Douglas County Sheriff's Office, OR

1036 SE Douglas Ave
Rosenburg, OR 97470
Tom Fallon – County IT
Office: 541-440-4463
tmfallon@co.douglas.cor.us

Lieutenant Mike Root – Jail Commander
541-440-4504
mlroot@co.douglas.or.us

Dwes Hutson – DCSO
Public Information Officer
Office: 541-440-4464
Email: dchutson@co.douglas.or.us

Staffing and Profile
Sworn personnel: 180
Civilian: 65
Jail Beds: Main Jail: 248 Beds

About Douglas County Sheriffs
Full County Multi-agency CAD/RMS and Jail management system. System supports the operations of the Douglas County Sheriff's office, 5 municipal police agencies and a county level Drug Enforcement Task Force (DINT), including City of Roseburg, City of Winston, City of Sutherlin, City of Reedsport and City of Myrtle Creek. Jail management is utilized by the Douglas County Sheriffs and is the central booking and custody facility in the County. EIS CAD supports multi-agency operations for law, Fire and EMS services county wide.

System was deployed in 2012 as a full replacement for the agencies legacy Tiburon System. Deployment utilized a phased approach with CAD coming on line in Jan 2012, followed by JMS in February and RMS in April 2012. System configured as a single database, multi-agency with full data sharing between the county's law enforcement agencies. System installation included the full conversion of multiple legacy Tiburon database and conversions of the Enterpol data sets provided by the City of Roseburg. Conversion including approx. 850K names and 380K full incident case reports.

Software and Interfaces:

JMS	VINES	
RMS2	Livescan (Crossmatch)	
CAD	LEDS/NCIC	
MDC2	Telmate	
Civil.Net	Karpel (Prosecutors)	
Property & Evidence	Commissary	
WRS	Paging	IFR

3

Lane County Sheriff's Office, OR

125 East 8th Avenue
Eugene, OR 97401
Janet LaBonte
Office: (541) 682-4059
Janet.LABONTE@co.lane.or.us

Staffing and Profile

Sworn personnel: Patrol: 104
                  Jail: 234
Civilian: 98
Jail Beds: Main Jail: 761 Beds

About Lane County Sheriffs

Full County CAD/RMS/Civil and Jail management system supporting the Lane County Sheriff's Office. System supports the operations of the Lane County Sheriff's office dispatch and records with full OR LEDS integration. Jail management is utilized by the Lane County Sheriffs and is the central booking and custody facility in the County.

System was deployed in 2013 as a full replacement for the agencies legacy mainframe AIRES System. Deployment utilized a phased approach with Records coming on line in July 2013, followed by JMS in September and CAD in October 2013. System configured as a single database. System installation included the full conversion of the legacy AIRES database and included approx. 1.2M names and 400K full incident case reports.

Major Software and Interfaces:

JMS	VINES
RMS2	Livescan (Crossmatch)
CAD	LEDS/NCIC
MDC2	Inmate Telephone
Civil.Net	Commissary
WRS	Paging

Nevada County Sheriff's Office, CA

950 Maidu Avenue
Nevada City CA 95959
Undersheriff Joseph Salivar
Eric W. Rood Administrative Center
950 Maidu Avenue, Nevada City CA 95959
(530)265-1590
Joseph.Salivar@co.nevada.ca.us

Staffing and Profile

Sworn personnel: 168
Civilian: 51
Jail Beds: Main Jail: 230 Beds

Sheriff Office Locations (6)

Criminal Justice Center	950 Maidu Ave.
West County Service Center	11352 Pleasant Valley Road
South County Service Center	10496 Combie Road

| Truckee Unit | 10879 Donner Pass Road |
| Property Unit | 15076 State Highway 49 |

About Nevada County Sheriffs

System initially installed in 2001 including RMS, CAD and Mobile Digital. JMS was added in 2009. Upgrades to RMS 2 and multi-agency capabilities completed in 2013.

The Nevada County Sheriff's Office utilizes the full RMS2, JMS and CAD suite of software. Initial system was implemented the PS.NET Jail management system, making it the first The jail facility is divided into two jails, approximately 60 miles apart. The County also participates in a county-wide system with each agency deployed their own Law Enforcement Records Management, Computer Assisted Dispatching & Mobile Data. Nevada County is located in Northern California, and is part of a divided communications group serving the County and some of the police agencies within the County. The Agency currently utilizes the RMS2, JMS, CAD with advanced mapping and mobile digital systems. Windows Platform on Microsoft SQL Server 2008 R2 DB.

As part of the Nevada County project, the municipal police agencies within the county also use the EIS product suite and actively share law enforcement data countywide, including the Truckee Police Department, Nevada City Police Department and Grass Valley Police Department.

Software and Interfaces:

JMS	VINES
RMS2	Livescan
CAD	CLETS/NCIC
MDC2	Inmate Telephone
Civil.Net	Orion (Prosecutors)
Property & Evidence	Commissary
WRS	Paging
IFR	

El Paso County Sheriff's Office, CO

210 South Tejon
Colorado Springs, CO 80903
Tom Thieme
Information Systems Manager
(719) 520-7136
tomthieme@elpasoco.com

About El Paso County Sheriffs

System initially installed in 2002 including RMS. Colorado IBR and NCIC/NLETS. The county has a total area of 2,130 square miles.

Staffing

Sworn personnel: 439
Civilian: 189

Sheriff Office Locations (3)

Metro Detention Facility	210 South Tejon Street
Law Enforcement Bureau	101 West Costilla Street
Criminal Justice Center	2739 East Las Vegas

Law Records Management, NCIC Interface, Colorado IBR. EIS was awarded a contract for implementation of a suite of public safety software for the Sheriff's Department in 2002, and upgraded the RMS infrastructure in 2013. Windows Platform on Microsoft SQL Server DB.

Software and Interfaces:
RMS2
Property & Evidence
IFR

Jefferson County Sheriff's Office, Oregon

675 NW Cherry Lane
Madras, OR 97741
Sheriff Jim Adkins
Phone Number: (541) 475-6520
Fax number: (541) 475-3847
jim.adkins@co.jefferson.or.us

Staffing and Profile
Sworn personnel:
Civilian:
Jail Beds: Main Jail: 168 Beds

About Jefferson County Sheriffs
System initially installed in 2001 including RMS, CAD and Mobile Digital. JMS was added in 2009. Upgrades to RMS 2 and multi-agency capabilities completed in 2013.

Law Enforcement Records Management, Computer Assisted Dispatching, Jail Management, State LEDS/NCIC and Mobile

Jefferson County is located in Central Oregon. It is part of a regional network that includes Crook County, Madras Police Department and Prineville Police Department. This network is currently being expanded to include all agencies in eight Counties in Oregon.

Initial deployment in 2004 included the installation of the full RMS and CAD systems, with JMS being added in 2010. RMS was upgraded to RMS2 in the spring of 2012. Agency currently participates in a regional data sharing agreement with the City of Madras Police Department (also an EIS user agency) and the Jefferson county Prosecutors office utilizing the EIS M2 – M2 data sharing adapter.

Software and Interfaces:

JMS	VINES
RMS2	Livescan
CAD Remote	LEDS/NCIC
MDC2	Telmate
Civil.Net	Multi Agency
Property & Evidence	Commissary

Siskiyou County Sheriff's Office, CA

Siskiyou County Sheriff's Office, CA
305 Butte St
Yreka, CA 96097
Phone: (530) 842-8300
Joshua Jones
joshua.jones@siskiyousheriff.org
Telephone: 530.842.8392
Fax: 530.842.1507

Staffing and Profile
Sworn personnel:
Civilian:
Jail Beds: Main Jail: 100 Beds

About Siskiyou County Sheriffs
Law Enforcement Records Management, Computer Assisted Dispatching, Mobil Digital, and the PS.NET Jail Corrections Management System (JCMS). Siskiyou County is located in northern California. The Agency utilized the PS.NET RMS, CAD with advanced mapping and mobile digital. Windows Platform on Microsoft SQL Server 2008 DB.

Software and Interfaces:

JMS	VINES
RMS1	Livescan
CAD	CLETS/NCIC
MDC1	Inmate Telephone
Property & Evidence	Commissary
CA UCR	Paging

Stafford County Sheriff's Office, VA

1225 Courthouse Rd
Stafford, VA 22554
Capt. Shawn Kimmitz
Office: (540) 658-4432
Fax: (540) 658-8570
cskimmitz@staffordcountyva.gov
http://www.staffordsheriff.com

Staffing and Profile
Sworn personnel: 178
Civilian: 45

About Stafford County Sheriffs
Legacy Infor upgrade to new RMS and CAD completed in May 2014. The project is an upgrade of the existing Infor system to the new CAD and RMS platform, including the Infor CAD system and the EIS RMS application, Civil, Jail Lite with the related integration components including a fully integrated VACIN/NLETS integrated data switch. System go-live completed on May 2 2014.

System introduced officer centric report entry and the deployment of approx. 140 field based in-field reporting systems. System configured as multi-agency specifically to support the selective isolation of the CID special investigative group within the county. System installation included the full conversion of the legacy Infor database, including approx. 1.8 million names and 400K full incident case reports.

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JMS lite	LEADSOnline
RMS2	Livescan (Crossmatch)
Property & Evidence	VACIN/NCIC
IFR	TREDS
Civil.Net	Infor CAD
VA IBR	

City of Hialeah Police Department, FL

5555 E 8th Ave,
Hialeah, FL 33013
Ricardo J. Suarez
CIO, City of Hialeah
Office: (305) 883-8051
rsuarez@hialeahfl.gov

Staffing and Profile
Sworn personnel: 355
Civilian: 500

About City of Hialeah Police Department
Legacy Infor upgrade to new RMS and CAD completed in May 2015. The project is an upgrade of the existing Infor system to the new CAD and RMS platform, including the Infor CAD system and the EIS RMS application with the related integration components. Included full property room management system. System go-live completed on April 20, 2015.

System introduced officer centric report entry and the deployment of approx. 350 field based in-field reporting systems. System includes the automated import interface to the TraCS accident and citation system provided by the State of Florida. System installation included the full conversion of the legacy Infor database, including approx. 2.2 million names and 800K full incident case reports.

Software and Interfaces:

RMS2	FDLE/NCIC
Property & Evidence	TRACS Accident
IFR	TRACS Citation
FL UCR	Infor CAD

City of Bowling Green Police Department, KY

1017 College Avenue
Bowling Green, KY 42102
Major Penny Bowles
Bowling Green Police Department
Special Operations Commander
911 Kentucky Street
Bowling Green, KY 42101
Office: (270) 393-4209

Staffing and Profile
Sworn personnel: 120
Civilian: 52

About City of Bowling Green Police Department

Legacy Infor upgrade to new RMS and CAD completed in Dec 2013. The project is an upgrade of the existing Infor system to the new CAD and RMS platform, including the Infor CAD system and the EIS RMS application with the related integration components, including multi agency data sharing adapter and integration into the State of Kentucky KYOPS NIBRS data reporting system. System go-live completed on Dec 16, 2013.

System includes the automated import interface to the KYOPS NIBRS reporting system system provided by the State of Kentucky. System installation included the full conversion of the legacy Infor database, including approx. 1.0 million names and 380K full incident case reports.

<u>Software and Interfaces:</u>

RMS2	KYOPS
IFR	Infor CAD

City of Fort Meyers Police Department, FL

2210 Widman Way
Fort Myers, FL 33901
Captain Willie Dennard
wdennard@fmpolice.com
2210 Widman Way
Fort Myers, FL. 33901
Office: (239) 321-7702

About City of Fort Myers Police Department

Legacy Infor upgrade to new RMS and CAD completed in January 2015. The project is an upgrade of the existing Infor system to the new CAD and RMS platform, including the Infor CAD system and the EIS RMS application with the related integration components. Included full property room management system. RMS system go-live completed on Jan 20, 2015. CAD upgrade planned for summer 2015.

System introduced officer centric report entry and the deployment of approx. 350 field based in-field reporting systems. System includes the automated import interface to the TraCS accident system provided by the State of Florida. System installation included the full conversion of the legacy Infor database, including approx. 1.2 million names and 640K full incident case reports.

<u>Software and Interfaces:</u>

RMS2	TRACS Citation
IFR	Infor CAD
FL UCR	FDLE/NCIC

Warren County Sheriff's Office, KY

429 East Tenth Street, Suite 102
Bowling Green, Kentucky 42101
Stephen Harmon
Support Services Division Manager
Public Information Officer

Warren County Sheriff's Office
Office: 270-842-1633
Fax: 270-781-1984
www.warrencountykysheriff.com

Staffing and Profile
Sworn personnel: 66
Civilian: 22

About Warren County Sheriff's Office
New Infor installation including new RMS and CAD completed in November 2013. The project included the installation and configuration of the Infor system to include the new CAD and RMS platform. System configured to including multi agency data sharing adapter and integration into the State of Kentucky KYOPS NIBRS data reporting system. Full property management system implemented. System go-live completed on Nov 20, 2013.

System includes the automated import interface to the KYOPS NIBRS reporting system provided by the State of Kentucky.

Software and Interfaces:	
RMS2	KYOPS
IFR	Infor CAD
Property & Evidence	

Western Kentucky University Police Department, KY

1906 College Heights Blvd. #11050
Bowling Green, KY 42101-1050
Asst. Chief Kerry Hatchett
WKU Police Department
Phone: 270-745-2548
Fax: 270-745-5275

Staffing and Profile
Sworn personnel: 28
Civilian: 20

About Warren County Sheriff's Office
New Infor installation including new RMS and CAD completed in July 2014. The project included the installation and configuration of the Infor system to include the new CAD and RMS platform. System configured to including multi agency data sharing adapter and integration into the State of Kentucky KYOPS NIBRS data reporting system. System go-live completed on July 2014.

System includes the automated import interface to the KYOPS NIBRS reporting system provided by the State of Kentucky.

RMS2	KYOPS
IFR	Infor CAD
Property & Evidence	

Western Customer Agencies

Arcadia Police Department	Arcadia, California
Arroyo Grande Police Department	Arroyo Grande, CA
Atascadero Police Department	Atascadero, California
Atascadero Fire Department	Atascadero, California
Atascadero State Hospital	Atascadero, California
Buckley Police Department	Buckley, Washington
California State University – Chico	Chico, California
Central Fire Protection District	Los Gatos, California
Citrus County Sheriff's Office	Inverness, Florida
Coalinga State Hospital Police	Coalinga, California
Crook County Sheriff's Department	Prineville, Oregon
Elmore County Sheriff's Office	Mountain Home, ID
Elmore County 911	Mountain Home, ID
El Paso County Sheriff's Office	Colorado Springs, CO
Grass Valley Police Department	Grass Valley, California
Grover Beach Police Department	Grover Beach, CA
Hood River Police Department	Hood River, Oregon
Hood River Sheriff's Department	Hood River, Oregon
Jefferson County Sheriff's Department	Madras, Oregon
Jefferson County Sheriff's Department	Port Hadlock, WA
Klamath County Sheriff's Department	Klamath Falls, Oregon
Klamath Falls Police Department	Klamath Falls, Oregon
Klamath County Emergency Comm	Klamath Falls, Oregon
Lake County Sheriff's Department	Lakeview Oregon
Lakeview Police Department	Lakeview Oregon
Madera County Sheriff's Department	Madera, California
Madras Police Department	Madras, Oregon
Marion County Sheriff's Department	Ocala, Florida
Metropolitan State Hospital	Norwalk, California
Milpitas Police Department	Milpitas, California
Moraga Police Department	Moraga, California
Morgan Hill Police Department	Morgan Hill, California
Morro Bay Fire Department	Morro Bay, California
Morro Bay Police Department	Morro Bay, California
Mountain Home Police Department	Mountain Home, ID
Mountain Home, City of	Mountain Home, ID
Napa State Hospital Police	Napa, CA
Neptune Beach Police Department	Neptune Beach, FL
Nevada City Police Department	Nevada City, California
Nevada County Sheriff's Department	Nevada City, California
Orting Police Department	Orting, Washington
Paso Robles Police Department	Paso Robles, California
Patton State Hospital	San Bernardino, CA
Pismo Beach Police Department	Pismo Beach, CA
Prineville Police Department	Prineville, Oregon
San Benito County Sheriff's Department	Hollister, California

San Jose Fire Department	San Jose, California
San Luis Obispo County Sheriff's Office	San Luis Obispo, CA
Santa Clara County Fire Department	Los Gatos, California
Santa Cruz Sheriff's Office	Santa Cruz, CA
Sierra Madre Police Department	Sierra Madre, CA
Siskiyou County Sheriff's Department	Yreka, California
Southern Idaho Regional Communications	Jerome, Idaho
Sumner Police Department	Sumner, Washington
Tri County Communications	Condon, Oregon
Truckee Police Department	Truckee, California
Twin Falls Fire Department	Twin Falls, Idaho
Twin Falls Police Department	Twin Falls, Idaho
Twin Falls Sheriff's Department	Twin Falls, Idaho
Wahkiakum County Sheriff's Office	Cathlamet, WA
Wasco County Sheriff's Office	The Dalles, OR
West Richland Police Department	West Richland, WA
Woodland Police Department	Woodland, CA

Section 2 - LETTERS OF RECOMMENDATION

Please find reference letters from:

EL Paso County, CO –

Santa Cruz County, CA –

Josephine County, OR–

El Paso County Sheriff's Office
Terry Maketa, Sheriff

April 30, 2014,

Jay Gortcinsky
President, Executive Information Services
1396 NE 20th Avenue, Suite 100
Ocala FL 34470

Mr. Gortcinsky:

I would like to commend John DeRohan and his RMS2 migration team for their hard work and dedication with the implementation of the Records Management System upgrade which took place between April 7th and May 3rd, 2014.

John's experienced team of Dave Hieb, Nicola Jones, Flint Kastner, Matt Springer, and Cody Thompson expertly led our project team through configuring the new system, staff training, and data migration. The team demonstrated their mastery of the system and flexibility while training more than 200 members of the Sheriff's Office and the District Attorney's Office in less than two weeks. Additionally, the data migration on April 25-26 was executed without any problems and was completed exactly on time. But this was typical of the entire project - every milestone was met and communication between our organizations was excellent.

It was a pleasure to work with Executive Information Services and I appreciate your support for our Office. We look forward to working with you in the future.

Sincerely,

Terry Maketa
Sheriff

Commitment to Excellence

Civil Process Unit
210 South Tejon St. • Colorado Springs, CO 80903
719-520-7144

Office of the Sheriff
27 East Vermijo Ave. • Colorado Springs, CO 80903
719-520-7100
shr.elpasoco.com

Criminal Justice Center
2739 E. Las Vegas St. • Colorado Springs, CO 80906
719-390-2106

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County of Santa Cruz

Sheriff-Coroner

701 Ocean Street, Room 340, Santa Cruz, CA 95060
(831) 454-2414   FAX: (831) 454-2353

Phil Wowak
Sheriff-Coroner

May 5, 2010
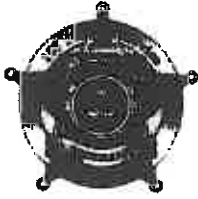
Letter of Recommendation

This agency signed a contract with EIS in January 2009 for a Records Management System. We went live with the system October 2009. This met the projected timeline established at the beginning of this project. The contract included many special requests needed by our office including the development of new modules. We also required data conversion of 8 existing systems.

EIS has been very responsive to our needs and willing to work with us to ensure their system would meet those needs. The staff at EIS, from the project manager to the support staff, was easy to work with and it is clear that the needs of the client have a high priority.

The "go live" in October was a smooth transition because of the time and effort by EIS staff to work with our agency. Their system is easy to use and meets the functionality we needed.

EIS is an exceptional vendor with their focus on a superior product and customer satisfaction.

Sincerely,

Don Bradley
Chief Deputy

JOSEPHINE COUNTY SHERIFF'S OFFICE

SHERIFF GIL GILBERTSON

Donald L. Fasching, Undersheriff
Sue Watkins, Business Manager
601 NW 5th St, Grants Pass, OR 97526
Office: (541) 474-5120
Fax: (541) 474-5114
E-mail: jocosheriff@co.josephine.or.us

LETTER OF RECOMMENDATION

To whom it may concern:

This agency signed a contract with EIS in April of 2011 and went live with their Dispatch, Records, Mobile, and Jail Management systems in November/December of 2011. The project met the projected timeline established at the time the contract was signed. Our contract included extensive data conversion from existing data systems, all of which was handled by EIS.

EIS has been very responsive to our needs and willing to work with us to ensure their system would meet those needs. The staff at EIS, from Project Manager to support staff has been exceptionally easy to work with and make our needs a top priority.

Our 'Go-Live' in November/December was smooth due to the time and energy invested by EIS and Sheriff's Office staff during the planning phase. Their systems are both powerful and intuitive which resulted in increased productivity within our department.

EIS is an exceptional vendor with their focus on a superior product and outstanding customer support. We look forward to maintaining a mutually beneficial relationship for many years to come.

Sue Watkins,
Business Manager

DESIGNATED CONTACT: Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

(Name, Title)
Matt Williams, Senior Account Manager

(Printed Name and Title)
3501 E. Frontage Road, Suite 350, Tampa, FL   33607

(Address)
PHONE: 813-230-4065 / FAX: 678-393-5395

(Phone Number) / (Fax Number)
matt.williams@infor.com

(email address)

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through wvOASIS, I certify that I have reviewed this Solicitation in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that I am authorized by the vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration. *

Infor Public Sector, Inc.

(Company)

(Authorized Signature) (Representative Name, Title)

Gregory M. Giangiordano, SVP & General Counsel

(Printed Name and Title of Authorized Representative)

2 5 AUG 2016

(Date)

PHONE: 678-319-8000 / FAX: 678-319-8949

(Phone Number) (Fax Number)

* Except as provided in Vendor's Exceptions to the Submission provided with the response.

Revised 05/04/2016

**Exceptions to the Submission of
The State of West Virginia's
For the West Virgin State Police
RFP for a Records Managements System (RMS)
Solicitation No. CRFP 0612 DPS1700000001 (the "RFP")**

Vendor is pleased to provide its proposal, but respectfully takes exception to the various contract terms and RFP requirements identified below and elsewhere in the RFP and reserves the right to negotiate all terms and conditions in the RFP, if the State selects Vendor for procurement. Vendor suggests that any resulting engagement be governed by Vendor's standard agreements with such modifications as mutually agreed upon during contract negotiations. Copies of these standard agreements have been included with this submission, behind these exceptions. In the event that State requires the use of a State proposed contract form, mutually acceptable modifications to such State contract form must be negotiated, as required by Vendor. Should the State determine that Vendor 's offer is acceptable and/or wish to revisit certain points in Vendor 's RFP proposal, Vendor remains open to discussing each of these points in finer detail with the goal of seeking a mutually acceptable approach that will address each party's concerns. Please note that Vendor's proposal has not been drafted as a legal document and, as such, should not be construed as constituting a binding contractual or legal commitment. If chosen or shortlisted, Vendor will work with the State in good faith to reach an acceptable agreement.

Vendor views its proposal solely as a tool to aid your decisions during the selection process. Please recognize that the content set forth in this document is based upon our current understanding of your requirements. Vendor would be pleased to meet with knowledgeable representatives of the State for purposes of further defining your requirements.

This proposal document and all information contained herein are the confidential and proprietary information of Vendor and/or its affiliates and must not be shared with any third party or reproduced in any form except in furtherance of a potential business transaction. If a disclosure is required by applicable law, then the State must give Vendor prompt notice and opportunity to prevent disclosure as permitted by law.

Exceptions: RFP		
Page #	**Title**	**Exception**
4	1.2	Vendor takes exception. Please note that Vendor's proposal has not been drafted as a legal document and, as such, should not be construed as constituting a binding contractual or legal commitment. Vendor views its proposal solely as a tool to aid your decisions during the selection process. However, if chosen or shortlisted, then Vendor will work with the State in good faith to reach an acceptable agreement.
10	21. Your Submission is a Public Document	Vendor takes exception to this section in its entirety. All material submitted in Vendor's proposal is considered the Confidential Information of Vendor, whether or not marked as such. Vendor takes exception to any portion of its response being made public other than as required by law. If disclosure is required by law, then State must give Vendor prompt notice and the opportunity to prevent disclosure, as permitted by law.
12	2. Definitions	Vendor reserves the right to mutually negotiate the definitions to be included in the final agreement.
13	3. Contract Term; Renewals; Extension	Vendor agrees in principle but takes exception to this section in its entirety. Vendor reserves the right to negotiate the final language of the contract term and renewal provisions to be included in the final agreement.
14	6. Emergency Purchases	Vendor agrees in principle but takes exception to this provision and reserves the right to negotiate it.
14	7. Required Documents	Vendor acknowledges there are no items checked.

Page #	Title	Exception
16	8. Worker's Compensation Insurance	Vendor generally maintains adequate insurance. However, if selected, then Vendor reserves the right to negotiate the specific terms of all insurance provisions so that such provisions conform to Vendor's current policies.
16	10. Liquidated Damages	Vendor takes exception and reserves the right to negotiate this provision.
17	11. Acceptance	Vendor takes exception and reserves the right to negotiate this provision.
17	13. Payment	Vendor takes exception and reserves the right to negotiate this provision.
17	14. Purchasing Card Acceptance	Vendor takes exception and reserves the right to negotiate this provision.
17	16. Additional Fees	Vendor takes exception and reserves the right to negotiate the contents of this provision.
17	17. Funding	Vendor takes exception. Vendor acknowledges that State's participation in the agreement is subject to funds being appropriated. Vendor requests that during the term of this agreement, State will exert all reasonable, good faith efforts, and do all things lawfully necessary and proper to obtain sufficient funding from which payments for services hereunder may be made. In the event sufficient funds are not appropriated and budgeted or are otherwise legally unavailable by any means whatsoever in any period listed above, then State will immediately notify Vendor of such occurrence and Vendor may notify State that this Agreement will expire effective on the last day of the period for which payment was received. State will be responsible for payment of all fees through the termination date of the services.
17	18. Cancellation	Vendor takes exception and reserves the right to negotiate this provision.
18	19. Time	Vendor takes exception and reserves the right to negotiate this provision.
18	20. Applicable law	Vendor takes exception. Vendor would agree to the governing law but reserves the right to negotiate this provision.
18	23. Modifications	Vendor takes exception and reserves the right to negotiate the contents of this provision.
18	25. Subsequent Forms	Vendor takes exception and reserves the right to negotiate this provision.
18	26. Assignment	Vendor takes exception because Vendor would at least need the ability to assign the final agreement in the event of a merger, acquisition, or change in corporate structure without State's consent.
19	27. Warranty	Vendor takes exception. To clarify, Vendor is not making any warranties by submitting its proposal. However, Vendor is willing to extend warranties. Vendor's standard agreements, which have been included in this submission, contain applicable warranties that Vendor would be willing to extend.
19	30. Privacy, Security, and Confidentiality	Vendor agrees in principle but takes exception and reserves the right to negotiate this provision.

Page #	Title	Exception
19	31. Your Submission is a Public Document	Vendor takes exception to this section in its entirety. All material submitted in Vendor's proposal is considered the Confidential Information of Vendor, whether or not marked as such. Vendor takes exception to any portion of its response being made public other than as required by law. If disclosure is required by law, then State must give Vendor prompt notice and the opportunity to prevent disclosure, as permitted by law.
19	32. Licensing	Vendor agrees in principle but takes exception and reserves the right to negotiate the final language of this provision.
20	33. Antitrust	but takes exception and reserves the right to negotiate this provision..
21	36. Indemnification	Vendor takes exception and reserves the right to negotiate the final language any indemnification to be granted. However, Vendor is willing to indemnify. Vendor's standard agreements, which have been included with this submission, contain applicable indemnifications that Vendor would be willing to extend. Vendor reserves the right to negotiate the final wording of any indemnification clause.
21	38. Additional Agency and Local Government Use	Vendor takes exception and reserves the right to negotiate individually with other Government Entities.
21	40. Reports	Vendor takes exception and reserves the right to negotiate the applicability of this provision.
22	41. Background Check	Vendor agrees in principle but takes exception to this section and reserves the right to negotiate its contents.
22	42. Preference for Use of Domestic Steel Products	Vendor takes exception to this section as we are providing only Software under this proposal, making this inapplicable.
23	43. Preference for Use of Domestic Aluminum, Glass, and Steel	Vendor takes exception to this section as we are providing only Software under this proposal, making this inapplicable.

AGREEMENT NUMBER:_____

THIS SOFTWARE LICENSE AGREEMENT (the "Agreement") is made between <u>Infor Public Sector, Inc.</u> ("Infor") and _____ ("Licensee") as of the Effective Date. The parties agree as follows:

1. Definitions.

(a) "**Affiliate**" means any entity, directly or indirectly, controlling, controlled by, or under common control with, Infor.

(b) "**Component System**" means any one of the computer software programs which is identified in the applicable Order Form as a Component System. "**Component Systems**" refers, collectively, to every Component System listed in the applicable Order Form between the parties.

(c) "**Confidential Information**" means non-public information of an Affiliate or a party to this Agreement that is identified as or would be reasonably understood to be confidential and/or proprietary. Confidential Information of Infor includes, without limitation, the Documentation, the Component Systems, all software provided with the Component Systems and all algorithms, methods, techniques, code (Source Code and Object Code) and processes revealed or utilized therein. Confidential Information does not include information that: (i) is or becomes known to the public without fault or breach of the Recipient; (ii) the Discloser regularly discloses to third parties without restriction on disclosure; (iii) the Recipient obtains from a third party without restriction on disclosure and without breach of a non-disclosure obligation; or (iv) is independently developed by the Recipient without access to Confidential Information.

(d) "**Delivery Address**" means the Licensee shipping address set forth in the applicable Order Form as the Delivery Address.

(e) "**Delivery Date**" means, for each Component System, the earliest of (a) the date that Infor places the Component System with a shipping agent, F.O.B. Shipping Point, for shipment to the Delivery Address or such other address Licensee specifies, (b) the date Infor provides Licensee electronic access to the Component System by, for example, providing Licensee a URL, where the Component System is available for immediate electronic download along with access codes permitting download and access to the Component System, or (c) the date that Licensee actually receives the Component System.

(f) "**Discloser**" means the party providing Confidential Information hereunder.

(g) "**Documentation**" means the then-current Infor-provided operating and technical documentation relating to the features, functions and operation of a Component System.

(h) "**Documented Defect**" means a material deviation between the then-current, general release version of the

Component System and its Documentation, for which Documented Defect Licensee has given Infor enough information for Infor to replicate the deviation on a computer configuration which is both substantially similar to the Equipment and is under Infor's control.

(i) "**Effective Date**" means the date identified on the signature page of this Agreement as the Effective Date.

(j) "**Equipment**" mean the hardware and/or systems software configuration (e.g., the computer, computer platform, operating systems and/or data base management system) specified in the Order Form, or, in the absence of any such specification in the Order Form, the hardware and/or systems software configuration on which Infor generally supports use of the Component System.

(k) "**Intellectual Property Rights**" means any and all rights in patents, patent applications, copyrights, copyright registrations, trade secrets, trademarks and service marks (including, where applicable, all derivative works of the foregoing).

(l) "**Licensee Employees**" means: (i) Licensee's employees with a need to know; and (ii) third party consultants engaged by Licensee who have a need to know, who have been pre-approved in writing by Infor, and who, prior to obtaining access to the Component Systems, have executed an Infor-approved non-disclosure agreement and paid any applicable fees.

(m) "**Marketing Associate**" means a third party entity specified on an Order Form which has an agreement with Infor authorizing such third party to market the Component Systems and related services, maintenance and support to Licensee.

(n) "**Object Code**" means computer programs assembled, compiled, or converted to magnetic or electronic binary form, which are readable and useable by computer equipment.

(o) "**Order Form**" means each order form or similar ordering document (including all Software Supplements) between the parties incorporating the terms of this Agreement and/or the Support Agreement that sets forth the Component Systems, associated fees and User Restrictions, among other terms.

(p) "**Order Form Date**" means the date identified on the applicable Order Form as the Order Form Date.

(q) "**Recipient**" means the party receiving Confidential Information hereunder.

(r) "**Software Supplement**" means, with respect to a Component System, the addendum attached to the

applicable Order Form that contains additional terms, conditions, limitations and/or other information pertaining to that Component System. If any terms of a Software Supplement conflicts with any other terms of this Agreement or the applicable Order Form, the terms of the Software Supplement will control.

(s) "**Source Code**" means computer programs written in higher-level programming languages and readable by humans.

(t) "**Support Agreement**" means the Software Support Agreement entered into between the parties as of the Effective Date.

(u) "**Third Party Licensor**" means a third party whose software products ("**Third Party Products**") have been made available to Infor for distribution and licensing under the terms of its agreement with Infor (a "**Third Party Agreement**").

(v) "**User Restriction**" means any Component System user restriction identified in an Order Form (for example, and without limitation, number of named or concurrent users).

2. Right to Grant License and Ownership. Infor has the right to grant Licensee this license to use the Component Systems. Infor either owns all right, title and interest to, or has the right to license, the Component Systems.

3. License. Subject to the terms and conditions of this Agreement and the applicable Order Form (including, without limitation, with respect to termination), Infor grants Licensee a perpetual (unless otherwise specified on the Order Form), non-exclusive, non-transferable license (without the right to sublease or sublicense) to use the Component Systems (including any updates, enhancements or modifications to such Component Systems that Infor provides under the Support Agreement) on the Equipment for Licensee's own, internal computing operations. The computer readable media containing the Component Systems may also contain software programs for which Licensee is not granted a license for use. Licensee may not make any use of any such software programs for which Licensee is not expressly obtaining a license for use under this Agreement. Any rights not expressly granted in this Agreement are expressly reserved.

(a) Documentation. Except as otherwise provided in the applicable Software Supplement, Licensee may make a reasonable number of copies of the Documentation for each Component System for its internal use in accordance with the terms of this Agreement.

(b) Additional Restrictions on Use of the Component Systems. Licensee's use of the Component Systems is subject to any User Restrictions specified in the applicable Order Form. Except to the extent contrary to applicable law, Licensee is prohibited from causing or permitting the reverse engineering, disassembly or de-compilation of the Component Systems. Licensee is prohibited from using the Component Systems to provide service bureau data processing services or to otherwise provide data processing services to third parties. Licensee will not allow the Component Systems to be used by, or disclose all or

any part of the Component Systems to, any person except Licensee Employees. Licensee acknowledges and agrees that U.S. export control laws and other applicable export and import laws govern its use of the Component Systems and Licensee will neither export or re-export, directly or indirectly, the Component Systems, nor any direct product thereof in violation of such laws, or use the Component Systems for any purpose prohibited by such laws. Licensee acknowledges that a special security program or code ("Key") may be required to operate the Component System. Any such Key may prevent the Component System from operating (i) on any configuration other than the Equipment or (ii) for more than the maximum number of users specified in an Order Form.

(c) Intellectual Property Rights Notices. Licensee is prohibited from removing or altering any of the Intellectual Property Rights notice(s) embedded in or that Infor otherwise provides with the Component Systems. Licensee must reproduce the unaltered Intellectual Property Rights notice(s) in any full or partial copies that Licensee makes of the Component Systems.

(d) Notice. To use any of the Component Systems, Licensee may also need to obtain, install and maintain Infor-supported versions of certain software products, database software products and certain software/hardware peripherals. By this notice, Infor is advising Licensee that Licensee should request information about such necessary software products, database software products and software/hardware peripherals.

(e) Source Code. Unless otherwise explicitly provided in an Order Form, Licensee has no license to access or use, or any other rights in or to, the Source Code for a particular Component System. If the Order Form grants Licensee a license to use Source Code for a particular Component System, then Licensee has the limited right to use such Source Code to modify such Component System for its own, internal computing operations. Subject to the foregoing, Licensee will not disclose all or any part of the Source Code for a Component System to any person except Licensee Employees who, before obtaining access to the Source Code, have been informed by Licensee in writing of the non-disclosure obligations imposed on both Licensee and such Licensee Employees under this Agreement. Infor will own all right, title and interest to all derivative works of the Component System ("**Derivative Works**"), even if solely created by Licensee pursuant to a license to use Source Code hereunder. Licensee hereby assigns to Infor absolutely all of its rights, title and interest in and to any Derivative Works created by the Licensee together with all Intellectual Property Rights therein. Subject to the terms and conditions of this Agreement, Infor grants Licensee (if licensed to use Source Code hereunder) a perpetual (unless otherwise specified in the Order Form), non-exclusive, non-transferable license (without the right to sublease or sublicense) to use and copy for use the Derivative Works created by Licensee or created by Infor at Licensee's request and payment, for Licensee's own, internal computing operations. Upon Infor's request, Licensee will provide Infor with a copy (including all documentation related thereto) of all Derivative Works created by Licensee and will execute and deliver to Infor any documents reasonably necessary to vest in Infor all right, title and interest therein.

4. Delivery. Except as otherwise provided in the applicable Order Form, the Delivery Date shall not be later than thirty (30) days after the Order Form Date.

5. Payment and Taxes.

(a) Payment. Licensee will pay Infor all license fees (as specified on an Order Form) within fifteen (15) days of the Order Form Date and all invoices within fifteen (15) days of the date of invoice. Late payments are subject to a late charge equal to the lesser of: (i) one and one-half percent (1½%) per month; and (ii) the highest rate permitted by applicable law.

(b) Taxes and Shipping Charges. Licensee is responsible for paying all taxes (except for taxes based on Infor's net income or capital stock) and shipping charges relating to this Agreement, the Component Systems, any services provided and payments made under this Agreement. Applicable tax amounts (if any) are not included in the fees set forth in this Agreement and any Order Form. Infor will invoice Licensee for applicable tax and shipping amounts and such invoices are due upon Licensee's receipt thereof.

6. Limited Warranty, Disclaimer of Warranty and Remedies.

(a) Limited Software Warranty by Infor and Remedy For Breach. Infor warrants that each Component System licensed to Licensee will operate without a Documented Defect for a period of ninety (90) days from the Delivery Date. Infor warrants that the media on which the Component System is delivered will be free of material defects in material and workmanship for a period of ninety (90) days from the Delivery Date. Infor's sole obligation with respect to a breach of either of the foregoing warranties shall be to repair or replace the Component System or media giving rise to the breach of warranty. If Infor is unable to repair or replace such Component System or media within a reasonable period of time, then, subject to the limitations set forth in Section 15 of this Agreement, Licensee may pursue its remedies at law to recover direct damages resulting from the breach of the applicable warranty. The remedies in this Section 6(a) are exclusive and in lieu of all other remedies, and represent Infor's sole obligations, for a breach of the foregoing warranties. Licensee must provide notice to Infor of any warranty claim within the warranty period.

(b) Disclaimer of Warranty. The limited warranties in this Section 6 are made to Licensee exclusively and are in lieu of all other warranties. **INFOR MAKES NO OTHER WARRANTIES WHATSOEVER, EXPRESS OR IMPLIED, WITH REGARD TO THE COMPONENT SYSTEMS, IN WHOLE OR IN PART, OR ANY OTHER MATTER UNDER THIS AGREEMENT. INFOR EXPLICITLY DISCLAIMS ALL WARRANTIES OF NON-INFRINGEMENT, MERCHANTABILITY AND OF FITNESS FOR A PARTICULAR PURPOSE. INFOR EXPRESSLY DOES NOT WARRANT THAT THE COMPONENT SYSTEMS, IN WHOLE OR IN PART, WILL BE ERROR FREE, WILL OPERATE WITHOUT INTERRUPTION, WILL BE COMPATIBLE WITH ANY HARDWARE OR SYSTEMS SOFTWARE CONFIGURATION OTHER THAN THE EQUIPMENT, OR WILL MEET LICENSEE'S REQUIREMENTS.**

(c) Abrogation of Limited Warranty. Infor will have no obligation under this Section 6 to the extent that any alleged breach of warranty is caused by: (i) any modification of the Component System; (ii) Licensee's failure to promptly implement changes that Infor provides to correct or improve the Component System; or (iii) the use or combination of the Component System with any computer, computer platform, operating system and/or data base management system other than the Equipment. To the extent that an alleged breach of warranty concerns a Third Party Product that is subject to a more limited warranty under a Third Party Agreement than specified in Section 6(a) above, Infor's obligations hereunder will be further limited accordingly. The limited warranty in Section 6(a) shall not apply to (x) updates, enhancements or modifications provided under the Support Agreement or (y) previously licensed Component Systems for which Licensee is changing User Restrictions (e.g., without limitation, adding users) under an Order Form.

(d) **FAILURE OF ESSENTIAL PURPOSE. THE PARTIES HAVE AGREED THAT THE LIMITATIONS SPECIFIED IN SECTIONS 6 AND 15 WILL SURVIVE AND APPLY EVEN IF ANY LIMITED REMEDY SPECIFIED IN THIS AGREEMENT IS FOUND TO HAVE FAILED OF ITS ESSENTIAL PURPOSE, AND REGARDLESS OF WHETHER LICENSEE HAS ACCEPTED ANY COMPONENT SYSTEMS OR SERVICE UNDER THIS AGREEMENT.**

(e) **HIGH RISK ACTIVITIES. THE COMPONENT SYSTEMS ARE NOT FAULT-TOLERANT AND ARE NOT DESIGNED, MANUFACTURED OR INTENDED FOR USE AS ON-LINE CONTROL EQUIPMENT IN HAZARDOUS ENVIRONMENTS REQUIRING FAIL-SAFE PERFORMANCE, SUCH AS IN THE OPERATION OF NUCLEAR FACILITIES, AIRCRAFT NAVIGATION OR AIRCRAFT COMMUNICATION SYSTEMS, MASS TRANSIT, AIR TRAFFIC CONTROL, DIRECT LIFE SUPPORT MACHINES, OR WEAPONS SYSTEMS, IN WHICH THE FAILURE OF THE COMPONENT SYSTEMS COULD LEAD DIRECTLY TO DEATH, PERSONAL INJURY, OR SEVERE PHYSICAL OR ENVIRONMENTAL DAMAGE ("HIGH RISK ACTIVITIES"). ACCORDINGLY, INFOR DISCLAIMS ANY EXPRESS OR IMPLIED WARRANTY OF FITNESS FOR HIGH RISK ACTIVITIES. LICENSEE AGREES THAT INFOR SHALL NOT BE LIABLE FOR ANY CLAIMS OR DAMAGES ARISING FROM OR RELATED TO THE USE OF THE COMPONENT SYSTEMS IN SUCH APPLICATIONS.**

7. Confidential Information. Except as otherwise permitted under this Agreement, the Recipient will not disclose to any third party, or make any use of the Discloser's Confidential Information. The Recipient will use at least the same standard of care to maintain the confidentiality of the Discloser's Confidential Information that it uses to maintain the confidentiality of its own Confidential Information, but in no event less than reasonable care. Except in connection with the Component Systems and any software programs provided with the Component Systems, the non-disclosure and non-use obligations of this Agreement will remain in full force with respect to each item of Confidential Information for a period of ten (10) years after Recipient's receipt of that item. However, Licensee's obligations to maintain both the Component Systems and any software programs provided

with the Component Systems, including all algorithms, methods, techniques, code and processes revealed therein, as confidential will survive in perpetuity.

8. **Indemnity by Infor.** Infor will defend, indemnify and hold Licensee harmless from and against any loss, cost and expense that Licensee incurs because of a third party claim that the Component System infringes any copyright of others. Infor's obligations under this indemnification are expressly conditioned on the following: (i) Licensee must promptly notify Infor of any such claim; (ii) Licensee must in writing grant Infor sole control of the defense of any such claim and of all negotiations for its settlement or compromise (if Licensee chooses to represent its own interests in any such action, Licensee may do so at its own expense, but such representation must not prejudice Infor's right to control the defense of the claim and negotiate its settlement or compromise); (iii) Licensee must cooperate with Infor to facilitate the settlement or defense of the claim. Infor will not have any liability hereunder to the extent the claim arises from (a) any modification of the Component System; or (b) the use or combination of the Component System with any computer, computer platform, operating system and/or data base management system other than the Equipment. If any Component System is, or in Infor's opinion is likely to become, the subject of a copyright infringement claim, then Infor, at its sole option and expense, will either: (A) obtain for Licensee the right to continue using the Component System under the terms of this Agreement; (B) replace the Component System with products that are substantially equivalent in function, or modify the Component System so that it becomes non-infringing and substantially equivalent in function; or (C) refund to Licensee the portion of the license fee paid to Infor for the Component System(s) giving rise to the infringement claim, less a charge for use by Licensee based on straight line depreciation assuming a useful life of five (5) years, provided that Licensee has returned or destroyed and discontinued its use of such Component System. Notwithstanding anything to the contrary herein, to the extent that a third party claim of copyright infringement concerns a Third Party Product that is subject to a more limited indemnification protection under a Third Party Agreement than specified herein, Infor's obligations hereunder will be further limited accordingly. **THE FOREGOING SETS FORTH INFOR'S EXCLUSIVE OBLIGATION AND LIABILITY WITH RESPECT TO INFRINGEMENT OF INTELLECTUAL PROPERTY RIGHTS.**

9. **Term and Termination.**

(a) <u>Right of Termination</u>. If either party materially breaches any material obligation in this Agreement or an Order Form (including, without limitation, any obligation to pay license fees), and fails to remedy such breach (if such breach can be remedied) within thirty (30) days of receipt of written notice of such breach, the other party may terminate this Agreement (including all Order Forms hereunder). Notwithstanding the foregoing, to the extent such material breach cannot be remedied through efforts of the breaching party, the other party has the right to terminate this Agreement (including all Order Forms hereunder) on less than thirty days' written notice. Notice to Infor of an alleged breach of warranty will not constitute a notice of termination of this Agreement.

(b) <u>Effect of Termination</u>. Upon termination of this Agreement by either party, Licensee will discontinue further use of the Component Systems, and will promptly return to Infor or (at Infor's request) destroy all copies of the Component Systems, and will certify to Infor in writing, over the signature of a duly authorized representative of Licensee, that it has done so. Termination of this Agreement will not relieve either party from making payments which may be owing to the other party under the terms of this Agreement.

(c) <u>Survival of Obligations</u>. All obligations relating to non-use and non-disclosure of Confidential Information, indemnity, limitation of liability, and such other terms which by their nature survive termination, will survive termination of this Agreement.

(d) <u>Termination Without Prejudice to Other Rights and Remedies</u>. Termination of this Agreement will be without prejudice to either party pursuing any other remedies available to it.

10. **Notices.** All notices and other communications required or permitted under this Agreement or required by law must be in writing and will be deemed given when: delivered personally; sent by registered or certified mail, return receipt requested; transmitted by facsimile confirmed by first class mail; or sent by overnight courier. Notices must be sent to a party at its address shown on the signature page of this Agreement, or to such other place as the party may subsequently designate for its receipt of notices in accordance with this Section. Licensee must promptly send copies of any notice of material breach and/or termination of the Agreement to Infor, Attention: General Counsel, 40 General Warren Blvd Suite # 110, Malvern, PA 19355, USA, FAX number 678-319-8949, or to such other place as Infor may subsequently designate for its receipt of notices.

11. **Force Majeure.** Except with respect to the payment of fees hereunder, neither party will be liable to the other for any failure or delay in performance under this Agreement due to circumstances beyond its reasonable control, including acts of war, terrorist acts, natural disasters, accident, labor disruption, acts, omissions and defaults of third parties and official, governmental and judicial action not the fault of the party failing or delaying in performance, or the threat of any of the foregoing.

12. **Assignment.** Licensee may not assign or otherwise transfer any of its rights or obligations under this Agreement, whether by law or otherwise, and any attempt at such assignment will be void without the prior written consent of Infor. For purposes of this Agreement, "assignment" shall include use of the Component Systems for benefit of any third party to a merger, acquisition and/or other consolidation by, with or of Licensee, including any new or surviving entity that results from such merger, acquisition and/or other consolidation.

13. **No Waiver.** A party's failure to enforce its rights with respect to any single or continuing breach of this Agreement will not act as a waiver of the right of that party to later enforce any such rights or to enforce any other or any subsequent breach.

14. **Choice of Law; Severability.** This Agreement will be governed by and construed under the laws of the State of New York, as applicable to agreements executed and

wholly performed therein, but without regard to the choice of law provisions thereof. This Agreement is originally written in the English language and the English language version shall control over any translations. If any provision of this Agreement is illegal or unenforceable, it will be deemed stricken from the Agreement and the remaining provisions of the Agreement will remain in full force and effect. The United Nations Convention on the International Sale of Goods (CISG) shall not apply to the interpretation or enforcement of this Agreement.

15. LIMITATIONS OF LIABILITY.

(a) **LIMITED LIABILITY OF INFOR.** THE TOTAL LIABILITY OF INFOR, ITS AFFILIATES AND THIRD PARTY LICENSORS IN CONNECTION WITH THE COMPONENT SYSTEMS, THIS LICENSE OR ANY OTHER MATTER RELATING TO THIS AGREEMENT (WHATEVER THE BASIS FOR THE CAUSE OF ACTION) SHALL NOT EXCEED THE FEE THAT LICENSEE ACTUALLY PAID TO INFOR (OR, IF NO DISCRETE FEE IS IDENTIFIED IN THE APPLICABLE ORDER FORM, THE FEE REASONABLY ASCRIBED BY INFOR) FOR THE COMPONENT SYSTEM GIVING RISE TO THE LIABILITY.

(b) **EXCLUSION OF DAMAGES.** IN NO EVENT SHALL INFOR, ITS AFFILIATES OR THIRD PARTY LICENSORS BE LIABLE FOR ANY INCIDENTAL, SPECIAL, PUNITIVE, INDIRECT OR CONSEQUENTIAL DAMAGES OR DAMAGES FOR LOST PROFITS, WHETHER BASED ON BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE), PRODUCT LIABILITY, OR OTHERWISE, AND WHETHER OR NOT INFOR HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

16. Compliance With Laws. Licensee will comply with all laws, rules and regulations applicable to the use of the Component Systems.

17. Audit Rights. Infor (including any third party auditor retained by Infor) may audit the records and systems of Licensee to ensure compliance with the terms of this Agreement and each applicable Order Form(s). Infor will notify Licensee in writing at least ten (10) business days prior to any such audit. Any such audit will be conducted during Licensee's regular business hours at Licensee's location and will not interfere unreasonably with Licensee's business activities. Infor may audit Licensee no more than once in any six (6) month period. If an audit reveals that Licensee is using a Component System beyond the scope of the license granted herein (such as for example, for a number of users greater than those that Licensee licensed pursuant to this Agreement), then, in addition to any other remedies available to Infor, Licensee will promptly reimburse Infor for the cost of such audit and pay Infor the underpaid license fees therefore and associated fees for Support (as defined in the Support Agreement), based on Infor's then-current list rates, as well as any applicable late charges.

18. Miscellaneous. Infor shall be permitted to reference this Agreement in one or more press releases; otherwise, no public statements concerning the existence or terms of this Agreement will be made or released to any medium except with the prior approval of both parties or as required by law. Infor and Licensee are independent contractors under this Agreement, and nothing herein will be construed to create a partnership, joint venture or agency relationship between them. This Agreement shall be construed as if drafted by both parties and shall not be strictly construed against either party. Infor is an Equal Employment Opportunity employer. As such, 41 CFR 60-1.4(a), 60-250.5, & 60-741.5 are herein incorporated by reference.

19. Entire Agreement. This Agreement contains the entire understanding of the parties with respect to its subject matter, and supersedes and terminates all prior oral and written communications between the parties about its subject matter. Any purchase order or similar document that may be issued by Licensee in connection with this Agreement does not modify this Agreement. No modification of this Agreement will be effective unless it is in writing, is signed by each party, and expressly provides that it amends this Agreement; provided, however, that a modification mutually agreed to pursuant to a click-thru or click-wrap agreement delivered by Infor will be effective. This Agreement and any signed agreement or instrument entered into in connection herewith or contemplated hereby, and any amendments hereto or thereto, to the extent signed and delivered by means of digital imaging, electronic mail or a facsimile machine, shall be treated in all manner and respects as an original agreement or instrument and shall be considered to have the same binding legal effect as if it were the original signed version thereof delivered in person. This Agreement and all Order Forms entered into pursuant hereto may be signed in counterparts.

THE PARTIES have executed this Agreement through the signatures of their respective authorized representatives.

Effective Date: _____

_____

Signature: _____
Printed Name: _____
Title: _____
Address: _____
Address: _____
Signature Date: _____

LICENSEE: _____

Signature: _____
Printed Name: _____
Title: _____
Address: _____
Address: _____
Signature Date: _____

AGREEMENT NUMBER:

THIS SOFTWARE SUPPORT AGREEMENT (the "Support Agreement") is made between **Infor Public Sector, Inc.** ("Infor") and _____ ("Licensee") as of the Effective Date. The parties agree as follows:

1. Incorporation By Reference. Sections 1 (Definitions), 7 (Confidential Information), 10 through 14 (Notices, Force Majeure, Assignment, No Waiver and Choice of Law; Severability, respectively), and 16 through 18 (Compliance with Laws, Audit Rights and Miscellaneous, respectively) of the License Agreement are incorporated into this Support Agreement by this reference as fully as if written out below. If any provision incorporated by reference from the License Agreement conflicts with any provision of this Support Agreement, the provision of this Support Agreement will control.

2. Additional Definitions.

(a) "**Contract Period**" means, as applicable, the Initial Term or the Renewal Period for which Licensee has paid the applicable fee for Support.

(b) "**Initial Term**" means, with respect to the Component Systems specified in an Order Form, the twelve-month period beginning on the Order Form Date, unless otherwise specified in the Order Form.

(c) "**Renewal Period**" means, as applicable, each successive twelve-month period following the Initial Term.

(d) "**License Agreement**" means the Software License Agreement entered into between the parties as of the Effective Date.

3. Services.

(a) Types of Services. Subject to Licensee paying the applicable fee for Support hereunder for a particular Component System, Infor shall (a) provide Licensee with access (via the Internet, telephone or other means established by Infor) to Infor's support helpline, (b) provide, when and if generally available, updates, enhancements or modifications to the then-current, general release version of such Component System that are not separately priced or licensed as new products; and (c) use reasonable efforts to correct or circumvent Documented Defects (the foregoing referred to collectively as "Support").

(b) Third Party Products. With respect to Third Party Products, Infor's provision of Support will be limited to providing Licensee with the support that the Third Party Licensor provides to Infor for such Third Party Products.

(c) Restrictions. Infor shall have no obligation to provide Support if Licensee fails to pay the applicable fees hereunder or is otherwise in breach of this Support Agreement. Infor shall have no obligation to provide Support for any Component System on any hardware or systems software configuration other than the Equipment, or if the Component System has been modified other than

in accordance with this Support Agreement. In addition, Licensee agrees to provide Infor with access to such facilities and equipment as are reasonably necessary for Infor to perform its obligations hereunder, including remote access to the Equipment. Support provided hereunder does not include related services, if any, required by Licensee, including, without limitation, installation or implementation of the Component System or any updates, enhancements or modifications thereto.

4. Payment and Taxes.

(a) Support Fees. For annual Support of the Component Systems specified on an Order Form, Licensee will pay Infor the Support Fee specified in the Order Form, which will be subject to successive increases on an annual basis (starting with the first Renewal Period) not to exceed the "Annual Escalation Percentage Cap" (as specified in the Order Form). If the Initial Term is less than 12 months, the fee for the Initial Term of Support will be prorated accordingly. Payment of the applicable fee for any Renewal Period of Support is due prior to the commencement of such Renewal Period. All payments hereunder are non-refundable.

(b) Additional Costs. Licensee will reimburse Infor for actual travel and living expenses that Infor incurs in providing Licensee with Support, with reimbursement to be on an as-incurred basis. Licensee will also reimburse Infor for charges incurred in connection with accessing Equipment, if any.

(c) Taxes. Licensee is responsible for paying all taxes (except for taxes based on Infor's net income or capital stock) relating to this Support Agreement or the services or payments provided for hereunder. Applicable tax amounts (if any) are not included in the fees set forth in this Support Agreement or the applicable Order Form. Infor will invoice Licensee for any applicable tax amounts.

(d) Invoices and Late Charges. Licensee will pay each Infor invoice within fifteen (15) days of the date of invoice and in any event, on or before the dates specified in this Support Agreement or the applicable Order Form. Late payments are subject to a late charge equal to the lesser of: (i) one and one-half percent (1½%) per month; and (ii) the highest rate permitted by applicable law.

5. Term. With respect to each Component System specified on an Order Form, the term of this Support Agreement shall begin on the Order Form Date and end on the last day of the Initial Term, and automatically renew for successive Renewal Periods, unless either party provides written notice to the other party of non-renewal at least ninety (90) days prior to the commencement of the Renewal Period.

6. Disclaimer of Warranties. Licensee acknowledges

and agrees that **INFOR MAKES NO WARRANTIES WHATSOEVER, EXPRESSED OR IMPLIED, WITH REGARD TO ANY SUPPORT AND/OR ANY OTHER MATTER RELATING TO THIS SUPPORT AGREEMENT, AND THAT INFOR EXPLICITLY DISCLAIMS ALL WARRANTIES OF NON-INFRINGEMENT, MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. FURTHER, INFOR EXPRESSLY DOES NOT WARRANT THAT A COMPONENT SYSTEM OR ANY SUPPORT WILL BE USABLE BY LICENSEE IF THE COMPONENT SYSTEM HAS BEEN MODIFIED, OR WILL BE ERROR FREE, WILL OPERATE WITHOUT INTERRUPTION OR WILL BE COMPATIBLE WITH ANY HARDWARE OR SYSTEMS SOFTWARE CONFIGURATION OTHER THAN THE EQUIPMENT.**

7. Termination. If either party materially breaches any material obligation in this Support Agreement (including, without limitation, any obligation to pay fees hereunder), and fails to remedy such breach (if such breach can be remedied) within thirty (30) days of receipt of written notice of such breach, the other party may terminate this Support Agreement. Notwithstanding the foregoing, to the extent such material breach cannot be remedied through efforts of the breaching party, the other party has the right to terminate this Agreement on less than thirty days' written notice. Notice to Infor of a suspected Documented Defect will not constitute a notice of termination of this Support Agreement. Termination of this Support Agreement will be without prejudice to the terminating party's other rights and remedies hereunder. Termination of this Support Agreement shall also terminate all Order Forms hereunder but only insofar as such Order Forms relate to Support. For the avoidance of doubt, termination of this Support Agreement shall not terminate licenses granted pursuant to the License Agreement unless such licenses are terminated pursuant to the terms of the License Agreement. Termination of this Support Agreement will not relieve either party from making payments which may be owing to the other party hereunder.

8. LIMITATIONS OF LIABILITY.

(a) LIMITED LIABILITY OF INFOR. THE TOTAL LIABILITY OF INFOR, ITS AFFILIATES AND THIRD PARTY LICENSORS IN CONNECTION WITH SUPPORT OR ANY OTHER MATTER RELATING TO THIS SUPPORT AGREEMENT (WHATEVER THE BASIS FOR THE CAUSE OF ACTION) SHALL NOT EXCEED THE FEE THAT LICENSEE ACTUALLY PAID TO INFOR FOR SUPPORT FOR THE TWELVE-MONTH CONTRACT PERIOD IN WHICH SUCH LIABILITY FIRST AROSE.

(b) EXCLUSION OF DAMAGES. IN NO EVENT SHALL INFOR, ITS AFFILIATES OR THIRD PARTY LICENSORS BE LIABLE FOR ANY INCIDENTAL, SPECIAL, PUNITIVE, INDIRECT OR CONSEQUENTIAL DAMAGES OR DAMAGES FOR LOST PROFITS, WHETHER BASED ON BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE), PRODUCT LIABILITY, OR OTHERWISE, AND REGARDLESS OF WHETHER INFOR HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES OR WHETHER ANY REMEDY SET FORTH HEREIN FAILS OF ITS ESSENTIAL PURPOSE.

9. Entire Agreement. This Support Agreement contains the entire understanding of the parties with respect to its subject matter, and supersedes and extinguishes all prior oral and written communications between the parties about its subject matter. Any purchase order or similar document, which may be issued by Licensee in connection with this Support Agreement does not modify this Support Agreement. No modification of this Support Agreement will be effective unless it is in writing, is signed by each party, and expressly provides that it amends this Support Agreement; provided, however, that a modification mutually agreed to pursuant to a click-thru or click-wrap agreement delivered by Infor will be effective. This Support Agreement and any signed agreement or instrument entered into in connection herewith or contemplated hereby, and any amendments hereto or thereto, to the extent signed and delivered by means of digital imaging, electronic mail or a facsimile machine, shall be treated in all manner and respects as an original Support Agreement or instrument and shall be considered to have the same binding legal effect as if it were the original signed version thereof delivered in person. This Support Agreement and all Order Forms entered into pursuant hereto may be signed in counterparts.

THE PARTIES have executed this Support Agreement through the signatures of their respective authorized representatives.

Effective Date: _____

_____

Signature: _____

Printed Name: _____

Title: _____

Address: _____

Address: _____

Signature Date:_____

LICENSEE: _____

Signature: _____

Printed Name: _____

Title: _____

Address: _____

Address: _____

Signature Date:_____

THIS **SOFTWARE SERVICES AGREEMENT** (the "Services Agreement") is made between **Infor Public Sector, Inc.** ("Infor") and _____ ("Licensee") as of the Effective Date. The parties agree as follows:

1. Definitions.

(a) "**Affiliate**" means any entity, directly or indirectly, controlling, controlled by, or under common control with, Infor.

(b) "**Confidential Information**" means non-public information of an Affiliate or a party to this Agreement that is identified as or would be reasonably understood to be confidential and/or proprietary. Confidential Information does not include information that: (i) is or becomes known to the public without fault or breach of the Recipient; (ii) the Discloser regularly discloses to third parties without restriction on disclosure; (iii) the Recipient obtains from a third party without restriction on disclosure and without breach of a non-disclosure obligation; or (iv) is independently developed by the Recipient without access to Confidential Information.

(c) "**Discloser**" means the party providing Confidential Information to the Recipient.

(d) "**Effective Date**" means the date identified on the signature page of this Services Agreement as the Effective Date.

(e) "**Equipment**" means the hardware and systems software configuration on which Infor supports use of the Licensed Software.

(f) "**Intellectual Property Rights**" means any and all rights in patents, patent applications, copyrights, copyright registrations, trade secrets, trademarks and service marks (including, where applicable, all derivative works of the foregoing).

(g) "**Licensed Software**" means the computer software programs licensed by Infor or its Affiliate to Licensee.

(h) "**Recipient**" means the party receiving Confidential Information of the Discloser.

(i) "**Residual Knowledge**" means ideas, concepts, know-how or techniques related to the Discloser's technology and Confidential Information that are retained in the unaided memories of the Recipient who had rightful access to Confidential Information.

(j) "**Services**" means the software-related professional services that Infor will provide Licensee as contemplated under this Services Agreement and/or any Work Order.

(k) "**Work Order**" has the meaning ascribed to such term in Section 2(a) of this Services Agreement.

2. Services.

(a) Work Orders. Infor will provide Licensee with Services as set forth in one or more mutually agreed to and signed work order(s) which shall contain without limitation, a description of the Services, the Services rate(s) and payment terms (each a "Work Order"). The parties agree that Work Orders may not be complete statements of Services required by Licensee and additional Services may be required which would be difficult to determine as of the date of this Services Agreement or of the applicable Work Order. At Licensee's request, the Work Order may include an estimate of charges for the Services, but such estimate shall not be binding on Infor or convert the Work Order into a fixed price contract with respect to such Services. Unless expressly stated otherwise: (i) the Services rates are for an 8-hour person-day and will not include the expenses and charges referred to in Section 3(a) of this Services Agreement; (ii) the quoted rates shall represent Infor's current rates applicable to Licensee (i.e., the rates applicable to Licensee as of the effective date of the Work Order) for the resources specified; and (iii) to the extent that Infor raises the rates charged for Services during the course of a project, Licensee shall be required to pay Infor at the increased rates. Infor is under no obligation to perform any Services other than pursuant to a Work Order. Notwithstanding the foregoing, if Infor performs Services at the direction of Licensee and the parties have not signed a Work Order for such Services, then such Services shall be subject to all terms and conditions of this Services Agreement, and Infor's then-current rates for such Services shall apply. Infor may provide Services through its third-party contractors ("Contractors"), but, in all such cases, Infor will remain subject to the obligations hereunder.

(b) Conditions On Providing Services. Licensee must assign a project manager who will assume responsibility for management of the project for which the Services are provided. Licensee will establish the overall project direction, including assigning and managing the Licensee's project personnel team. Licensee must provide Infor with such facilities, equipment and support as are reasonably necessary for Infor to provide Services, including remote access to the Equipment. Infor owns and will own all right, title and interest to the Services and any work product generated from the Services ("Work Product"), and Licensee will execute and deliver to Infor any documents reasonably necessary to vest in Infor all right, title and interest therein. Subject to the terms and conditions of this Services Agreement, Infor grants Licensee a perpetual, non-exclusive, non-transferable license (without the right to sublease or sublicense) to use and copy for use the Work Product for Licensee's own, internal computing operations.

(c) Scheduling and Cancellation of Scheduled Services. In connection with any Work Order, Licensee should make staffing requests at least four (4) weeks in advance to increase the likelihood that the request can be filled for the date requested. While it is possible to secure staffing within this time frame (and Infor will make commercially

reasonable efforts to comply with such staffing requests), the probability of obtaining the requested resources decreases the closer the request is made to the need date. The parties agree that once Licensee and Infor have scheduled a specific time during which Infor will provide Services under the terms of this Services Agreement and/or a Work Order, Licensee will be obligated to pay Infor for such Services as if Infor had performed such Services on the date scheduled and any related travel and living expenses to the extent such travel and living expenses are non-refundable, unless Licensee has notified Infor that Licensee would like to reschedule or cancel the provision of such Services at least twenty one (21) days prior to the date which Infor is scheduled to perform such Services.

3. Payment and Taxes.

(a) Payment. Unless otherwise stated in the applicable Work Order, Infor will invoice Licensee for all Services and applicable charges on a bi-weekly basis, as Infor renders the Services or Licensee incurs the charges, as applicable. Licensee will also reimburse Infor for actual travel and living expenses that Infor incurs in providing Licensee with Services under this Services Agreement, with reimbursement to be on an as-incurred basis. Licensee will also reimburse Infor for all charges incurred in connection with accessing Equipment, if any. Licensee will pay each Infor invoice within fifteen (15) days of the date of invoice. Late payments are subject to a late charge equal to the lesser of: (i) one and one-half percent (1½%) per month; and (ii) the highest rate permitted by applicable law.

(b) Taxes. Licensee is responsible for paying all taxes (except for taxes based on Infor's net income or capital stock) relating to this Services Agreement, and any Services provided and payments made hereunder. Applicable tax amounts (if any) are not included in the fees set forth in this Services Agreement and any Work Order. In each instance, Infor will invoice Licensee for applicable tax amounts and such invoices are due upon Licensee's receipt thereof.

(c) Long-term Assignments. The parties acknowledge that reimbursement of travel and living expenses to an Infor consultant who is assigned to a particular location for more than one year may be treated as taxable personal income under applicable tax laws. Where reasonably possible, the parties will plan to limit the duration of a consultant's assignment to a particular location to less than one year. If a consultant is assigned to a particular location for more than one year and subject to additional taxes as a result thereof, then Infor will increase consultant's compensation to cover such additional taxes, and Licensee shall reimburse Infor for the amount of such increase.

4. Limited Warranty and Disclaimer of Warranties.

(a) Limited Services Warranty and Remedy For Breach. Infor warrants to Licensee that, for the period beginning on the specific date of the applicable Work Order and continuing for ninety (90) days after the completion of Services pursuant to that Work Order, Infor will render all Services under such Work Order with reasonable care and skill. If Licensee notifies Infor within the warranty period of a breach of the foregoing warranty, Infor will re-perform such Services in compliance with the foregoing warranty.

If despite its reasonable efforts, Infor is unable to provide Licensee with Services in compliance with the foregoing warranty, then, subject to the limitations set forth in Section 12 of this Services Agreement, Licensee may pursue its remedy at law to recover direct damages resulting from the breach of this limited warranty. These remedies are exclusive and are in lieu of all other remedies, and Infor's sole obligations for breach of this limited warranty are contained in this Section 4(a).

(b) Disclaimer of Warranty. The limited warranty in Section 4(a) is made to Licensee exclusively and is in lieu of all other warranties. **INFOR MAKES NO OTHER WARRANTIES WHATSOEVER, EXPRESS OR IMPLIED, WITH REGARD TO ANY SERVICES PROVIDED UNDER THIS SERVICES AGREEMENT AND/OR ANY WORK ORDER, IN WHOLE OR IN PART. INFOR EXPLICITLY DISCLAIMS ALL WARRANTIES OF NON-INFRINGEMENT, MERCHANTABILITY AND OF FITNESS FOR A PARTICULAR PURPOSE. INFOR EXPRESSLY DOES NOT WARRANT THAT THE SERVICES WILL MEET LICENSEE'S REQUIREMENTS.**

(c) **FAILURE OF ESSENTIAL PURPOSE. THE PARTIES HAVE AGREED THAT THE LIMITATIONS SPECIFIED IN SECTIONS 4 AND 12 WILL SURVIVE AND APPLY EVEN IF ANY REMEDY SPECIFIED IN THIS SERVICES AGREEMENT IS FOUND TO HAVE FAILED OF ITS ESSENTIAL PURPOSE, AND REGARDLESS OF WHETHER LICENSEE HAS ACCEPTED ANY SERVICE UNDER THIS SERVICES AGREEMENT.**

5. **Confidential Information.** Except as otherwise permitted under this Services Agreement, the Recipient will not disclose to any third party, or make any use of the Discloser's Confidential Information. The Recipient will use at least the same standard of care to maintain the confidentiality of the Discloser's Confidential Information that it uses to maintain the confidentiality of its own Confidential Information, but in no event less than reasonable care. Except in connection with the Licensed Software and any software provided with the Licensed Software, the non-disclosure and non-use obligations of this Services Agreement will remain in full force with respect to each item of Confidential Information for a period of ten (10) years after Recipient's receipt of that item. However, Licensee's obligations to maintain both the Licensed Software and any software provided with the Licensed Software as confidential will survive in perpetuity. Notwithstanding the foregoing, this Section is not intended to prevent a Recipient from using Residual Knowledge, subject to any Intellectual Property Rights of the Discloser.

6. Term and Termination.

(a) Right of Termination. If either party materially breaches any material obligation in this Services Agreement or a Work Order (including, without limitation, any obligation to pay fees), and fails to remedy such breach (if such breach can be remedied) within thirty (30) days of receipt of written notice of such breach, the other party may terminate this Services Agreement (including all Work Orders hereunder). Notwithstanding the foregoing, to the extent such material breach cannot be remedied through efforts of the breaching party, the other party has the right to terminate this Services Agreement (including all Work Orders hereunder) on less than thirty days' written

notice. Notice to Infor of an alleged breach of warranty will not constitute a notice of termination of this Agreement.

(b) Effect of Termination. Upon termination of this Services Agreement by either party, Infor will discontinue the provision of all Services and Licensee will promptly pay Infor for all Services rendered through the effective date of such termination. Termination of this Services Agreement will not release either party from making payments which may be owing to the other party under the terms of this Services Agreement for all Services rendered through the effective date of such termination.

(c) Survival of Obligations. All obligations relating to non-use and non-disclosure of Confidential Information, limitation of liability, and such other terms which by their nature survive termination, will survive termination of this Services Agreement.

(d) Termination Without Prejudice to Other Rights and Remedies. Termination of this Services Agreement will be without prejudice to the terminating party's other rights and remedies pursuant to this Services Agreement.

7. Notices. All notices and other communications required or permitted under this Services Agreement or required by law must be in writing and will be deemed given when: delivered personally; sent by registered or certified mail, return receipt requested; transmitted by facsimile confirmed by first class mail; or sent by overnight courier. Notices must be sent to a party at its address shown on the signature page of this Services Agreement, or to such other place as the party may subsequently designate for its receipt of notices in accordance with this Section. Licensee must promptly send copies of any notice of material breach and/or termination of this Services Agreement to Infor, Attention: General Counsel, 40 General Warren Blvd Suite # 110, Malvern, PA 19355, USA, FAX number 678-319-8949, or to such other place as Infor may subsequently designate for its receipt of notices.

8. Force Majeure. Except with respect to the payment of fees under this Services Agreement or a Work Order, neither party will be liable to the other for any failure or delay in performance under this Services Agreement due to circumstances beyond its reasonable control, including Acts of God, acts of war, terrorist acts, natural disasters, accident, labor disruption, acts, omissions and defaults of third parties and official, governmental and judicial action not the fault of the party failing or delaying in performance, or the threat of any of the foregoing.

9. Assignment. Licensee may not assign or transfer any of its rights or obligations under this Services Agreement, whether by law or otherwise, and any attempt at such assignment will be void without the prior written consent of Infor. For purposes of this Services Agreement, "assignment" shall include use of the Licensed Software for benefit of any third party to a merger, acquisition and/or other consolidation by, with, or of Licensee, including any new or surviving entity that results from such merger, acquisition and/or other consolidation.

10. No Waiver. A party's failure to enforce its rights with respect to any single or continuing breach of this Services Agreement will not act as a waiver of the right of that party to later enforce any such rights or to enforce any other or any subsequent breach.

11. Choice of Law; Severability. This Services Agreement will be governed by and construed under the laws of the State of New York, as applicable to agreements executed and wholly performed therein, but without regard to the choice of law provisions thereof. This Services Agreement is originally written in the English language and the English language version shall control over any translations. If any provision of this Services Agreement is illegal or unenforceable, it will be deemed stricken from the Services Agreement and the remaining provisions of the Services Agreement will remain in full force and effect. The United Nations Convention on the International Sale of Goods (CISG) shall not apply to the interpretation or enforcement of this Agreement.

12. LIMITATIONS OF LIABILITY.

(a) LIMITED LIABILITY OF INFOR. THE TOTAL LIABILITY OF INFOR, ITS AFFILIATES AND CONTRACTORS IN CONNECTION WITH THE SERVICES, OR ANY OTHER MATTER RELATING TO THIS SERVICES AGREEMENT (WHATEVER THE BASIS FOR THE CAUSE OF ACTION) SHALL NOT EXCEED THE FEE THAT LICENSEE ACTUALLY PAID TO INFOR FOR THE SERVICES GIVING RISE TO THE LIABILITY UNDER THE APPLICABLE WORK ORDER.

(b) EXCLUSION OF DAMAGES. IN NO EVENT SHALL INFOR, ITS AFFILIATES OR CONTRACTORS BE LIABLE FOR ANY SPECIAL, INCIDENTAL, PUNITIVE, INDIRECT OR CONSEQUENTIAL DAMAGES OR DAMAGES FOR LOST PROFITS, WHETHER BASED ON BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE), PRODUCT LIABILITY, OR OTHERWISE, AND REGARDLESS OF WHETHER INFOR HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

13. Compliance With Laws. Licensee will comply with all laws, rules and regulations applicable to the use of the Services and the Work Product.

14. Non-Solicitation of Employees. During the period that Infor is providing Services pursuant to this Services Agreement and for a period of one (1) year following the completion of such Services, neither Infor nor Licensee will offer to hire, hire, Solicit for employment or retention as an independent contractor, or in any way employ any Resource of the other party without the prior written consent of the other party. "Solicit" as used in this Section does not include general solicitations, such as advertisements in newspapers, trade publications or on the internet. "Resource" for purposes of this Section means: (a) employees or independent contractors of the non-hiring party who directly worked on the Services project (the "Project"), and (b) former employees of the non-hiring party who directly worked on the Project and whose employment with that party ended less than six (6) months prior to the date of such offer to hire, hire, Solicitation, or employment.

15. Entire Agreement. This Services Agreement contains the entire understanding of the parties with respect to its subject matter, and supersedes and extinguishes all prior oral and written communications between the parties about its subject matter. Any purchase order or similar document, which may be issued by Licensee in connection with this Services Agreement

does not modify this Services Agreement. No modification of this Services Agreement will be effective unless it is in writing, is signed by each party, and expressly provides that it amends this Services Agreement. This Services Agreement and any signed agreement or instrument entered into in connection herewith or contemplated hereby, and any amendments hereto or thereto, to the extent signed and delivered by means of digital imaging, electronic mail or a facsimile machine, shall be treated in all manner and respects as an original agreement or instrument and shall be considered to have the same binding legal effect as if it were the original signed version thereof delivered in person. This Services Agreement and all Work Orders may be signed in counterparts.

THE PARTIES have executed this Services Agreement through the signatures of their respective authorized representatives.

Effective Date: _____

Infor (US), Inc.

Signature:_____

Printed Name:

Title:

Address:

Address:

Signature Date:

Licensee: _____

Signature: _____

Printed Name:

Title:

Address:

Address:

Signature Date: