Request for Proposal for the:

State of West Virginia
Department of Public Safety

In Response to
CRFP 0612 DPS1700000001
Records Management System (RMS)

Prepared by:

OptimumTechnology

Optimum Technology, Inc.
Josh M. Davda: 614.785.1110 ext. 112
100 E. Campus View Blvd, Suite 380
Columbus, Ohio 43235
Fax: 614.785.1114

Due On: September 13, 2016
1:30 pm EDT

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OptimumTechnology
One Crosswoods Center
100 E. Campus View Blvd, Suite 380
Columbus, OH 43235
(614) 785-1110 phone

Microsoft CERTIFIED

September 12, 2016

Ms. Tara Lyle
Buyer Supervisor
West Virginia Department of Public Safety
2019 Washington Street, East
Charleston, WV 25305

Dear Ms. Lyle,

Optimum Technology, Inc. is pleased to offer our **SWIFT**PROTECT RMS to the West Virginia State Police (WVSP) to meet its requirements for a modern efficient Records Case Management System for Incident-Based Reporting. Our solutions are developed with modern technology and our staff will provide first rate customer service to your team as we partner with WVSP to meet the specific needs of the organization.

Optimum has been a proud supplier of Law Enforcement applications since 1994. We are pleased to offer a solid and rapid implementation of our RMS / Case Management System to meet the needs of WVSP. Optimum Technology has a long and distinguished track record of law enforcement service. We have provided law enforcement products and services for over 20 years.

Optimum Technology will exceed the needs of the WVSP. Our staff is available 24/7 to assist with your implementation and support requirements. Our staff takes pride in ensuring a positive user experience for all of our products and services. The full support team will be available throughout each phase of the contract to ensure a successful implementation. Optimum has always delivered its high quality projects on time and within budget.

The following persons will serve as the primary contacts for RFP clarifications:

Mr. Frank Xavier
Vice President
Phone: 614.785.1110 Ext. 120
Fax: 614.785.1114
Frank.Xavier@otech.com

Dr. Melissa Winesburg
Criminal Justice Practice Director
Phone: 614.785.1110 Ext. 127
Fax: 614.785.1114
Melissa@otech.com

OptimumTechnology
One Crosswoods Center
100 E. Campus View Blvd, Suite 350
Columbus, OH 43235
(614) 785-1110 phone

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Optimum Technology has received and reviewed all addenda for this RFP. We appreciate your consideration of our proposal and look forward to partnering with WVSP to implement an RMS that will meet current and future goals to protect both officers and the public.

Optimum Technology has worked with the State of Ohio for over 20 years to provide a statewide Records Management System for Incident-Based Reporting. The benefits of extending this solution to the State of West Virginia open the door to an excellent opportunity to discuss sharing of data across state borders. To that end, we are offering what we believe is an extremely competitive pricing for our solution. Optimum is prepared to meet any other bona fide offer.

Sincerely,

Josh M. Davda
President & CEO

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)

Frank Xavier, Vice President

(Printed Name and Title)

100 E. Campus View Blvd. Suite 380, Columbus, OH 43235

(Address)

(614) 785-1110 – Phone / (614) 785-1114 – Fax

(Phone Number) / (Fax Number)

Frank.xavier@otech.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.

Optimum Technology, Inc.

(Company)

President

(Authorized Signature) (Representative Name, Title)

Josh M. Davda, President

(Printed Name and Title of Authorized Representative)

September 12, 2016

(Date)

(614) 785-1110 – Phone / (614) 785-1114 – Fax

(Phone Number) / (Fax Number)

Revised by Addendum No. 2 – 8/22/16

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.

OPTIMUM TECHNOLOGY, Inc.
(Company)

JOSH M. DAVDA, President
(Representative Name, Title)

614-785-1110 Ext 112, 614-785-1114
(Contact Phone/Fax Number)

09-09-2016
(Date)

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

Optimum Technology, Inc.
Company

Authorized Signature

09/08/2016
Date

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

OptimumTechnology
One Crosswoods Center
100 E. Campus View Blvd, Suite 360
Columbus, OH 43235
(614) 785-1110 phone

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Attachment A: Vendor Response Form

Vendors will provide information regarding company overview – including current context, history, year the company was established, type of ownership of the company and parent company (if applicable), philosophy/approach to doing business, financial status, and company health, current number of agencies under maintenance and support and number of agencies who are no longer customers. Provide a response regarding the following: firm and staff qualifications and experience in completing similar projects; references; copies of any staff certifications or degrees applicable to this project; proposed staffing plan; descriptions of past projects completed entailing the location of the project, project manager name and contact information, type of project, and what the project goals and objectives where and how they were met.

Company and Product Overview

Optimum Technology, Inc. has been a provider of law enforcement solutions since 1994. We were founded in 1984 by Josh M. Davda and became a privately owned corporation in February 1988. Our mission is to work in partnership with law enforcement to provide technologies that are current, relevant and focused on **keeping police and communities safe**. Optimum Technology provides law enforcement records management systems, repository products, and search engines among other applications. We have served clients in seventeen states and one territory.

Optimum has developed systems for law enforcement since 1994. We have been providing NIBRS compliant applications for 20 years and were the first vendor to certify a NIBRS compliant records management system in the State of Ohio. Optimum Technology maintains a Microsoft Silver Certification and is ESRI Certified as well. All of our applications are developed using Microsoft products, and our team maintains all necessary Microsoft and Project Management certifications to ensure the offering of high-quality products and services (see Appendix A for certifications).

Our product offerings include a Records Management System, NIBRS Repository Solution, and Criminal Justice Search Engine. All of these products can easily be integrated to offer a complete solution for any state. Our SWIFTPROTECT Records Management System (RMS) meets the requirements of the West Virginia State Police for this solicitation. The User Interface (UI) is responsive allowing agencies to use it on any size device. The RMS is designed to meet all NIBRS requirements and can easily be enhanced to meet any state specific requirements. In fact, the application is highly configurable allowing the state to choose the fields to display in the RMS, whether the field should be mandatory, and to change the name of a particular field that displays on the User Interface.

OptimumTechnology
One Crosswoods Center
100 E. Campus View Blvd, Suite 380
Columbus, OH 43235
(614) 785-1110 phone

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The **SWIFT**CONNECT Search Engine is a criminal justice search engine that provides law enforcement a one-stop location for searching multiple data sources. Examples include disparate records management systems, computerized criminal history, driving records, corrections information, sex offender, and court records. The search engine features a person, vehicle, location, and facial recognition, tattoo, and security threat searches. The engine can also be configured to include a Photo-Lineup Wizard tool that meets state requirements for Photo-Lineup and a search subscription that notifies a user if someone else has searched for a person of interest.

Our **SWIFT**REPOSITORY NIBRS crime data collection tool provides state UCR Program Managers all of the tools they need to manage a state UCR Program. It includes online data entry, customizable validations, auditing, and sophisticated reports and analysis.

Ohio is the flagship state for our products. The RMS is hosted by the Ohio Attorney General's Office and used by approximately 500 law enforcement agencies in the State of Ohio with 7,000 users. It is the largest RMS implementation in Ohio. Our NIBRS Repository product has been implemented in Oklahoma and is currently under implemetation in Texas. Oklahoma's installation included RMS capability for local law enforcement. Approximately 1100 law enforcement agencies will use the Texas NIBRS Repository. Finally, the **SWIFT**PROTECT criminal justice search engine known as the Ohio Law Enforcement Gateway by our Ohio users is accessed by over 1,000 agencies with 20,000 users. There are approximately 10,000 individual searches daily resulting in law enforcement's ability to solve crime more quickly, cost-effectively, and safely.

Following are organizational capabilities that make us especially qualified to perform this work for West Virginia State Police (WVSP).

Optimum Technology is highly qualified to implement the West Virginia State Police Records Case Management System. We have over 20 years developing and implementing records management systems. Below are the key points that make us the best choice as West Virginia's implementation vendor.

Our Company

- Optimum Technology has maintained a NIBRS compliant RMS system since 1994.
- Optimum has extensive experience developing both RMS and NIBRS Repository Products.
- Our RMS product is developed on Microsoft Platform with state of the art technologies that makes it flexible, scalable and easy to maintain.

- All of our software products/applications are developed with a focus on the end user.

- Optimum Technology's RMS Product "**SWIFT**PROTECT" is CJIS compliant.

- During the 20 years of providing Prescription Monitoring Program (PMP) services to states, Optimum gathered immense application hosting experience. Optimum hosted the solution for eleven (11) states and one (1) territory, and successfully maintained a 99.9 percent uptime for those solutions

- Representatives of every police agency in Ohio and law enforcement in surrounding states use our products. Federal law enforcement agencies also utilize the products offered by Optimum Technology.

- We have served clients in seventeen (17) different states along with one (1) territory and over 1500 individual government agencies that represent over 31% of US population, over 100 million citizens.

- Optimum has an established RMS presence in the state of Ohio law enforcement market. More than 300 Ohio law enforcement agencies have used our RMS products since the mid-1990s with this number recently increasing to over 500 agencies. Our staff has continually perfected making it easy for law enforcement to validate NIBRS incidents. Expanding this presence to West Virginia State Police will provide additional opportunities for sharing of data between states.

- Optimum Technology has a long history working with criminal justice applications and has an expert level understanding of both state and local government.

- As a privately owned company, we are controlled only by the needs of our customers. Our customer-focused philosophy is built on three C's: Competence, Caring, and Commitment. We hire only the highest talented people to serve our customers.

- Optimum Technology has been a Microsoft Silver Partner since 2008. More recently, we attained ESRI Silver Partner status in 2015.

- Optimum strives to provide products that benefit its customers through the highest quality performance and reliability while also providing services in the most cost-effective way possible.

- There are no outside investors that will impact the direction of Optimum Technology. The company is self-funded allowing the corporation the freedom to set the direction to ensure that it works in partnership with its customers.

Our Staff

- Clients respect our staff for the responsiveness and quality of services that we deliver to clients. Our ***Key*** staff is 100 percent focused on developing law enforcement applications.

- Our staff is deep in law enforcement experience with more than 20 years of real, on-the-ground client projects. Our Law Enforcement Practice Director is a NIBRS expert and has 20+ years of law enforcement domain experience with all staff having over ten years of law enforcement domain experience.

- Optimum staff continually monitor for new federal and state standards to ensure that products are updated to maintain compliance. Optimum staff members are also well versed in NIEM and N-DEX standards.

- Optimum Technology's quality assurance team is known for ensuring the delivery of high-performing applications thoroughly tested before the client's acceptance testing. High-quality testing ensures on time delivery with minimal modification required as a result of client acceptance testing.

- Optimum continually invests in staff training to ensure they are experts in modern, relevant technologies, project management principles and management practices. We only recruit staffs who are experts in their field whether it be a position of management, policy, or technology.

- Our staff maintains individual certifications to ensure that the company continues to maintain its status as Microsoft and ESRI Partners.

Company Mission and Financial Status

Mission

Optimum Technology's core goal is to be a pioneer in law enforcement technology and produce solutions, which not only support the day-to-day activities of a law enforcement agency but also advance them, and build value for them. We focus on technologies, which are relevant today and will be relevant tomorrow. Optimum works on this long-term goal by using regularly and consistently monitored and tweaked, product (Optimum Repository, RMS, and Search Engine) roadmaps, and employee growth roadmaps.

OptimumTechnology
One Crosswoods Center
100 E. Campus View Blvd, Suite 360
Columbus, OH 43235
(614) 785-1110 phone

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Optimum Technology strives for a level of excellence that puts our clients at the top of their field. We do this by choosing the best service partners, and through our dedication to truly tailoring solutions that address the specific needs of our clients. If we pick up a plaque or trophy along the way, that's good, too.

- 2008, Top 100 Minority Businesses in Ohio, ranked 45th by Diveritybusiness.com, an online organization dedicated to promoting and advancing the use of Minority Business Enterprises within the Inc. 500 and general business community.
- 2008, Top 500 Asian-owned Businesses in the nation, ranked 332nd by Diversitybusiness.com.
- 2008 Award Winner, eC3 Excellence Awards, Prescription Monitoring Information Exchange (PMIX)
- 2007, Excellence in Technology Award, International Association of Chiefs of Police (OLLEISN)
- 2006, Finalist, Outstanding Product for companies with less than 50 employees (Optimum's Prescription Monitoring Program), TechColumbus
- 2006, Finalist, Intergovernmental Solutions Award, Ohio Attorney General (OHLEG)
- 2006 Award Winner, Minority Business of the Year, TechColumbus
- 2004 Award Winner, Product, and Service of the Year, TechColumbus, (Optimum's Prescription Monitoring Program)

Clients appreciate our team for their dedication and product quality. One such quote from a client email is captured below:

I just wanted you to know how well the RMS 2013 deployment went this morning. We told our users it would be available at 7:00, and it was ready to go 15 or 20 minutes early. All of the deployment steps seemed to go pretty much as planned. It was a very smooth deployment. I wanted to particularly express my thanks and appreciation to Savitha and her team. She did a great job (with a very early start to her day). The detail that she put into the deployment document was instrumental in today's success. It made our ITS folks' job much easier. We are already getting feedback on the increased speed of the application.

I would also like to thank Savitha and her team for all of their work on this entire project, not just today's deployment. She has been very receptive to our feedback and has delivered exactly what she said she would, when she said she would do it. She has been an invaluable resource for this entire project. Many kudos!

Figure 1: User Testimony from Jack Browning- Project Director at the Attorney General's Office

Financial Status

Optimum's financial standing is very strong. The company has zero debt, there are no outside investors, and there are no plans to transfer ownership of the company. Below is documentation regarding our current financial status.

OptimumTechnology
One Crosswoods Center
100 E. Campus View Blvd, Suite 380
Columbus, OH 43235
(614) 785-1110 phone

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OptimumTechnology
One Crosswoods Center
100 E. Campus View Blvd.
Suite 380
Columbus, Ohio 43235
(614) 785-1110 phone
(614) 785-1114 fax

Microsoft Partner

September 9, 2016

Ms. Tara Lyle
Buyer Supervisor
2019 Washington Street, East
Charleston, WV 25305

RE: Optimum Technology's Financial Standing

Dear Ms. Lyle,

Following is our 2015 Balance Sheet.

Attached is a statement from our CEO to help explain our financial strength as well as a reference letter from our banking institution.

We believe this complies with the requirement of the RFP. Please advise us if we need to provide any additional information.

Most Respectfully,

Jagdish "Josh" M. Davda
President & CEO

OptimumTechnology
One Crosswoods Center
100 E. Campus View Blvd, Suite 360
Columbus, OH 43235
(614) 785-1110 phone

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OptimumTechnology
One Crosswoods Center
100 E. Campus View Blvd.
Suite 360
Columbus, Ohio 43235
(614) 785-1110 phone
(614) 785-1114 fax

Microsoft Partner

September 9, 2016

Ms. Tara Lyle
Buyer Supervisor
2019 Washington Street, East
Charleston, WV 25305

RE: Optimum Technology's Financial Standing

Dear Ms. Lyle,

Optimum Technology is a well-established 30 year old firm that specializes in working with State and Local government agencies and an expert in Law Enforcement Technology.

I thought it is important to share with you some of the financial strengths of my firm to further qualify us as the successful bidder for this very important project.

Let me share with you the following.

- Optimum Technology has maintained a $1,000,000 line of credit with Huntington National Bank that has remained unused for many years.
- Optimum is profitable and has ZERO corporate debt and has never required outside funding.
- Optimum is owned and operated by its single shareholder, myself, Mr. Jagdish M. Davda, with a mature and seasoned executive team that are each experts in the law enforcement industry.
- We carry Errors and Omission insurance to further protect our clients' interest.
- Optimum has an excellent credit rating with Dunn and Bradstreet. As such, our net worth is multifold higher as seen in our 2015 Balance Sheet.

As one can see, my firm is a stable and successful company.

I hope this letter serves to further solidify our qualifications. I am happy to provide documentation of the above facts as it may please the State of West Virginia. We are eager to earn the State of West Virginia's business.

Most respectfully,

Jagdish "Josh" M. Davda
President & CEO

OptimumTechnology
One Crosswoods Center
100 E. Campus View Blvd, Suite 380
Columbus, OH 43235
(614) 785-1110 phone

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Huntington

Huntington National Bank-CB54D
440 Polaris Parkway
Westerville, OH. 43082
(614) 899-8212

September 9, 2016

Ms. Tara Lyle
Buyer Supervisor
2019 Washington Street, East
Charleston, WV 25305

RE: Optimum Technology
100 E. Campus View Blvd. Ste. 380
Columbus, OH. 43235

On behalf of the above customer, I have been asked to provide a Bank Reference. Optimum Technology, Inc. has been a customer of the Huntington National Bank since May of 2004.

Optimum Technology, Inc. has maintained a Checking Account since 2004 with a six month average balance in the mid-six figure range. They maintained a Line of Credit, with a limit of low seven-figures, current balance outstanding of $0. This Line of Credit is secured.

All Accounts have always been handled as agreed.

If you have any further questions about this customer, please do not hesitate to contact me at 614-899-8212. I have been the officer for this customer since the relationship began.

Sincerely,

Elizabeth A. Sommer
Vice President
Business Banking

OptimumTechnology
One Crosswoods Center
100 E. Campus View Blvd, Suite 380
Columbus, OH 43235
(614) 785-1110 phone

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11:44 AM
09/09/16
Accrual Basis

Optimum Technology, Inc.
Balance Sheet
As of December 31, 2015

	Dec 31, 15
ASSETS	
Current Assets	
Checking/Savings	
Checking - Huntington	12,247.96
EBOP Bank Account	187,490.41
MMA - Huntington	1,725,172.24
Total Checking/Savings	1,924,910.61
Accounts Receivable	
Accounts Receivable	1,144,769.05
Total Accounts Receivable	1,144,769.05
Other Current Assets	
Accrued Revenue	934,360.02
Bid Security Deposit	24,400.00
Other Receivables	547,345.24
Prepaid Expenses	52,908.10
Reserve Against AR	-73,069.50
Total Other Current Assets	1,485,943.86
Total Current Assets	4,555,623.52
Fixed Assets	
Fixed Assets	91,314.48
Accumulated Depreciation	-81,188.77
Total Fixed Assets	10,125.71
Other Assets	
Long Term Loan Receivable	1,500,000.00
Product Inventory	270,651.92
Life Insurance - Cash Value	182,557.40
Rent Deposit	5,424.00
Total Other Assets	1,959,643.32
TOTAL ASSETS	6,525,392.55
LIABILITIES & EQUITY	
Liabilities	
Current Liabilities	
Accounts Payable	
Accounts Payable	1,031,557.72
Total Accounts Payable	1,031,557.72
Credit Cards	
Chase - Southwest Visa 8471	663.90
American Express - 7009	8,450.98
AMEX-Costco-4006	352.13
Chase Ink	3,692.77
Chase M/C - United 9634	1,061.21
Citi AAdvantage M/C - 4476	255.39
Total Credit Cards	14,476.38
Other Current Liabilities	
AFLAC Withholdings Due	163.99
401k Contribution Due	4,204.69
Accrued Health Reimbursement	30,693.51
Accrued Payroll	35,587.95
Deferred Revenue	28,750.06
EBOP Contribution	187,490.41
Other Current Liabilities	988,449.41
Total Other Current Liabilities	1,275,340.02
Total Current Liabilities	2,322,384.12
Total Liabilities	2,322,384.12
Equity	
Common Stock	1,000.00
Retained Earnings	3,957,756.48

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100 E. Campus View Blvd, Suite 380
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Project Team

Optimum's project team has over 60 years combined of law enforcement technology experience specifically in the area of NIBRS compliant records management systems. Frank Xavier, our Project Manager, has over 20 years of project management experience. He has led multiple large law enforcement implementations. Dr. Melissa Winesburg, our Criminal Justice Practice Director, has over 20 years of experience in state and local government and understands the needs of law enforcement. Melissa serves as the liaison between our technical team and customers as a subject matter expert. She implemented the NIBRS program for the state of Ohio and drove the vision for a statewide records management system. Melissa also serves as our primary liaison with FBI staff, the Association of State Uniform Crime Reporting Programs, and the Integrated Justice Information Systems Institute. Savitha Narayan, our technical project manager, has over ten years of experience implementing law enforcement records management system projects. She has been instrumental in the success of our Ohio implementations. Nick Kitchen and Subashini Arrib are well known for the level of quality they insist upon before release of any products. Robert Patton and Chintan Parmar are experts in responsive applications and software design. Robert designed and was the key person behind the implementation of the first criminal justice search engine in the nation.

Below is an organization chart of the key team members that will manage this implementation. Optimum Technology will add other staff as necessary.

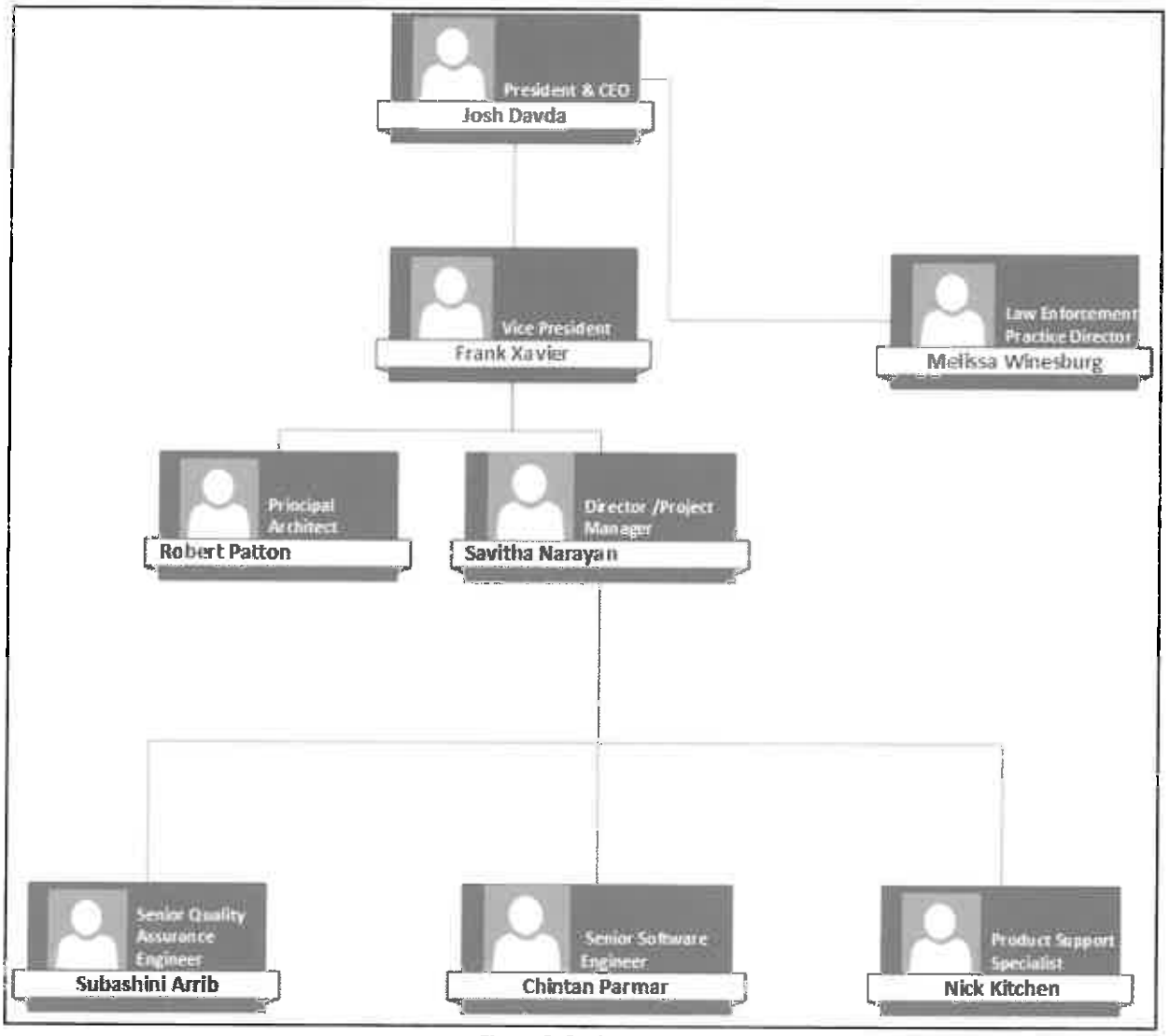

Figure 2: Project Team

Dr. Melissa Winesburg is our Law Enforcement Practice Director. She will be responsible for executive level communication and overall project implementation strategy. Melissa has over 20 years of experience in the field of criminal justice with an emphasis on law enforcement technology. Melissa joined Optimum Technology in 2014 after spending 20 years in state government as both a state employee and consultant. Melissa has a thorough understanding of law enforcement records management systems including implementation of CJIS security policy requirements, NIBRS, NIEM, and N-Dex.

Frank Xavier will be managing this project effort. He will be responsible for overseeing project initiation, scope, deliverables, assigned tasks, and overall project completion. Frank has the authority to sign and approve any project stage completion or potential project enhancements/alterations. Frank Xavier has over 26 years of experience in the software development business and has served as the Program Manager for the development of Optimum's software solutions for the last nine (9) years. Frank has managed the development of multiple projects, from project initiation to project completion, including software enhancements and alterations to our existing software. He has conducted periodic team reviews and coordinated quality assurance and testing activities for all of our clients. Frank is a certified Project Management Professional.

Robert A Patton is our Principal Architect. He has over 15 years of software product development experience in developing and designing high performance, scalable solutions for retail, insurance, business to business e-commerce and public sector systems. He is responsible for the creation of the nationally recognized OHLEG-SE system for the Office of the Ohio Attorney General and has been a regular speaker at SQL to the Max and SQL Live conferences over the last decade. Also, he has served as editor or contributor for several SQL Server and Windows books.

Savitha Narayan is our technical project manager. She is a highly accomplished Project Manager with more than ten years of rapidly expanding duties and responsibilities, significant achievements in both small and large environments, and proven successful leadership. Her extensive Project Management and Team Lead experience has given her expertise in all phases of the software development life cycle spanning from requirements gathering, effort estimation, planning, software design, and development, to the successful delivery of solutions. She is greatly proficient in database design and scripting, stored procedures and performance tuning in both SQL and Oracle databases. She has strong competency in object oriented architectures and patterns, software design and software development. She is a motivated self-starter requiring little or no supervision; disciplined and well organized in work habits; capable of performing well under pressure.

Chintan Parmar will be the lead staff person responsible for customizations and enhancements. He has a very strong background in both ASP.NET framework and development strategy with new tools and concepts provided in ASP.NET. He has a strong understanding and proficiency in Object Oriented fundamentals with experience in design patterns for software architecture. Mr. Parmar is proficient in services-based architecture, security management with WCF Foundation and Microsoft Application Block. He also has extensive experience in gathering functional requirements, analysis, design, development, quality assurance and implementation. Above all, Mr.

Parmar is an incredibly quick learner with a high interest and capability to grasp new technologies and information.

Nick Kitchen is our Product Support Specialist and will provide quality assurance and product support. He has been with Optimum Technology for nine years and has a thorough understanding of the software development lifecycle and testing lifecycles. Nick prides himself on being thorough and insists on quality changes that may not even be apparent to the client. He has tested and provided support for law enforcement applications since 2007. Nick is proficient in using tools such as Quality Center to perform testing, and he provides a level of thoroughness and quality of testing and support that result in our clients specifically requesting his participation in projects.

Subashini Arrib is our Senior Quality Assurance Analyst. She has over seven years of experience in all phases of software development with the last two of those being at Optimum Technology. Subashini has been our lead in developing and defining test cases based upon the scenarios provided by the client. Subashini has been instrumental in reviewing requirements and validating their full implementation during testing.

Resumes of Key Staff

Melissa Winesburg, PhD
Project Title: Project Advisor
Optimum Technology Title: Director of Law Enforcement Practice

Relevant Experience and Skills:
Dr. Winesburg has over 20 years of experience in law enforcement and criminal justice information systems. She started her career as Director of the NIBRS Program for the state of Ohio. She served as President of the National Association of State Uniform Crime Programs and as a Search Board of Director. Ms. Winesburg also has significant experience with AFIS, Facial Recognition Systems, and Computerized Criminal History.

Employment:
Optimum Technology, Inc., Law Enforcement Practice Director, 2014 - present
Responsibilities include:

- Develop law enforcement practice strategy
- Client engagement
- Ensure staff are following local, state and national best practices
- Advise on product development direction and explore new technologies

- Establish partnerships with state and local criminal justice agencies
- Establish partnerships with other vendors to facilitate product development

Other Experience (1996-2014):
Ms. Winesburg has spent her entire career focusing on the improvement of criminal justice information systems. She has served as the Director of a NIBRS Program, statewide CJIS Project Manager, and Project Manager over major implementations such as Facial Recognition, state-level implementation of the FBI's RISC System, NFF implementation and AFIS and Computerized Criminal History enhancements and modifications. Ms. Winesburg directed the implementation of a state-level records management application that resulted in an increase of 300 Ohio agencies being computerized and reporting to the state NIBRS Program. She also implemented and trained law enforcement on a standardized statewide report form that has been in use for the past 15 years in some law enforcement agencies. Ms. Winesburg completed her Ph.D. work at the University of Cincinnati with a concentration in criminal justice policy and policing.

Education:
Ph.D. in Criminal Justice, University of Cincinnati (2011)

Training and Certifications:
JIEM Certified (2006)

Frank Xavier
Project Title: Vice President
Optimum Technology Title: Director of Solutions Delivery

Relevant Experience and Skills:
Frank Xavier has over 26 years of experience in the software development industry. His experience ranges from overseeing the attainment of Software Engineering Institute (SEI) Capability Maturity Model Integration (CMMI) Level V certification to managing the development of Optimum's healthcare solutions for over nine (9) years. He has managed software development from project initiation to project completion, including software enhancements and alterations for a variety of states. Mr. Xavier is an experienced Program Manager who has developed and executed numerous project plans, including the management of resources, setting task priorities, overseeing software implementations and responding to clients' needs.

Employment:
Optimum Technology, Inc., Director of Solutions Delivery (2005 – present)
Responsibilities include:

- Lead projects for the Ohio Law Enforcement Gateway, Franklin County Justice Portal and 15 statewide implementations of Optimum's Prescription Monitoring

Program (recently acquired by Appriss, Inc.). All Optimum technical staff report to Mr. Xavier.

- Serving as Program Manager for all project tasks.
- Guiding all Law Enforcement Project teams in adhering to the established practices and procedures for software development, project reporting, and client deliverables.
- Monitoring project costs by ensuring optimum usage of resources and conducting periodic reviews while coordinating quality assurance & testing activities for client states.
- Managing the support functions related to recruitment, training and resource management of internal Optimum Technology technical teams.
- Overall Profit & Loss responsibility for company project delivery and delivery teams.

Other Experience (1996-2005):

Mr. Xavier has considerable experience as a manager in domestic and international settings for both public and private sectors. He reviewed and validated project metrics data and coordinated quality assurance and testing activities. He identified areas for improvement and set priorities for software development which resulted in streamlined procedures. He also oversaw the implementation of the CMMI level 5 certification at the enterprise level in a tight execution timeline. Mr. Xavier has managed a team of 20 technical staff and banking domain specialists and has also overseen large projects and balanced budgets with both corporate needs as well as the objectives of the project. He has also been responsible for the timely delivery of goods and services.

Education:

B.S. Statistics; Loyola College, University of Madras (1974)

Training and Certifications:

Certified Scrum Master (2008)
Project Management Professional (PMP) (2001)
Bullet Proof Manager (1998)
Advanced Course on Computer Information Systems Analysis and Design (1985)
Certified Associate of the Indian Institute of Bankers (CAIIB) (1980)

Robert Patton
Project Title: Principal Architect
Optimum Technology Title: Principal Architect

Relevant Experience and Skills:

Robert A. Patton is a highly skilled Database Administrator. He has over 15 years of software product development experience in developing and designing high performance, scalable solutions for retail, insurance, business to business e-commerce and public sector systems. He is responsible for the creation of the nationally recognized OHLEG-SE system for the Office of the Ohio Attorney General

and has been a regular speaker at SQL to the Max and SQL Live conferences over the last decade. Also, he has served as editor or contributor for several SQL Server and Windows books.

Employment:

Optimum Technology, Inc., Senior System Architect (2002 – present)
Mr. Patton was responsible for designing and implementing a variety of solutions including:

- OHLEG-SE (Ohio Law Enforcement Gateway Search Engine)
- OLLEISN (Ohio Law Enforcement Information Sharing System)
- OJIN (Ohio Justice Information Network) Distributed Search
- Rules Based Validation System
- Ohio Emergency Management Alert Publication System
- OHLEG-SE Mobile (Ohio Law Enforcement Gateway Search Engine)

Other Experience (1996-2002):

Before joining Optimum Technology, Mr. Patton worked as a Senior Applications Developer/Team Lead, where he was responsible for data modeling, designing ER Diagrams, developing procedures for data conversion, and developing Orders Modules. He was responsible for design, development, and unit testing on the Requirements Billing System, Project Status System, Work Measurement System, Agent Tracking System, Policy Requirements Interface and Lifenet System. As a consultant, Mr. Patton was part of the team that developed FIRST tool for the Corporate Real Estate Division and assimilated Signet Bank, Wheat First Bank & Core States Bank data into the First Union systems. He also Architected & Developed Info Systems' 3rd Generation of Computer Assisted Ordering Engine, was the head of FS Pro Offline Chain store development and optimized performance of symbol hand-held applications

Education:

The Ohio State University: Computer and Information Science, Bachelor of Science (1996)
The University of Chicago: Public Policy and Physics

Training and Certifications:

Microsoft Titles: Microsoft Certified Systems Engineer + Internet, Microsoft Certified Systems Engineer, Microsoft Certified Professional + Internet, Microsoft Certified Professional
Databases: Oracle 10G/9i/8i/7x, MS SQL Server 2005, 2000, 7.0 6.

Languages: ASP.NET (1.0, 2.0, 3.5), ASP, VB (4.0, 5.0, 6.0 & .NET 1.0, .NET 2.0. .Net 3.5), C#, SQL Server (6.5,7.0, 2000, 2005, 2008), Atlas, Visual InterDev, VBScript, Jscript, JavaScript, HTML, DHTML, XML and ASP; SQL: Microsoft, Oracle.

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100 E. Campus View Blvd, Suite 380
Columbus, OH 43235
(614) 785-1110 phone

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Savitha Narayan
Project Title: Project Manager
Optimum Technology Title: Director of Solutions Delivery

Relevant Experience and Skills:

Savitha Narayan has over 15 years of experience in the software industry and has been with Optimum since 2004. Savitha has a strong technical background with software development experience and has taken a managerial role leading the law enforcement team for the past seven years. As the Associate Director of Solutions Delivery, Savitha is responsible for project execution and delivery of law enforcement solutions as well as overseeing support and maintenance of deployed solutions. Savitha has built a strong relationship with all our law enforcement clients and is often consulted by them for her domain expertise and technical know-how for plans on implementing new solutions.

Employment:

Optimum Technology, Inc., Director of Solutions Delivery (2004 – present)
Responsibilities include:

- Lead technical team with requirement collection, time estimation; phase planning, software design, and development to deliver solutions on time and under budget.
- Managing and directing the implementation and roll-out of Optimum's web-based Records Management System – OAG's OHLEG-RMS based on our award-winning IJIS framework.
- Creating business and functional requirements documents and translating these into software designs.
- Managing the day-to-day operational aspects of each project.
- Creating and executing project work plans and implementing necessary revisions to meet changing needs and requirements.
- Overseeing the overall system architecture and design and ensuring industry standards, methodologies, and best practices are followed.
- Ensuring project documents are complete, current and stored appropriately.
- Preparing and delivering project reviews and presentations.
- Continuously interact with clients to discuss requirements, resolve issues and conduct training sessions.

Other Experience (1999-2004):

Ms. Narayan is a highly accomplished and experienced Project Manager with rapidly expanding duties and responsibilities, significant achievements in both small and large environments, and proven successful leadership. Her extensive Project Management and Team Lead experience has given her expertise in all phases of the software development life cycle spanning from requirements gathering, effort estimation, planning, software design, and development, to the successful delivery of solutions.

She is greatly proficient in database design and scripting, stored procedures and performance tuning in both SQL and Oracle databases. She has strong competency in object oriented architectures and patterns, software design and software development. She is a motivated self-starter requiring little or no supervision; disciplined and well organized in work habits; capable of performing well under pressure.

Education:
B.S. Engineering – Computer Science and Engineering; University of Madras (1999)

Training and Certifications:
Bullet Proof Manager
Microsoft Certified Solutions Developer
Microsoft Certified Professional
Professional Programmer in Solutions Development

Chintan Parmar
Project Title: Software Engineer
Optimum Technology Title: Senior Software Engineer

Relevant Experience and Skills:
Chintan Parmar is a highly skilled Senior Software Engineer with over ten years of systems development experience. He has architected and designed entirely new frameworks of multiple applications for the Ohio Attorney General that includes Web-based Record Management System (RMS), Windows based smart client - RMS application, WCF Web Services, Oracle to SQL data migration projects. This consists of user interfaces implemented in ASP.NET 4.0 and jQuery, design and developed frameworks in C#.Net, User interfaces for Windows application implemented in WPF, Smart client web services implemented in WCF. He also has extensive experience in gathering functional requirements, analysis, design, development, quality assurance and implementation. Above all, Mr. Parmar is an incredibly quick learner with a high interest and capability to grasp new technologies and information.

Employment:
Optimum Technology, Inc., Senior Software Engineer (2008 – present)
Responsibilities include:

- Designing, developing, maintaining and enhancing Optimum's law enforcement solution software.
- Provides an in-depth understanding of junior programming staff of all functional requirements and documentation related to Optimum's web-based Records Management System.
- Designs and develops reliable and scalable software systems capable of working with millions of records with and thousands of users simultaneously.

- Designs caching framework for performance improvement.
- Writes complex stored procedure, triggers, and functions in SQL Server 2012.
- Worked on a team to design and develop a windows based desktop application which is an offline version of Record Management System (RMS) of the Ohio Attorney General.
- Responsible for planning and implementing the entire migration technique to migrate more than one TB of data from Oracle to SQL Server 2012 as part of the Ohio Attorney General's RMS 2013 rebuild.

Other Experience (2005-2008):
Mr. Parmar was a Senior C#.Net Developer / Tech lead working on multiple projects and responsible for the design and development of Windows services and ASP.Net web applications. He led a team of developers creating a web application written in C#.Net and Asp.net web forms with databases including Oracle, SQL Server. The web application utilized SOAP Web Services to provide interoperability between the various database systems. Mr. Parmar provided technical leadership and support for a full development lifecycle: Requirements analysis, feature design, development, quality assurance testing, and deployment. He developed WCF web services for client-server communication, Windows Based Desktop application using WPF, Web applications using ASP.net 2.0, and he also developed a logging and error handling strategy for distributed, client-server solution.

Education:
B.S. Engineering – Computer Science and Engineering; Gujarat University (2005)

Training and Certifications:
Microsoft Certified Application Developer
Microsoft Certified Technology Specialist- .NET Web Application
Microsoft Certified Professional Developer

Subashini Arrib
Project Title: Senior Quality Assurance Analyst
Optimum Technology Title: Senior Quality Assurance Analyst

Relevant Experience and Skills:
Subashini Arrib is an experienced Quality Assurance Analyst with over seven years of experience in all phases of Software development life cycle including; requirements gathering, risk analysis, project planning, scheduling, testing, defect tracking, defect management, and reporting with expertise in Manual and Functional testing. She is experienced in defining testing methodologies, designing test cases, verifying and validating web based applications and in writing End to End test cases based on the scenarios given by the client involving functional testing, web services, batch testing

and interface testing. Ms. Arrib's project experience at Optimum has primarily been working on the Ohio Law Enforcement Gateway project.

Employment:
Optimum Technology, Inc., Senior Quality Assurance Analyst (2012 – present)
Responsibilities include:

- Develops Test Strategies and Test Plans.
- Coordinates with other modules for the execution of testing across modules.
- Works closely with the Project Manager and Technical Lead on test plan tasks.
- Compiles test summaries.
- Reviews all Quality Assurance deliverables
- Creates regression test plans.
- Analyzes Quality Risks.

Other Experience (2009-2012):
Ms. Arrib has significant Quality Analyst experience using testing tools such as Quality Center to perform System Testing, Integration Testing, Functional Testing, Regression Testing, Adhoc Testing and End to End Testing. Ms. Arrib acts as a liaison between developers, business analysts, and user representatives in application design and document reviews. She is proficient in all stages of Testing Life Cycle from testing, planning, defect tracking, logging defects and managing defect lifecycle. She has excellent analytical, troubleshooting, communication and presentation skills and effective QA implementation in all phases of Software Development Life Cycle (SDLC). She has experience with web-based applications, client-server applications, and windows based applications. She has tested web applications with JAVA and XML and has worked in Agile, V&V, and Waterfall models. Finally, Ms. Arrib has extensive experience in coordinating the testing effort, responsible for test deliverables & status reporting to management.

Education:
Bachelor Degree in Business Administration, Madras Presidency College (1988)
Post Graduate Diploma in Personnel Management & Industrial Relations, Annamalai University
Post Graduate Diploma in Computer Applications
Diploma in Internet Information Technology from Sun Microsystems

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100 E. Campus View Blvd, Suite 380
Columbus, OH 43235
(614) 785-1110 phone

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Project Title: Senior Quality Assurance Analyst
Optimum Technology Title: Senior Quality Assurance Analyst

Relevant Experience and Skills:
Nick Kitchen is a highly proficient Quality Assurance Analyst with over nine years of hands-on experience in providing testing solutions to web and client/server applications. He has a thorough understanding of the Software Development Life Cycle and Testing Life Cycles, with a strong ability to provide comprehensive evaluations of design information, existing system documentation, software requirements, and software specifications. Throughout his tenure at Optimum Technology, he has acquired a deep knowledge of all the nuances associated with the analysis, design, testing, implementation, and customization involved in working with Optimum's proprietary software. Mr. Kitchen's most significant project experience has been working with the Ohio Law Enforcement Gateway project since 2007. Nick was responsible for all priority testing engagements for the roll out of OHLEG additional functionality.

Employment:
Optimum Technology, Inc., Senior Quality Assurance Analyst (2006 – present)
Responsibilities include:

- Develops Test Strategies and Test Plans.
- Coordinates with other modules for the execution of testing across modules.
- Works closely with the Project Manager and Technical Lead on test plan tasks.
- Compiles test summaries.
- Reviews all Quality Assurance deliverables
- Creates regression test plans.
- Analyzes Quality Risks.

Other Experience (2002-2005):
Mr. Kitchen was a Quality Assurance Analyst and was responsible the analysis, testing, and creation of test plans and test cases. He used MS SQL Server 8 to verify data, tracked defects with Mercury Test Director and reviewed both client and internal requirements. Mr. Kitchen worked with the development team to provide solutions for discovered defects. He also performed detailed reporting, retesting, and the closing of quality issues.

Education:
Bachelor Degree in Computer Science, Wright State University (2003)

References

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One Crosswoods Center
100 E. Campus View Blvd, Suite 380
Columbus, OH 43235
(614) 785-1110 phone

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Please note that although Letters of Reference are requested, not all of our clients are permitted to provide letters reference for RFP responses. Also, please see previous accolade from Jack Browning of the Ohio Attorney General's Office.

Reference #1	
Contact Name & Title:	Jack Browning, Project Director of the OHLEG
Organization Name:	Office of Ohio Attorney General Mike DeWine
Contact Address:	150 East Gay Street. 20th Floor, Columbus, Ohio 43215
Contact Phone & E-mail:	614.387.7623, Jackbrowning@ohioattorneygeneral.gov
A brief description of the system and services provided (name and version) and go-live date.	Optimum Technology developed a Records Management System for the Ohio Attorney General. The system is written in ASP.net 4 and is in use by over 500 law enforcement agencies. This project was a rewrite of a web-based RMS provided to the AG in 2011. Optimum continues to provide 24 x 7 support and enhancements for this application. The go-live date was 3/2012.

Reference #2	
Contact Name & Title:	Tom Welch, Director HIDTA Shannon Crowther, Director at Franklin County Board of Commissioners
Organization Name:	Franklin County Sheriff's Office
Contact Address:	373 South High Street, Columbus, Ohio 43204
Contact Phone & E-mail:	Thomas F Welch: 216.739.6254, tom.welch@ohiohidta.org Shannon Crowther: 614.462.578, secrowth@franklincountyohio.gov
Note:	In addition to a staff person at Franklin County, we have provided an additional reference from HIDTA. Mr. Tom Welch worked with Franklin County during the implementation phase of the Franklin County RMS and is very knowledgeable

	regarding Optimum Technology's project implementation practices.
A brief description of the system and services provided (name and version) and go-live date.	Optimum Technology, Inc. implemented the Franklin County Sheriff's Office Web Portal. The web portal is a multi-agency records management system. It is a secure portal used by the Franklin County Sheriff's Office and surrounding law enforcement agencies to report incidents and manage workflow including incidents, mugshots, citations, and traffic accident reporting.

Reference #3	
Contact Name & Title:	Bruce McAlister, Director Information Services (former)
Organization Name:	Stark County Sheriff's Office
Contact Address:	4500 Atlantic Boulevard, Canton, Ohio 44705
Contact Phone & E-mail:	330.309.2229, bmcallis@sssnet.com
A brief description of the system and services provided (name and version) and go-live date.	Optimum Technology provided a custom developed Computer Aided Dispatch system for Stark County Sheriff's Office. The sheriff's office recently retired the CAD system after ten years of use. Stark County uses the Optimum RMS and Forms Assist applications. Optimum currently continues to support our Optimum RMS and Forms Assist programs used by the county.

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One Crosswoods Center
100 E. Campus View Blvd, Suite 380
Columbus, OH 43235
(614) 785-1110 phone

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Letters of Reference

Ms. Tara Lyle
Buyer Supervisor
2019 Washington Street, East
Charleston, WV 25305

Dear Ms. Lyle:

Optimum Technology implemented a county-wide RMS solution for Franklin County Ohio. The solution was installed in 2006 and continues to operate today. At the time that the system was installed, I was centrally engaged with Optimum Technology developers from testing to acceptance.

My team was also involved with the bid specification process whereby the system was constructed meeting federal Global Justice XML Data Model (GJXDM) standards for information sharing. GJXDM was a data reference model for the exchange of information within justice and public safety and precursory to today's National Information Exchange Model (NIEM).

This system integrates with several systems including: County SO Mug shots, Criminal Offense Report Data, Corrections Booking Data, Ohio OH-1 Accident report data, field interviews along with a host of other Records Management Systems, including the Ohio Local Law Enforcement Information Sharing Network (OLLEISN).

I would highly recommend Optimum Technology for any effort in the criminal justice arena. The staff is very professional and responsive to all of our needs at Franklin County. They maintain the 24/7 support required to ensure our needs are constantly met and always exceed their documented response times.

The team ensures that they develop and update applications to the latest technology. Additionally, Optimum goes above and beyond and often helped us to resolve technical issues that were not a direct result of their system. Their perspective of going above and beyond for the client is what makes them stand apart from other vendors.

I would hire this company again and believe that they stand by their philosophy of valuing their clients and dedicating themselves to quality products and services. The staff provides field expertise, and maintains a professional and high level of dedication to their client base.

You may reach me at the number below for any additional information you require to make a decision to choose Optimum Technology as your RMS vendor.

Sincerely,

Thomas F. Welch
Director of Information Technology | OHIO HIDTA
President | National Association for Justice Information Systems
934 Keynote Circle
Cleveland, OH 44131
tel 216.739.6254
fax 216.739.9518

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One Crosswoods Center
100 E. Campus View Blvd, Suite 380
Columbus, OH 43235
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Previous and Existing Customers

Customer	Services Provided
Texas Department of Public Safety	Texas Department of Public Safety will implement the **SWIFT**REPOSITORY product for use by 1,100 law enforcement agencies in Texas to report NIBRS data to the state.
Ohio Attorney General	Optimum Technology developed the OHLEG Search Engine that hosts a one-stop search portal for over 20,000 users from Ohio, surrounding states, and federal agencies. The portal receives approximately 10,000 searches a day.
Ohio Attorney General	**SWIFT**PROTECT serves more than 500 agencies through OHLEG under the ownership of the Ohio Attorney General's Office. An entire list of participating agencies can be obtained through a request from the Ohio Attorney General's Office. There are approximately 7,000 users on this system.
Franklin County Sheriff's Office	Optimum Technology, Inc. provided Franklin County Sheriff's Office with a Justice Portal that includes incident and traffic crash. The population of Franklin County Sheriff's Office is over 1 million with over 200 deputy sheriffs on staff.
Stark County Sheriff's Office	Optimum Technology, Inc. provided an RMS for Stark County Sheriff's Office that is scheduled to be updated next year. Our team also developed a custom CAD for Stark County that was used for over ten years. The population of Stark County is roughly 375,736 residents.
Summit County Sheriff's Office	Summit County uses the RMS application that Optimum developed for the state of Ohio. Summit is one of the largest users of this system. Additionally, Optimum contracted separately with Summit County to convert data from their old RMS to the system provided by the Ohio Attorney General. The population of Summit County is roughly 541,943 residents with over 85 deputy sheriffs on staff.
Oklahoma State Bureau of Investigation	This project implemented a NIBRS Repository plus HUB for RMS data entry into the state repository. The Hub directly integrated into the state repository.

Arizona State Board of Pharmacy	Controlled Substance Prescription Monitoring Program. Optimum Technology provided its COTS Prescription Monitoring application so the state could track potential prescription substance abuse activity.
Connecticut Department of Consumer Protection	Optimum Technology provided its COTS Prescription Monitoring application so the state could track potential prescription substance abuse activity.
Guam Department of Public Health and Social Services Division of Environmental Health	Optimum Technology provided its COTS Prescription Monitoring application so the state could track potential prescription substance abuse activity.
Indiana Professional Licensing Agency	Indiana Scheduled Prescription Electronic Collection and Tracking (INSPECT) Optimum Technology provided its COTS Prescription Monitoring application so the state could track potential prescription substance abuse activity.
Iowa Board of Pharmacy	Prescription Monitoring Program to monitor potential substance abuse. Optimum Technology provided its COTS Prescription Monitoring application so the state could track potential prescription substance abuse activity.
Louisiana Board of Pharmacy	Prescription Monitoring Program. Optimum Technology provided its COTS Prescription Monitoring application so the state could track potential prescription substance abuse activity.
New Jersey Division Consumer Affairs	New Jersey Prescription and Reporting Program. Optimum Technology provided its COTS Prescription Monitoring application so the state could track potential prescription substance abuse activity.
New Mexico Board of Pharmacy	New Mexico Controlled Substance Prescription Monitoring Program. Optimum Technology provided its COTS Prescription Monitoring application so the state could track potential prescription substance abuse activity.
Ohio Board of Pharmacy	Automated RX Reporting System.
Pennsylvania Office of the Attorney General	Prescription Monitoring Program Optimum Technology provided its COTS Prescription Monitoring application so the state could track potential prescription substance abuse activity.
Rhode Island Office of Health Professional Regulation Department of Health	Prescription Monitoring Program. Optimum Technology provided its COTS Prescription Monitoring application so the state could track potential prescription substance abuse activity.
Tennessee Board of Pharmacy	Controlled Substance Monitoring Database. Optimum Technology provided its COTS Prescription Monitoring application so the state could track potential prescription substance abuse activity.

Vermont Department of Health	Vermont Prescription Monitoring System. Optimum Technology provided its COTS Prescription Monitoring application so the state could track potential prescription substance abuse activity.
Virginia Department of Health Professions	Prescription Monitoring Program. Optimum Technology provided its COTS Prescription Monitoring application so the state could track potential prescription substance abuse activity.

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.

Optimum Technology will provide the **SWIFT**PROTECT RMS COTS solution to the WVSP. Optimum Technology developed its first RMS over 20 years ago. We are highly experienced in offering COTS products developed using the latest technologies and standards.

The data from the current Motorola Net RMS will be converted to the new system. Optimum has in-depth experience converting legacy law enforcement data to its new technology. As long as the data is available, Optimum will convert it to the new RMS. Optimum has converted data from legacy systems for over 100 law enforcement agencies.

Optimum is highly experienced in the Extract-Transform-Load process and has done successful data migrations from dated systems for all of its clients in the law enforcement industry. Optimum will work with the WVSP to map the data from the old to the new system, and execute migration in a phased manner.

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

Optimum Technology has never defaulted in its performance on a contract. In the history of the company, there has not been a single client requesting termination of a contract. All projects have been delivered on time and within budget. Our team has a long history of excellent customer service and delivery of quality products.

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

Optimum Technology will provide the West Virginia State Police with full on-site training. All training will be completed within a thirty (30) day period before system Go-Live. Optimum's approach to this training is described below including the optimal number of students and trainers per session, the length of session, topic areas, etc.

Optimum Technology will provide an on-site training plan to ensure the West Virginia Department of Public Safety is prepared to use the system. In addition to training system users, Optimum will train a group of super-users who can serve as leaders in helping all staff make the transition to the new system.

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

The open-ended architecture that Optimum Technology has followed to build the SWIFTPROTECT RMS suite of software applications enable rapid development of application modules and the application's customizations. A framework, just like a library, supplies a substantial body of helpful code and enhances productivity by letting application developers exploit the design and architectural expertise embodied in the framework's structure.

Open-ended system architecture relies on a flexible multi-layered architecture namely the Database Layer, Data Access Layer, Business / Object-Modeling Layer and the Front-end or Client Layer. All of the components within the layers use a highly-scalable and responsive asynchronous architecture and provides event-driven, multi-threaded processing. This distributed architecture eases the deployment of scalable systems while allowing optional load sharing and redundancy required to match the performance standards.

Optimum has developed its solution based on latest Microsoft technologies such as Microsoft.NET Framework 4.5 using C# and ASP.Net technology with SQL Server 2012

R2 as the backend. The user interface in **SWIFT**PROTECT RMS is coded in HTML5 and Javascript/jQuery and makes use of latest web technologies including bootstrap that offers a responsive UI with cross-browser compatibility and will render well on all mobile devices.

Optimum puts a lot of thought into the system design and use of technology. Optimum realizes that using standard Microsoft technologies allows us to keep the system updated with industry standards grow with new and state-of-the-art Microsoft technologies. This also ensures there is a constant pool of development resources/manpower available at a reasonable rate for expansion of information services in the future.

e) Establish a long-term maintenance and support contract.

Optimum looks forward to the opportunity to establish a long-term maintenance and support contract with the WVSP. We are accustomed to long-term engagements with our customers. We have maintained a maintenance contract with the State of Ohio for over ten years. A copy of our standard maintenance and support agreement is included as Appendix B. Optimum Technology is open to negotiating the terms of this agreement. In summary, our maintenance and support contract includes the following:

- ***Optimum Support Help Desk***. Optimum's help desk (the "Help Desk") services are available to Licensee 24/7. The Help Desk is an email/Optimum Support Ticket Portal based support service and is provided through Optimum's centralized service desk. Through the Help Desk, Licensee can obtain:
  - Information relating to previous and forthcoming releases and updates
  - Information related to the general operation of Licensed Software
  - Information on status and progress of requests/tickets raised through the Optimum Support Portal
  - Support relating to the impact caused by environment changes or updates to base platforms
  - Information on support relating to implementation updates.
  - Implementation of state and FBI mandated IBR changes at no additional cost.

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

Optimum has implemented several agency-level, county-level and state-level RMS projects and has extensive experience implementing large-scale RMS systems.

Optimum has successfully completed projects that involved transitioning from an old RMS to **SWIFT**PROTECT RMS system with minimal downtime. The following is an example of a large-scale state-level RMS implementation that was done for the Ohio Attorney General's Office:

OHLEG-RMS is Ohio's implementation of **SWIFT**PROTECT - a state-wide RMS system hosted by Ohio Attorney General's Office. Optimum Technology continuously delivered excellent artifacts as a part of the project. The following were considered outstanding outcomes and specifically exceeded client expectations:

1) The data migration process was considered to be very cumbersome due to the amount of data to be migrated and to make things more complex, the data was being migrated from a live system that users are actively using and data is being pooled in as the project progresses. Optimum took a phased approach in data migration with a snapshot migration followed by an ongoing incremental migration. The final switchover from the old to new systems was done with a meagre 1-hour downtime. The meticulousness with which the data migration process was executed exceeded the customer's expectations

2) The new RMS application was deployed to a new environment and new servers at the AG's data centers. Although the system was being hosted by the AGO, Optimum took full responsibility for directing the configuration of the environment, setting up the servers, deploying the pre-requisites, configuring IIS and installing the application. The deployment documents produced by Optimum were specifically appreciated by the customer for its clarity and content. It covered all aspects of the server while performing the deployment and not just the software aspects of it. The support provided by the Optimum team during early hours while deployment is in progress was commended as it helped resolve any obstacles or clarify questions immediately.

   The following is a testimony sent by the client right after the new system went live:

   I just wanted you to know how well the RMS 2013 deployment went this morning. We told our users it would be available at 7:00, and it was ready to go 15 or 20 minutes early. All of the deployment steps seemed to go pretty much as planned. It was a very smooth deployment.

3) The end-users, who were initially apprehensive about undergoing a change from a traditional system that they were used to, were pleasantly surprised with the ease of use and intuitiveness of the new applications. The customer was very appreciative of the final outcome and the smooth transition. The first calls received by the Helpdesk

after the new system went live were from users who loved the new interface and features that the new RMS offered.

4) The test cases defined as a part of the project were extremely detailed, with clear pre-requisites/entry/exit criterion. The AGO's UAT team especially appreciated the clarity in the test cases and the specific data provided for testing. This saved a lot of resource time at the client's place and ensured end-to-end verification by the UAT team.

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

The **SWIFT**PROTECT RMS solution will be able to interface with WVSP's Zuercher NIBRS reporting system. Optimum is highly experienced in interfacing with State IBR Systems for NIBRS reporting. Our **SWIFT**PROTECT application submits NIBRS data to the State of Ohio for approximately 500 agencies monthly. The RMS will include an IBR submission screen that allows the state to revalidate all data before submission, should it choose to do so. The IBR submissions can be scheduled to send automatically or as an attachment file through a manual process.

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 the overall representation of the servers, network, peripherals, workstations, interface points, as well as a representation of the System environments (Production, Backup, and Training/Testing.

Optimum has followed an open-ended system architecture to build **SWIFT**PROTECT that relies on a flexible multi-layered architecture. Each layer can be summarized as follows:

1. **Database Layer** – SQL Server 2012 R2 RDBMS database.
2. **Data Access Layer** – Built on top of the Database Layer to access the database objects and to run database transactions.
3. **Business Layer and Object Modeling Layer**- This is the middleware that interfaces with the database access layer and provides the business objects of the RMS applications.
4. **Front-end Layer or Client Layer:** This is the GUIs, report writers, and other such components that interface with the Business layer.

The communication between the business layer and the client layer is secured with the SSL (Secure Socket Layer) protocol. SSL runs on top of the TCP/IP protocol. Therefore, the processes that run the programs composing layers 1, 2, and 3 can run on multiple

hosts on the same LAN. This distributed architecture eases the deployment of scalable systems while allowing optional load sharing and redundancy required to match the performance needs of each client.

All of the components within the layers use a highly-scalable and responsive asynchronous architecture. This provides event-driven, multi-threaded processing. The diagram below shows the basic diagram of each layer and its components:

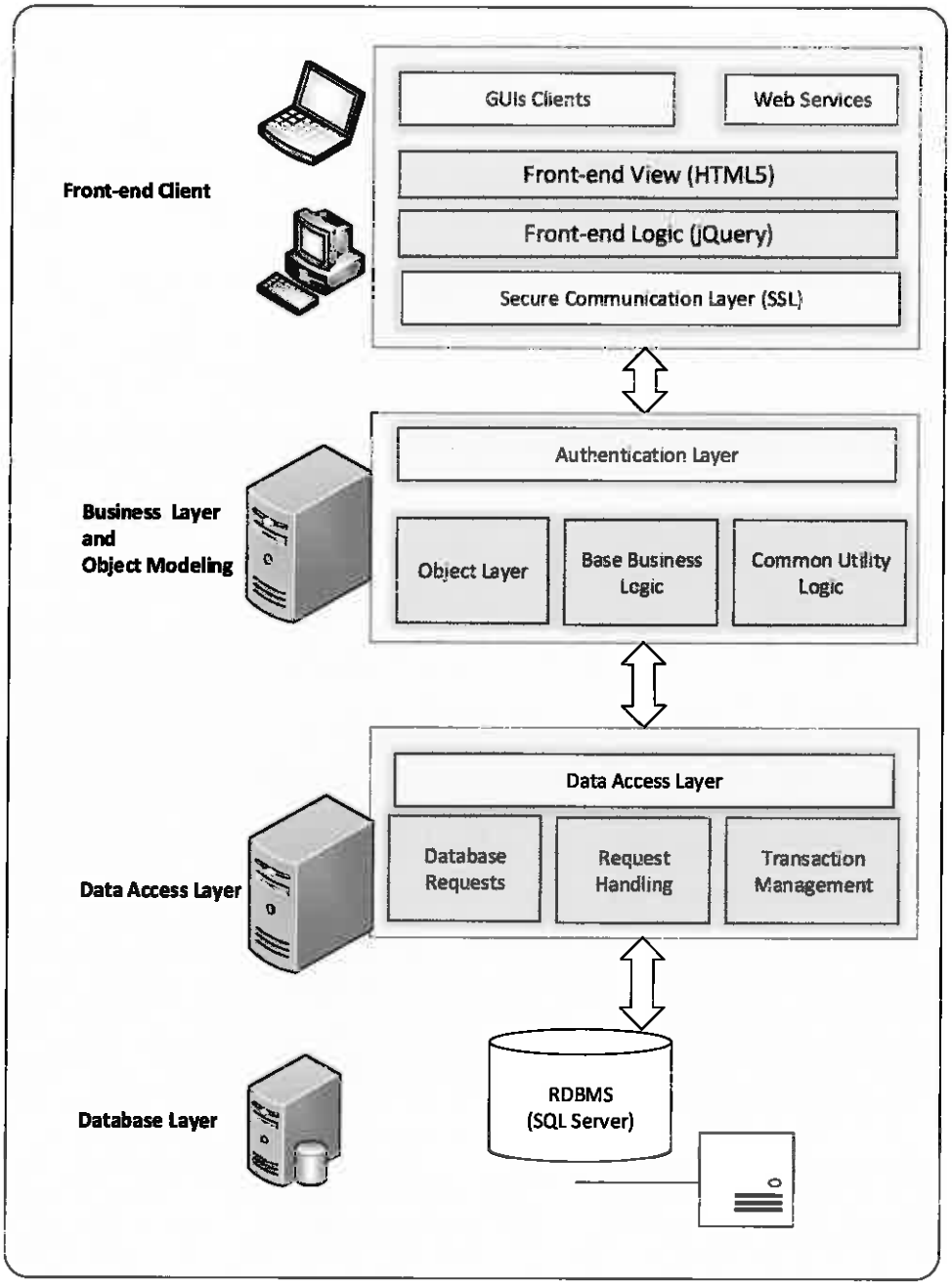


Figure 3: System Architecture

Optimum has extensive experience hosting state-wide programs and configuring/maintaining the servers on a regular basis. The following is the recommended network configuration for implementation of SWIFTPROTECT for WVSP Records Management System:

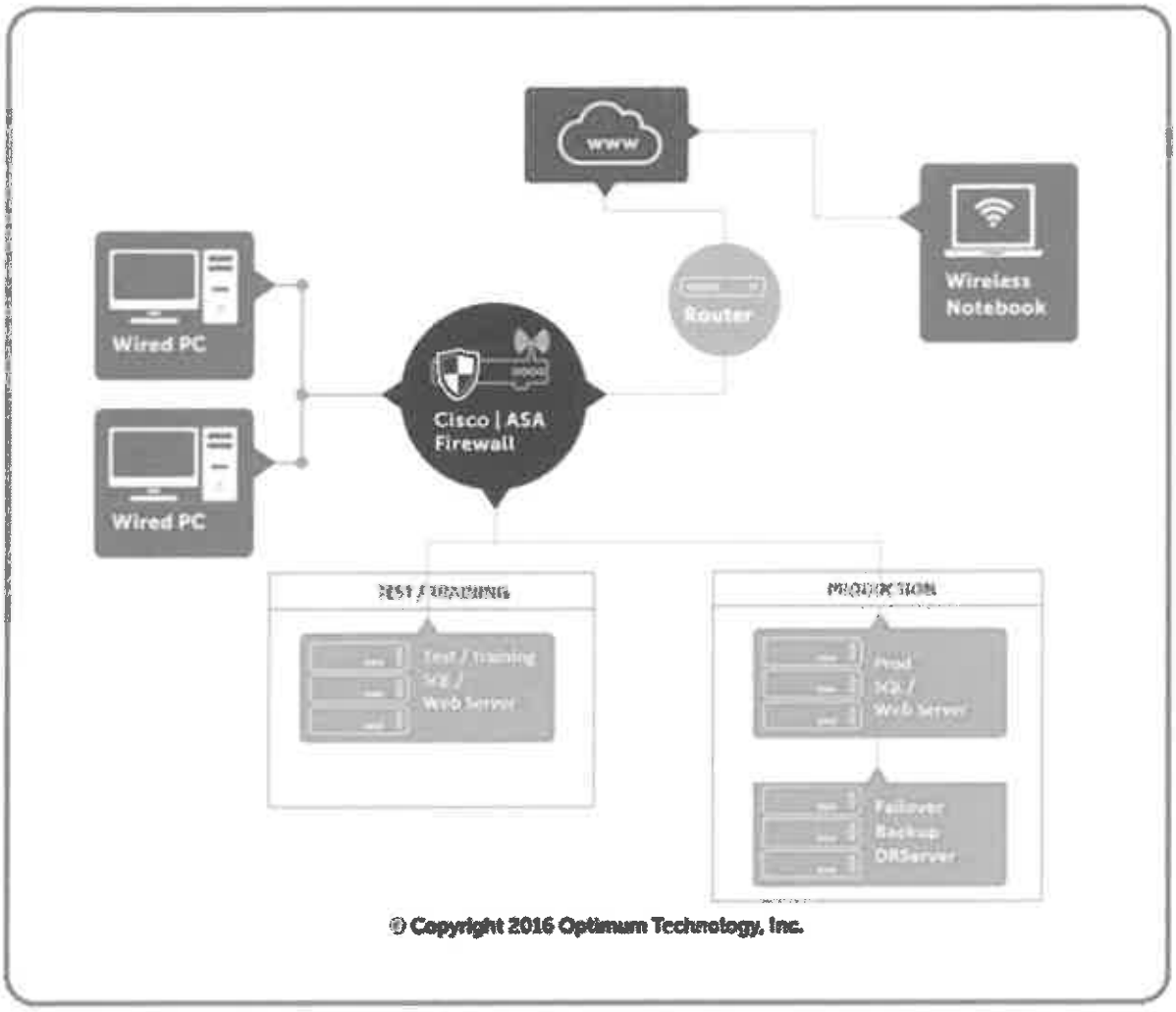


Figure 4: Network Configuration

Optimum has implemented this network architecture for our hosted clients and is proven to implement state-wide programs. **SWIFT**PROTECT being a web-based system can be hosted in a central location and be accessed by users across the state with a minimal client requirement of a client computer with a browser. The client-side device can be a desk workstation, laptop, MDT, or even a tablet or mobile device. **SWIFT**PROTECT with its responsive user interface is mobile-ready and can work on any device as long as it supports a modern browser.

4.4.2 Hardware Configuration

4.4.2.1 The vendor should describe in detail the total numbers 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.

Three sets of servers are required to successfully implement the new RMS: Test/Training, Production, and Disaster Recovery. Included below are recommended minimum specifications for the servers. The specifications below will provide adequate processing performance for five years. Optimum Technology will work with the State of West Virginia to monitor system performance, and optimize if necessary

Production Web Server

Hardware Specifications	Recommended Configuration
Processor	Intel® Xeon® Processor 2.6GHz or higher
# CPUs	1
# Cores	4
System Type	64-bit
RAM	Minimum of 16GB
Disk Size	Minimum of 100 GB
Operating System	Windows Server® 2012R2, Standard Edition

Production Database Server

Hardware Specifications	Recommended Configuration
Processor	Intel® Xeon® Processor 2.6GHz or higher
# CPUs	2
# Cores	8
System Type	64-bit
RAM	Minimum of 64GB
Disk Size	1 TB
Operating System	Windows Server® 2012R2,Standard Edition
Database	SQL Server 2012 R2 Standard Edition

- Database Hard Disk drive will be partitioned to create backup of live data
- Second Set of same configuration of servers need to be acquired as an automatic failover system for disaster recovery

Test/Training Server:

- Web Server will follow the same configuration as Production, but Database Server can have 32 GB of RAM and 500 GB of Hard Disk to hold the test data.

The solution should be provisioned by employing the suggested hardware as discussed above. Optimum will set up the databases and other required application pre-requisites.

4.4.3 Performance and Availability

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

Optimum will ensure no downtime during the server upgrades and the expansions for any new hardware. The upgrades and expansions to the system will be seamless to end user and thus there will be no impact on the normal functionality of the system. Below is the optimum's suggestions to maintain the low impact during the server upgrades to ensure no downtime.

Real-Time Database Replication

Each database transaction will be replicated to a secondary database within the production datacenter on a server, which does not reside within the same cabinet but is hosted on the same network or a network which is accessible. This control will help safeguard against hardware failure on the primary database server.

Backups will be made on a hardware platform that is always available in the current system.

Optimum will aid the WVSP to implement the suggested Disaster Recovery plan included in Section 4.4.4.1. This plan will be put in place as a contingency plan and will ensure continuity of the WVSP operations.

Load Scalability

The system is developed in the distributed manners. The web server, database server and MIME Type database server. This way we can easily expand and contract its resource pool to accommodate heavier or lighter loads. It provides ease of which a system or component can be modified, added or removed to accommodate changing load.

Database Scalability

The proposed system is built and optimized to work with the SQL Server 2012 or higher. And we have adopted the method of partitioning of large tables, based on ranges of values in a key field. In this manner

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

The process for delivery and installation of fixes, upgrades, and new releases is detailed in the standard maintenance and support agreement below. Software updates and enhancements occur every quarter. All changes to software are documented immediately after the update is tested in the internal environment and before it is deployed to production. All interfaces for which updates are needed will be updated and thoroughly tested on QA servers before transitioning the updates to production to ensure that interfaces are not broken or compromised. All customizations will also be upgraded as needed and thoroughly tested by Optimum's seasoned QA team to ensure that customizations are not lost or compromised. Software updates for remote workstations not connected to the internet will be done automatically when they are in a data network. The updates will be pushed to devices.

Optimum Technology will work with WVSP to schedule all updates during a time when system usage is at its lowest and will institute plans to ensure minimal downtime if any.

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 operation of all system components without any system degradation.

Optimum Technology's RMS system was implemented to support more than 500 concurrent users to view and edit the data. This will be met with the suggested server configurations and through application level configuration at web server level (IIS) and Database connection level (application configuration). We can provide the samples of concurrent operations, if needed.

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.

Optimum will conform to the requirement of making the applications available 99.95 percent of the time. Optimum will have monitoring tools to ensure that the state availability is operated at the guaranteed level both initially and during the life of any license and maintenance contract.

4.4.4 System Failover and Restoration

4.4.4.1 The vendor should describe in detail any impact to systems (e.g., interference to normal operations, system shutdown) that will occur during server upgrades and expansions.

Due to the redundant nature of the system architecture and network infrastructure, there will be no impact to live systems when a server is being upgraded or system expanded. When patches are applied to primary servers or if the server needs to be restarted due to a critical security update, the live system is kept operational from the secondary instance of redundant servers.

Optimum has extensive experience in deploying/maintaining hosted servers with a 99.99% uptime. Optimum follows a streamlined process for patching and upgrading servers. In the case of clients that host in their own data centers – such as Ohio Attorney General's OHLEG-RMS, Optimum works closely with the client's Infrastructure team to ensure there is a set process that is followed for server upgrades and expansions.

For planned maintenance, a regular "maintenance window" will be defined in conjunction with WVSP's Infrastructure team. This maintenance window is typically outside of the peak operating hours. This is communicated to all stakeholders with notifications posted in the project portal. The process will ensure that the system is kept up and running when the maintenance process is going on. The secondary failover instance will take over the normal functioning at this time.

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.

The WVSP **SWIFT**PROTECT RMS solution will be configured to support automatic failover to the backup environment. Per the network configuration recommended for the solution, there will be identical backup servers configured to be running as standby automatic failover systems. Furthermore, the SQL Server configuration will be set to an "Always On" setting with secondary nodes defined. In this configuration, the servers will automatically failover to the backup environment in the event of a production environment failure.

As a part of system and integration testing, Optimum has test cases to simulate a failover scenario in order to verify the automatic failover of systems. This will include multiple scenarios including but not limited to web server failure, database failure, etc.

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

Optimum's recommendations for data-backup followed by the disaster recovery plan is described in detail below:

Optimum recommends a nightly automatic data backup for the WVSP solution. An incremental backup should take less than 30 minutes. Ideally, all RMS functionality will be available during the backup, as the backup will be transparent to users. The backup will be scheduled to occur automatically and can be performed unattended.

Optimum always recommends a complete monthly backup. A full backup will take up to 2 hours, and the normal operations of the system will not be affected during this period. All backup processes will be transparent to the users.

Optimum will architect the backup and recovery based upon continuous data protection, full system backups, and incremental backups. Optimum recommends maintaining three copies of the data within the database and two copies of the application code.

The three copies of the database should be maintained in the following fashion:

- Real-time replication to a secondary server.
- Encrypted tape backup.
- Disk backup to a secondary server.

The two copies of the application code will be maintained in the following fashion:

- Secondary copy in the Quality Assurance (QA) region.
- Secondary copy in the version control system.

Real-Time Database Replication

Each database transaction will be replicated to a secondary database within the production datacenter on a server, which does not reside within the same cabinet but is hosted on the same network or a network which is accessible. This control will help safeguard against hardware failure on the primary database server.

Backups will be made on a hardware platform that is always available in the current system.

Optimum will aid the WVSP to keep the recommended Disaster Recovery plan in place. This plan will be put in place as a contingency plan and will ensure continuity of operations.

In the event where backup data files need to be restored manually, the Optimum System Administrator will work with WVSP to restore the encrypted tape backup containing the

database and application code. Once the backup data files are restored, Optimum will test the data for accuracy and ensure it is up-to-date.

The contingency plan/disaster recovery plan will be tested annually or after any major system changes.

4.4.4.4 The vendor should describe in detail any limited functionality with which the System will operate during the restoration process.

Optimum **SWIFT**PROTECT RMS's will operate at full functionality during the restoration process, and all security protections will be operable during the restoration period.

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.

Optimum has extensive experience converting data from legacy systems to the state-wide system in Ohio. Our strategy goes beyond the normal scripting process, and carefully analyzes the source data before coming up with a data migration process that is suitable for each legacy system.

Overall Data Conversion Approach:

The process of converting data from third party legacy RMS systems consists of receiving and loading the data into a temporary data repository, as well as intense data analysis of existing data structures and schemas in the source database. The data structures and mapping is compared to that in Optimum's RMS system and an accurate conversion mechanism is designed. The users from the legacy systems will be mapped to the users found in the active RMS system using the username and other details.

After the initial gap analysis and data mapping is complete, a data conversion application with a simple GUI is written for step-by-step conversion from the source to the destination database. All migrated records are flagged in the database for future reference. Any fields that do not have a corresponding matching field in the destination database is stored as additional data. This additional data is available in all printed reports for a complete view for investigational purposes. Optimum's QA team conducts a thorough review of the data mapping to make sure it is accurate. The migrated data counts and reports are also tested extensively to ensure a complete and successful data migration.

To minimize downtime, Optimum will take a phased approach to convert data, which has been proven to be effective, accurate and with minimal downtime.

- Phase 1 – Snapshot Migration: This will consist of migrating an initial snapshot of the Motorola NET RMS database to **SWIFT**PROTECT with specific date criteria.
- Phase 2 – Incremental Migration: This will be on ongoing process of migrating data beyond the date of snapshot migration until go-live date to make sure the **SWIFT**PROTECT database is kept up-to-date with the current RMS database that is in use. Incremental data migration process will continue until the cutover date to keep the records up-to-date as time progresses.
- Phase 3 – Final Migration: On the day of cutover, the old systems are taken offline, a final incremental data migration is performed and the new systems are brought online with a minimal downtime.

Data Conversion Steps:

The migration of data from Motorola NetRMS database to **SWIFT**PROTECT RMS's SQL database involves an orchestrated effort with careful planning and execution to ensure minimal downtime for the live users. This section describes the data migration steps in details that is planned for this effort and the work required to convert/migrate data from Motorola NetRMS databases to **SWIFT**PROTECT RMS's SQL database.

I. DATA ANALYSIS

- **Review and Analyze Motorola NetRMS database**

  WVSP will provide a test version of the Motorola NetRMS database along with a data definition document (if available) for Optimum's review and analysis. Optimum will assign a Business Analyst / DBA to review the data structure and data definitions and determine the best approach to convert the data. A high-level Data Migration Process document will be created that will be reviewed by Optimum's team and refined based on feedback.

- **Field Mapping**

  Once the overall approach for data migration is approved by the Optimum Project Manager, the Optimum Business Analyst / DBA will perform a field-to-field mapping to map the fields from WVSP's current Motorola NetRMS database (source) to WVSP **SWIFT**PROTECT database (destination).

The field mapping document will be reviewed by the Development and QA staff of Optimum. Optimum's QA is very skilled at making sure the following criteria are met:

1. All fields are accurately mapped
2. All primary key/foreign key relationships are mapped
3. Data Types are compatible between source and destination tables/columns
4. Field lengths are compatible between source and destination tables/columns
5. Any missing information is captured in other fields

Once Optimum's Project Manager approves the Field Mapping structure, the Development team consisting of DBAs and SQL Database developers will commence the actual data migration steps described below:

II. DATABASE CUSTOMIZATION

- **WV SWIFTPROTECT Database Customization**

As a part of the customization effort, the required changes are made to the SWIFTPROTECT database to conform to the Field Mapping document. This will include (but not limited to) the following:

1. Add new columns to capture missing data
2. Increase column lengths where necessary
3. Update data type if required
4. Add unique keys where required

Once customizations to the WV **SWIFT**PROTECT database is completed, Optimum QA reviews and verifies the updates to the database.

The Development team also looks for dependencies with the software to make sure the necessary customizations are made to the software as well.

III. DEVELOPMENT OF DATA CONVERSION APPLICATION

- **Develop Data Migration Application**

Optimum's Development team will create a windows application to perform data migration. This will be developed based on the Data Migration Approach / Process document that was approved based on the review and analysis of the current database.

The migration application will use SQLBulkCopy for faster conversion of data. The application will take date range inputs for phased data migration.

The migration application will also maintain detailed logs and journal of data conversion. This can be used to verify successful transfer of data. The logs also prove to be useful for troubleshooting when the migration encounters any errors due to data compatibility issues.

Optimum's QA will test and verify the data conversion application before proceeding to the next step.

IV. SETUP FOR DATA CONVERSION

- **Setup WV SWIFTPROTECT Test database**

  The WV SWIFTPROTECT SQL database will be created on the Test database server. Any customizations required for WVSP RMS solution will be implemented in this schema.

- **Set a Data Migration Kick-off date**

  As the first step in the actual data conversion process, a date will be set to begin the data migration when a copy of the Motorola NetRMS database will be made from WVSP's current production server and restored on another secure Test server to initiate conversion activities.

V. META DATA CONVERSION

- **Migration of Meta data**

  The meta data contained in the Motorola NetRMS database will be migrated to WV **SWIFT**PROTECT SQL database initially. This will include the following:

  - Agency table
  - User tables including Officer badges
  - Security Permissions/Access tables
  - System Codes
  - Municipal Codes

After the meta-data is transferred, Optimum's QA team will verify the correctness of this data before proceeding to the next step.

- **Migration of Master Indices Data**

  The Master Indices data is critical to any RMS system. Optimum follows a carefully planned process to make sure all master index data is accurately converted over to the **SWIFT**PROTECT database from the Motorola NetRMS database.

  Once this is complete, Optimum's QA team will verify the correctness of this data before proceeding to the next step.

VI. PHASED DATA TRANSFER

After the meta data and master indices data is transferred and verified, the next step is to transfer the user data over to SWIFTPROTECT database.

Optimum has extensive experience converting large volumes of data from legacy systems. A one-shot data transfer for such a large amount of data will result in a significant downtime for the users. Also, data verification and validation of critical modules with the migrated data could take several days to complete. In order to overcome the issues of downtime and testing, a phased migration strategy will be adopted to perform data migration.

PHASE 1: Snapshot Migration

- **Initial migration of user data**

  Migration of user data is performed with a relative date reference. The migration application will take a "Reference Date" input in order to transfer data in phases. The "Reference Date" is the date until which data is being migrated.

1. On Day 1 of the Data Migration effort, data from the user data tables with create/update date less than or equal to the "Reference Date" will be migrated over to **SWIFT**PROTECT database.

2. On Day 2 of the process, time will be allocated for testing and verifying the data transferred so far. Some basic data validation tests will be performed to verify data integrity. Optimum QA will also verify counts from the source and destination databases in order to verify the data conversion.

3. On Day 3, data from the user data tables with create/update date less than or equal to the "Reference Date" will be migrated over to **SWIFT**PROTECT database.

4. Day 4 will be reserved to test and verify the validity of this data transferred.

5. This alternate day migration schedule will continue until all the data until the "Migration kick-off date" is migrated over to **SWIFT**PROTECT database.

PHASE 2: Incremental Migration

- **Differential migration of user data**

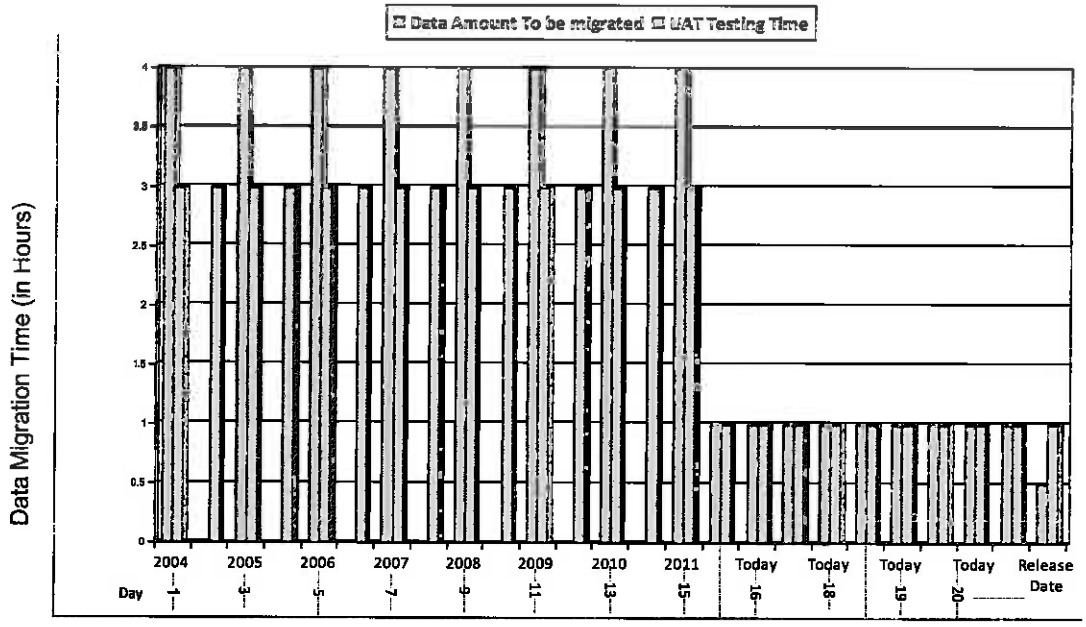
6. Once the initial phase of data migration is complete and verified, an incremental data migration will be scheduled from the production database on a daily basis. If WVSP wishes, the migration can be performed from a mirrored copy of the production database.

7. On the first day of the incremental migration effort, all data that was updated from the migration kick off date until the current date will be migrated over to **SWIFT**PROTECT database.

8. On the subsequent days of the migration process, all updates from the previous day to the current day is transferred over to **SWIFT**PROTECT database.

9. This daily migration process will typically be planned for a period of at least 2 weeks prior to go-live date in order to verify the accuracy of the migration process and to perform tests every day while the migration is scheduled.

The following graph illustrates this phased migration process with an assumption of a 30-day migration plan:



30 Days Data Migration Activity

PHASE 3: Final Migration

On the go-live date, the system will be brought down when the final updates are transferred over and users will be switched to the new SWIFTPROTECT system.

Prior to this phase, a go-live deployment is planned and all stakeholders and users are notified ahead of time.

This follows the steps outlined below:

i) Decommission existing Motorola NetRMS system:
This is typically done by stopping the website from the IIS server so that users cannot make any more changes to the database.

ii) Perform final data migration:
Optimum's team performs the final set of data migration to ensure that all data is moved over to the new system.

iii) Cutover to new RMS:
Once all data is converted, the **SWIFT**PROTECT solution goes live.

This phased approach of data migration ensures a smooth transition to the new SQL database with minimal downtime and maximum reliability.

Data Conversion Experience:

Optimum has performed data conversion in several of its RMS projects and has extensive experience in transitioning systems with minimal downtime. The following is an example of a large-scale data migration effort that was done for the Ohio Attorney General's Office. This project followed the steps outlined above that Optimum recommends for conversion from Motorola NetRMS to **SWIFT**PROTECT RMS system.

- OHLEG-RMS is Ohio's implementation of **SWIFT**PROTECT - a state-wide RMS system hosted by Ohio Attorney General's Office. Optimum Technology continuously delivered excellent artifacts as a part of the project. The following were considered outstanding outcomes and specifically exceeded client expectations:

    - The data migration process was considered to be very cumbersome due to the amount of data to be migrated and to make things more complex, the data was being migrated from a live system that users are actively using and data is being pooled in as the project progresses. Optimum took a phased approach in data migration with a snapshot migration followed by an ongoing incremental migration. The final switchover from the old to new systems was done with a meagre 1-hour downtime. The meticulousness with which the data migration process was executed exceeded the customer's expectations.

4.4.6 Training

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

Optimum Technology will provide the WVSP with full on-site training. All training will begin and be completed within a thirty (30) day period before system Go-Live. Optimum's approach to this training is described below including the optimum number of students and trainers per session, the length of session, topic areas, etc.

Optimum will assist WVSP to deploy a "Train-the-Trainer" approach to end-user training following the initial training and in-between the interim refresher training schedules. To

that end, Optimum will train a specific number of "**super users**" who then can train new staff and assist staff who may need additional guidance using the new RMS.

Optimum will also provide WVSP with Web-Based Training (WBT) for online e-Learning in-house refresher training. This training should utilize Interactive Multi-Media.

Optimum Technology will provide an on-site training plan to ensure the West Virginia Department of Public Safety is prepared to use this system and provide level one and level two supports for users.

The training plan will be prepared in consultation with West Virginia Department of Public Safety's Office to conduct the training at your preferred time. Optimum will provide the training any time of the day to help reduce shift changes for WVSP Troopers.

Optimum will also provide the following support and training for *end users*:

- Support Desk – Accessible via email, speak to a live person via a toll-free number, or a fax communication.
- Related Link/FAQ – All useful links in a FAQ section are posted on the website for user access.
- News & Announcements - Any news or any announcement can be posted on the website Home Page.
- Alerts – All alerts can be published to all users with administrator approval.
- On-line help – On-line help is available. The help content can be accessed either through features on the current page, or the help can be keyword searched.
- Tutorial & Guides – Various "show me how" video tutorials and guides are posted on the website.
- User Suggestions– On-line support for user suggestions or for reporting an issue.

Optimum will also offer the following standard training method for *administrative users*:

- Interactive, web-based training using Microsoft Live Meeting, which examines:
  1. Common user concerns and errors
  2. Common administrative tasks
  3. General troubleshooting and best practices

- On-site training during the implementation process including "Train-the-Trainer" instruction

- Training environment with training scenarios and files, populated with fictitious but believable data
- On-line Help, Quick References, and Frequently Asked Questions
- Administrator User Manual, Visual Aids, Handouts
- Support from our user help desk, via e-mail or phone
- Post-implementation training for on-going end users training and for future versions
- Additional optional training including refresher training as needed

At the end of the training,

- WVSP's core implementation team will be able to understand the overall system architecture, interface configurations, data import/export capabilities, workflow configuration options, etc.
  - Through our "Train the Trainer" session, RMS trainers will be equipped at expert level to train other agency users
  - WVSP's application administrators will be able to configure, tailor, monitor, and administer the technical and functional aspects of system

The table below provides a description of the proposed training, training hours for software application training, system software training, and hardware training that are included in this proposal. A description of the training, the recommended number of persons for the class, a list of system support documents required for the training and the personnel expected to attend the training are included in the next sections of the proposal.

Training Class Description	Number of Participants	Prerequisites	Location and Method of Delivery (e.g., classroom, online)	Personnel Expected to Attend Training	Hours
Database Admin training	5	SQL database experience	Onsite Classroom Training – with projector and white screen	Database administrators	18
System Admin Training	5	Basic System Administration Experience	Onsite Classroom Training – with projector and white screen	System Administrators	32
Train the Trainer Training	15	Basic System Implementation Experience	Onsite Classroom Training – with projector and white screen	Super Users	40
End User Training	20	Nil	Onsite Classroom Training – with projector and white screen	Law Enforcement Users	12-24*
Ad Hoc Reports Training	10	SQL Experience	Onsite Classroom training with projector and white screen	Analysts and other staff that generate ad hoc reports	16

*Note: The amount of time for end user training will vary depending upon the person's role in the system. For example, records staff will need to be familiar with the entire system, whereas patrol may require more limited training.

Refresher training will be provided free of cost once a year, during the Maintenance & Support duration. User training and system administrator training will be provided to System Administrators and new users as nominated by the WVSP's Office. Training Material in the form of videos will be made available online to bring new users up to speed.

The WVSP inputs will be essential in deciding the final training plan, the hours of training, and the user qualifications for training.

- Training materials will be provided at least four weeks before the start of any training course.
- Training materials for latest versions of the software will be provided.
- Training materials will be customized by the Proposer to include functionality defined in this RFP and any functionality that is developed during the implementation process.
- All training material will be provided in electronic format for unlimited duplication by the WVSP.
- Hard copies of all training material will be provided. Soft copies will be provided when available.
- Training materials will reflect sound adult learning principles, and all training sessions will include a demonstration of knowledge and skills transferred to the trainees.
- Training will be provided as per the schedule finalized during contract negotiations. This will include Go-Live Training, End-User Training & Train-the-trainer sessions. This will include reference material and documentation.
- Customized training for technical and administrative users will be made available according to the agreed upon schedule.
- The agency will receive electronic copies of the Maintenance and Operations Manual, System Administration Guide and User Guides.

Types of Training

Optimum's RMS training curriculum will introduce the RMS; introduce features/functionality as well as provide for role-based user training such as System Administrator training versus End User Training. The training will be customized for different units / user types within the agency as agreed upon between the Optimum Technology and WVSP Project Manager.

The RMS training will enable System Administrators and WVSP employees to learn the skills to use the system in the performance of their duties. The following types of training will be provided:

- System Administrator
- Database Administrator
- Super User – "Train the Trainer"
- RMS End User
- Ad-Hoc Report Writing

Training Documentation

Optimum has provided a sample training syllabi that will be used for both System Administrator and End User training. The syllabi are included below. Materials provided for the training are listed in each of the syllabi.

SWIFTPROTECT Training Syllabus

End User Training

Description: The purpose of this session is to provide the end user with the knowledge that will allow them to be proficient with the workflow of the **SWIFT**PROTECT RMS and to understand how to complete all reports required for the user to perform his/her job duties on a daily basis.

Length of Course: 12 to 24 hours (depending upon individual's system role)

Instructors: (course instructors will be listed here)

Note: This syllabus provides a general overview of end user training. The syllabi are customized based upon the user group attending the course. Records staff, detectives, street deputies, property room managers, etc. will receive a complete

overview of the system with specific emphasis on the aspects of the RMS that are critical for their job functions. Superuser training sessions will include a thorough review of all aspects of the system so that these individuals are prepared to train department staff.

At the beginning of each course, users will receive a brief assessment of their understanding of key functions used throughout the application.

Training Agenda

Module	Course Objectives	Course Exercises
System Overview	This section will provide the user with an overview of the system workflow and give them an understanding of the navigation of the system	Workflow practice session
User Dashboard	The user will learn how to navigate the dashboard to understand where they will locate pending incidents, incidents that are pending supervisor approval, rejected incidents and newly assigned cases	Practice session
Incident Entry	Users will learn how to enter incident reports and how to address data validation errors in this section	Incident entry practice
Field Interviews	Users will understand the purpose of the Field Interview Module and learn how to enter information for Field Interviews	Field Interview practice
Alerts	Users will learn how to create and access alerts	Alerts practice
Warrants	Users will learn how to enter and update warrant information	Warrants practice
Citations	Users will learn the purpose of each of the different citations modules and will be proficient in entering citations by the end of this training module	Citations practice
Property Room	Users will learn how to transfer information to the property room and how to request an action from property room administrators such as sending an item for evidence. Property room administrators	Property Practice

Module	Course Objectives	Course Exercises
	will be proficient in using the application to manage the property room, including property transfers, bar coding, and property rooms audits.	
Case Management	Users will learn how to complete supplemental reports, assign cases, and assign tasks, and complete all aspects of the investigative process	Case Management Practice
Reports and Searching	The user will learn how to create reports and complete basic and advanced system queries.	Reports practice
Maps	This module will include a review of maps that appear on the incident page as well as the analytical map functions	Maps practice
Ad Hoc Reports	The user will learn how to generate ad hoc reports and become proficient in saving queries	Ad Hoc reports practice
NIBRS Validation and Reporting	Users will understand NIBRS validation and the addition of tool tips to the NIBRS validations that will assist officers in completing reports	Validation practice
Master Indices Maintenance	Users will understand the concepts behind the master name index and will be taught how to effectively maintain these indices	Master indices practice session

Course Wrap Up and Summary

Post-Assessment Evaluations

OptimumTechnology
One Crosswoods Center
100 E. Campus View Blvd, Suite 380
Columbus, OH 43235
(614) 785-1110 phone

Microsoft CERTIFIED Partner

SWIFTPROTECT Training Syllabus

System Administrator Training

Description: The purpose of this session is to provide the system administrator with the knowledge that will allow them to be proficient with the workflow of the **SWIFT**PROTECT RMS and to understand how to complete all reports required for the user to perform his/her job duties on a daily basis.

Length of Course: (depending upon individual's system role)

Instructors: (course instructors will be listed here)

Training Agenda

Module	Course Objective	Course Exercises
System Overview	This section will provide the user with an overview of the system workflow and give them an understanding of the navigation of the system	Workflow practice session
Agency and User Maintenance	Users will learn how to setup initial agency information and maintain users	Practice session
Security Profiles	Users will learn to establish security profiles for various agency roles	Profile practice session
Master Indices Maintenance	Users will understand the concepts behind the master name index and will be taught how to effectively maintain these indices	Master indices practice
Setting up system codes	Users will learn how to enter and setup system codes and tables; how to maintain tables; and how to add additional codes to existing tables	Practice session
User Dashboard	The user will learn how to navigate the dashboard to understand where they will locate pending incidents, incidents that are pending supervisor approval, rejected incidents and newly assigned cases	Practice session

Module	Course Objective	Course Exercises
Incident Entry	Users will learn how to enter incident reports and how to address data validation errors in this section	Incident entry practice
Field Interviews	Users will understand the purpose of the Field Interview Module and learn how to enter information for Field Interviews	Field Interview practice
Alerts	Users will learn how to create and access alerts	Alerts practice
Warrants	Users will learn how to enter and update warrant information	Warrants practice
Citations	Users will learn the purpose of each of the different citations modules and will be proficient in entering citations by the end of this training module	Citations practice
Property Room	Users will learn how to transfer information to the property room and how to request an action from property room administrators such as sending an item for evidence. Property room administrators will be proficient in using the application to manage the property room, including property transfers, bar coding, and property rooms audits.	Property Practice
Case Management	Users will learn how to complete supplemental reports, assign cases, and assign tasks, and complete all aspects of the investigative process	Case Management Practice
Reports and Searching	The user will learn how to create reports and complete basic and advanced system queries.	Reports practice
Maps	This module will include a review of maps that appear on the incident page as well as the analytical map functions	Maps practice
Ad Hoc Reports	The user will learn how to generate ad hoc reports and become proficient in saving queries	Ad Hoc reports practice
NIBRS Validation	Users will understand NIBRS validation and the addition of tooltips to the NIBRS	Validation practice

Module	Course Objective	Course Exercises
and Reporting	validations that will assist officers in completing reports	

Course Wrap Up and Summary

Post-Assessment Evaluations

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 EMPO's project management methodology based on Project Management Institute, Project Management Body of Knowledge (PMBOK).

Optimum has drafted a sample Project Plan as a tool to assist in the preparation of this proposal and will use this draft to drive out further details and gain buy-in from all project stakeholders. Optimum will conduct this process as a facilitated planning session very early in the project, led by the Team Project Manager, and covering the following subject areas:

- Clarification of project scope
- End-to-end review of the Project Plan activities, timelines, and effort
- Review of resource assignments for both the Optimum and WVSP staff
- Focused discussion on deliverables, content, and acceptance criteria
- Activity dependencies (internal and external) and critical path analysis
- Communication Plan
- Issue Management Plan
- Risk Management Plan
- Quality Management Plan

Optimum will drive this discussion using the Project Plan developed during the creation of this proposal as a baseline. Upon completion of the planning exercise, the Optimum Project Manager will incorporate the group's feedback, revise and finalize the Project Plan and submit it for formal review and acceptance to the WVSP Project Manager.

Upon acceptance of the Project Plan by the WVSP Project Manager, the Optimum Project Manager will leverage the Project Plan in day-to-day oversight of the project, as a tool to track progress and identify schedule and resource issues, and as input to the weekly status reporting.

Over time, we have developed proven practices and guiding principles that drive the Optimum Project Development Methodology (OPDM):

- Project objectives must be clearly defined.
- Clear definition of terms and detailed estimation of effort must be carried out during the work planning stage.
- The project manager must be competent and dedicated to the project.
- The project teams must include members with the appropriate skills. Key members must remain on a project team throughout the project.
- Project resources must be sufficient to ensure its smooth conduct.
- Adequate communication channels and escalation processes must exist and must be followed.
- Control mechanisms must be established and effectively utilized—steering committees, scope control, change control, issue resolution, code reviews, walk-through, etc.
- Feedback systems must be used—project monitoring, status reports, audits and informal contacts.
- Microsoft Project for Project Planning

Our Project Director, Frank Xavier is a certified Project Management Professional (PMP) and Certified Scrum Master.

Optimum's Technical Project Manager, Savitha Narayan will work with the WVSP Project Manager to coordinate the following activities:

- Project plan development and implementation, and project status reporting
- System changes and modifications requested to the project plan.
- All technical, educational, documentation and support services.

Optimum's Project Manager will always be available to address any questions or concerns the WVSP Project Manager may have and our project manager will:

- Attend weekly and monthly status meetings.
- Submit weekly and monthly status reports, covering such items as:
    - Progress of work being performed.
    - Milestones attained.
    - Resources expended.
    - Problems encountered.
    - Corrective action taken.
    - Participate in weekly project status conference calls.

The project will be divided into 4 phases:

1. **Project Initiation Phase**
    a. **Kick-Off**

2. **Project Planning**
    a. **Initial Gap Analysis and Requirements Review**
    b. **Design of Software Customizations**

3. **Project Execution**
    a. **Additional Items Development (Customizations identified during Gap Analysis)**
    b. **Data Migration**
    The following approach will be taken by Optimum to perform the data migration from the WVSP legacy system to
        - Migrate flat files from the existing Motorola solution to **SWIFT**PROTECT
        - Testing of migrated flat files

c. **Quality Assurance and Quality Control**
QA tasks will involve Preparation of QA Test Plan/Scripts for customizations and data migration.

- Functional and feature testing on Dev Server
- Integration Testing
- Testing on Test Server
- User Acceptance Testing on Test Server
- High-level Acceptance Testing on Production Server
- WV Incident-Based Reporting Certification

4. **Project Closure**
   a. User Documentation and Online Help
   b. User Training
   c. Deployments and Release Cycle
   d. Project Artifacts Review

Optimum Technology will produce the following project documents for this effort:

Project Artifact	Description
Project Plan	Detailed plan listing all steps and milestones required to complete the effort including schedule and communication plan.
Gap Analysis Requirements	Detailed list of requirements with descriptions included within the scope of this project.
Data Migration Plan	Document describing the data migration plan
QA Test Plan (Customizations)	Document describing the test strategy for testing the system.
User Acceptance Test Cases (Customizations)	Test cases used for user acceptance testing.
Test Results (Customizations)	Test results after executing the test cases.
Pre-Production Release Notes	Release Notes document for Pre-production environment that includes release deliverables description and deployment instructions to the

	pre-production servers including database scripts.
Production Release Notes	Release Notes document for Production environment that includes release deliverables description and deployment instructions to the production servers including database scripts.
Administrator Manual	A step by step guide for agency administrators.
User Manual	A step by step guide for users on how to use the different sections of the solution.

All of the above project artifacts must be reviewed by the WVSP staff. Once WVSP approves the deliverables, the documents will be baselined and added to the Project Repository. The documents will be updated as the project progresses to reflect the most current status.

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.

Progress / Status Reporting

Progress reports and management meetings will provide the formal mechanisms for reporting status, updating the overall project plan (including the project schedule), and communicating key issues and risks within the project team. The status will be reported through all organizational tiers of the project.

The Project Manager will report overall status to the WVSP Project Manager in the form of a written status report, which will be prepared and delivered on a regular schedule that is agreed upon by WVSP and Optimum. Optimum typically prepares weekly status reports for projects of this size and scope. Optimum will work with WVSP during the project start-up phase to agree on the format and content of the weekly and monthly status reports, using the requirements provided in the RFP as a baseline.

The weekly project status report will include:

- Key accomplishments during the reporting period
- Key accomplishments planned for the upcoming period
- Key project and program milestones including details from the updated Project Plan (Gantt chart)

- Status "stoplight" ratings for tasks and deliverables, along with explanations and action items for Red and Yellow statuses
- Items requiring escalation to the project leadership
- Staffing review – work assignment changes, planned absences, etc.

Project Status Meeting

The Project Manager will facilitate regularly scheduled project team and stakeholder status meetings. The purpose of these meetings will be to assess performance against plan and discuss issues and risks. The meeting agenda items include:

- Schedule review
- Status of outstanding issues
- Discussion of actionable items.
- Issue identification
- Risk identification and review
- Review of outstanding change requests
- Key decisions

Where appropriate, the Optimum Project Manager may implement and facilitate daily team standup meetings that address the following questions on critical, high-visibility releases:

- What was accomplished yesterday
- What will be accomplished today
- What obstacles are preventing work from being accomplished

Optimum will participate in regular management meetings with the WVSP Project Manager to discuss and resolve issues that may have an impact to work plans as well as make decisions regarding project priorities.

OptimumTechnology
One Crosswoods Center
100 E. Campus View Blvd, Suite 380
Columbus, OH 43235
(614) 785-1130 phone

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Attachment B: Mandatory Specification Checklist

Section 4, Subsection 4.5 – Mandatory Specifications:

Below is an overview of Optimum's **SWIFT**PROTECT RMS. This overview will provide a complete picture of the available module and summarize the functions included in our RMS product.

Key SWIFTPROTECT RMS Modules

The **SWIFT**PROTECT RMS software consists of core modules built in both web and windows applications. While WV State Police may not require all of the modules listed below, they are include for informational purposes.

Figure 5: SWIFTProtect Modules

Module Name	Description
Incident Module	*Users can create an incident with the Offense, Victim, Suspect, Arrestee, Runaway and Missing person, and Witness information. Narratives and Investigative notes can be added to the report. Image files can be attached to all person types, and other document and pdf attachments can be added to the incident. Incidents can be marked private, and the access to a private incident is determined by the person who set the privacy level.*
Field Interview Module	*The user can create field interviews with subject or suspect detail and vehicle information.*
Alert Module	*The user can create Alerts for signaling officers of a warning, danger or emergency. Alerts can be created for a suspect or subject or a vehicle. The user can set the urgency, severity, and certainty of the alert and can also set an effective and expiry date on the alert. Alerts can be marked as public or private.*
Warrant Module	*The user can create warrant records from this module. The warrant will include the offense details or probable cause as well as other supporting information.*

Call Records Module	*The user can create call records with details about callers, the narrative for the call, dispatching officer details and other information. The call can then be transferred to an incident with just one click which copies over related details to the incident automatically.*
Property Room Module	*The Property Room module allows property room managers to track and maintain evidence room inventory. The key features include maintaining start to finish chain of custody, reports, auditing, and disposal.*
Incident Supervisor Review Module	*The Supervisory Review section allows supervisors to view validated incident reports, approve the reports, or provide suggestions on how to improve the report.*
Reports Center	*The Reports Center allows the user to generate, view and save statistical reports by providing search parameters. The Reports Center also includes dashboard style reports that give a quick snapshot of crime trends.*
Advanced Search	*The Advanced Search feature allows the user to search records with different data elements combining different search parameters. Advanced search results can be downloaded to an Excel or CSV file.*
Global Quick Search	*The Global Quick Search feature allows the user to perform a free-text search for every*

	occurrence of a specific word or phrase stored in the RMS database.
NIBRS Submission Module	*The NIBRS Submission module allows agencies to configure a submission schedule for validated incidents of the agency.*
Master Indices	*The Master Indices are used for indexing person, vehicles, property, location and organizations in the system and creating a unified Name Entry. Association of a new entry to an existing Index or creation of a new entry is easily decided at the time of incident creation.*
Geo-Analytics	*The geo- analytical tool uses maps as a base layer for analytical purposes, and allows intuitive analysis based on various criteria such as Modus Operandi, Day of Week, etc.*
Citations	*The Citations module allows the Law Enforcement Officer to add, review, and store traffic Citations, misdemeanor and arrest citations along with detailed information to capture the type of Crash, details of persons involved, etc.*

Some of the key functionalities include the addition of file attachments to incidents allowing for narratives to be entered in Microsoft Word or other evidence documents to be attached to an incident, a person look-up that searches all tabs within the application and allows for a copy of person information across tabs. For example, victim person information can be copied to witness person information. The system was designed to make it easy to navigate. The Review or Dashboard Center that is built into the application allows both officers and supervisors to easily track open reports. An officer's dashboard contains all of the reports that are in progress. Once complete, the officer may forward the report to another person's dashboard –either another officer working the case or to a supervisor for final review and approval.

One of our newest features provides the WVSP the ability to choose which data elements it wants to display on the User Interface (UI). There may be elements in the RMS that are not of interest to the WVSP. To maintain a cost effective implementation and reduce customizations, Optimum has designed its solution to allow for a high level of configuration. The user can configure fields to display, field names, additional data fields, and add additional field codes.

Optimum intends to implement its product in partnership with WVSP. Initial kick-off meetings will serve to confirm all requirements and set the path for the effort going forward. At this time, Optimum staff will work with the WVSP's Project Manager to determine schedules for hardware installation and configuration and installation of the as is COTS package. Optimum and WVSP will complete a thorough review of requirements and required configurations and customizations to develop a complete work plan and finalize the project schedule. It is anticipated that this will be accomplished through a series of meetings and document reviews. Our primary resource team outlined in the previous section will participate in the kick-off meetings. Once configuration and custom requirements are defined, our development staff will begin the necessary modifications working in a rapid development environment to ensure timely delivery of the final Go Live product. While programming staff completes their efforts the QA and Support teams will develop QA and Test Plan/Scripts, and document requirements for functional and feature testing, integration testing, regression testing, and high-level testing on the Optimum servers. The team will also begin necessary modifications to user documentation to align with the documented configuration and customization changes.

As efforts are complete, Optimum staff will work closely with WVSP team to transfer the knowledge necessary for staff to administer and provide system training. Optimum prides itself on customer support and client interface. As our references are checked you will find that we have a very high rating for customer response and fix for any software exceptions. It is our goal to ensure that WVSP is completely satisfied with our RMS application and customer service.

4.5.1 Records Management system

a)	The proposed system should capture all data and be able to submit required UCR/NIBRS reports. (Attached is a copy of the WV NIBRS required field.

Optimum's solution is compliant with NIBRS reporting requirements. Optimum has recently updated its NIBRS module to be compliant with the National Incident-Based Reporting System Technical Specification version 3.0 released by the in September 2016. The solution will also capture all of the additional requirements of the West Virginia UCR Program. Upon contract award, Optimum will meet with the West Virginia State Police to conduct a gap analysis and determine any required customizations to meet the exact needs of the state.

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

All data required by a typical law enforcement agency is included in the **SWIFT**PROTECT RMS.

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

Optimum's solution does capture an unlimited number of names, vehicles, property items, arrests, and offenses in the **SWIFT**PROTECT RMS.

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

Unlimited narrative and supplemental narratives can be captured in the **SWIFT**PROTECT RMS. The narrative includes features to allow an officer to redact any portion of a narrative as necessary and print the narrative with or without the redacted text. The narrative also includes an auto-save feature triggered by the time that the system administrator can configure. Full edit capabilities are available including font selection, text alignment, bullets and numbering, font coloring, and text alignment among others. The narrative also features spell and grammar check functionality.

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

Supplemental reports are designed to maintain the original case number along with an appended supplement number at the end of the case number. As seen by the example below, the number of supplements included in a report are clearly identified and the system clearly identifies which supplement the user is accessing by including the supplement number in a highlighted circle next to the primary incident number. This feature makes it very easy for the user to identify supplement reports. Each supplement report can be printed as a separate document.

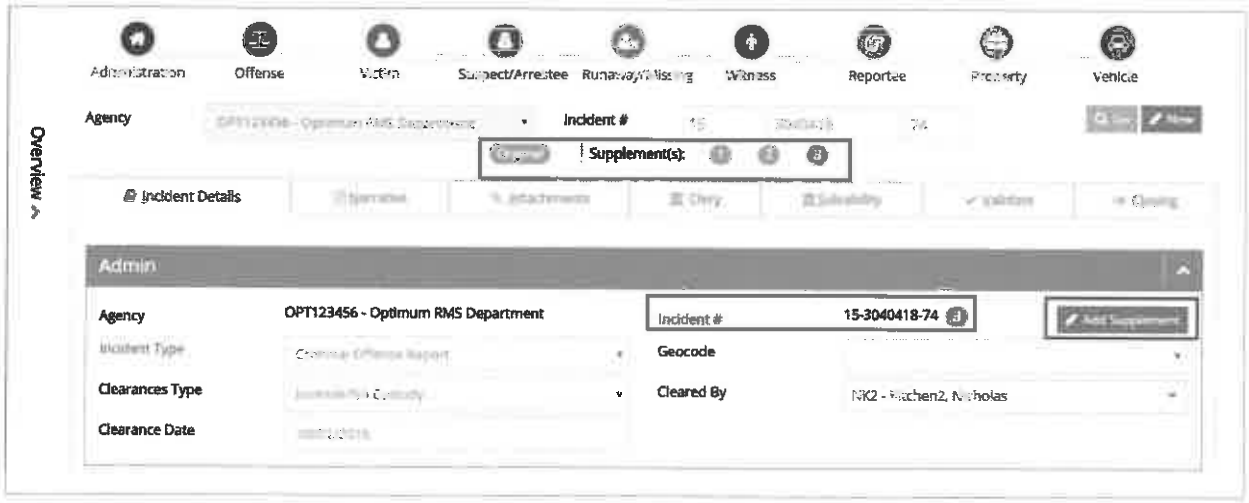

Figure 6: Supplemental Reports

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

All incident reports can be printed on demand or saved as a pdf file. The user can also choose to print a full report or a redacted version of the report.

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

The **SWIFT**PROTECT RMS is FBI compliant with the most recent version of the NIBRS Technical Specification. Updates to the FBI Technical Specification or CJIS Security requirements are provided as part of maintenance and support. Optimum Staff regularly attend national meetings where the FBI discusses changes to NIBRS and CJIS Security Policy to ensure we stay up to date on all federal requirements.

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

Optimum Technology's SWIFTPROTECT RMS system enables statistical analysis via the following modules:

1. Reports Center – Analytical Reports module
2. Crime Analysis Module
3. Ad-hoc Query Module

The Reports Center analytical reports module provides the user a plethora of reports that quickly be generated. A list of example reports and a screenshot of the Report Center is included below. This module was designed to be intuitive so most users can easily generate reports from the RMS. The Geoanlytics module allows specific addresses to be plotted on the map or a group of addresses based upon the search critera desired for the mapping component. Examples of some of the search criteria are included below. Optimum Technology has also created reports based upon all information included in the RMS and NIBRS data specifically. The Ad Hoc query module to pull any specific data sets desired to provide for analysis using Excel or another software application.

The Optimum RMS Report Center allows reports to be generated as tables, graphs and charts. In addition to the report types shown below, the module includes a series of reports that focus on the specific FBI NIBRS data.

Figure 7: Reports Center Screen

The geo-analytical tool offered as part of the Optimum RMS solution uses maps as a base layer for analytical purposes. It has a sophisticated dashboard to add one or many criteria and instantly view the outcomes for easy analysis. Some of the layers/criteria which can be visualized on the maps include:

a. Offense type
b. Day of week (date)
c. Time of day
d. Location Type
e. Method of Entry – both motor vehicle and burglary
f. Force/Non-Force Entry
g. Weapon Type

h. Victim Age
i. Victim Sex
j. Victim Race
k. Suspect/Arrestee Age
l. Suspect/Arrestee Sex
m. Suspect/Arrestee Race

The maps can also be visualized in both pin and heat-map formats. Given the the application is written in SQL, more advanced user clients have the ability to write their own SSRS and Crystal reports.

4.5.2 Inquiry Features

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

The **SWIFT**PROTECT RMS includes a complete inquiry module. Our advanced search is designed to make it easy for all levels of users to search any data element in the RMS. The user may choose the report type and any combination of data elements it wishes to search. The user can easily add and subtract data to obtain the desired search. Search operators only appear if they apply to the data element being searched. This simplifies searching for the user. The search query can be saved and the results can be exported to Excel or as a CSV file.

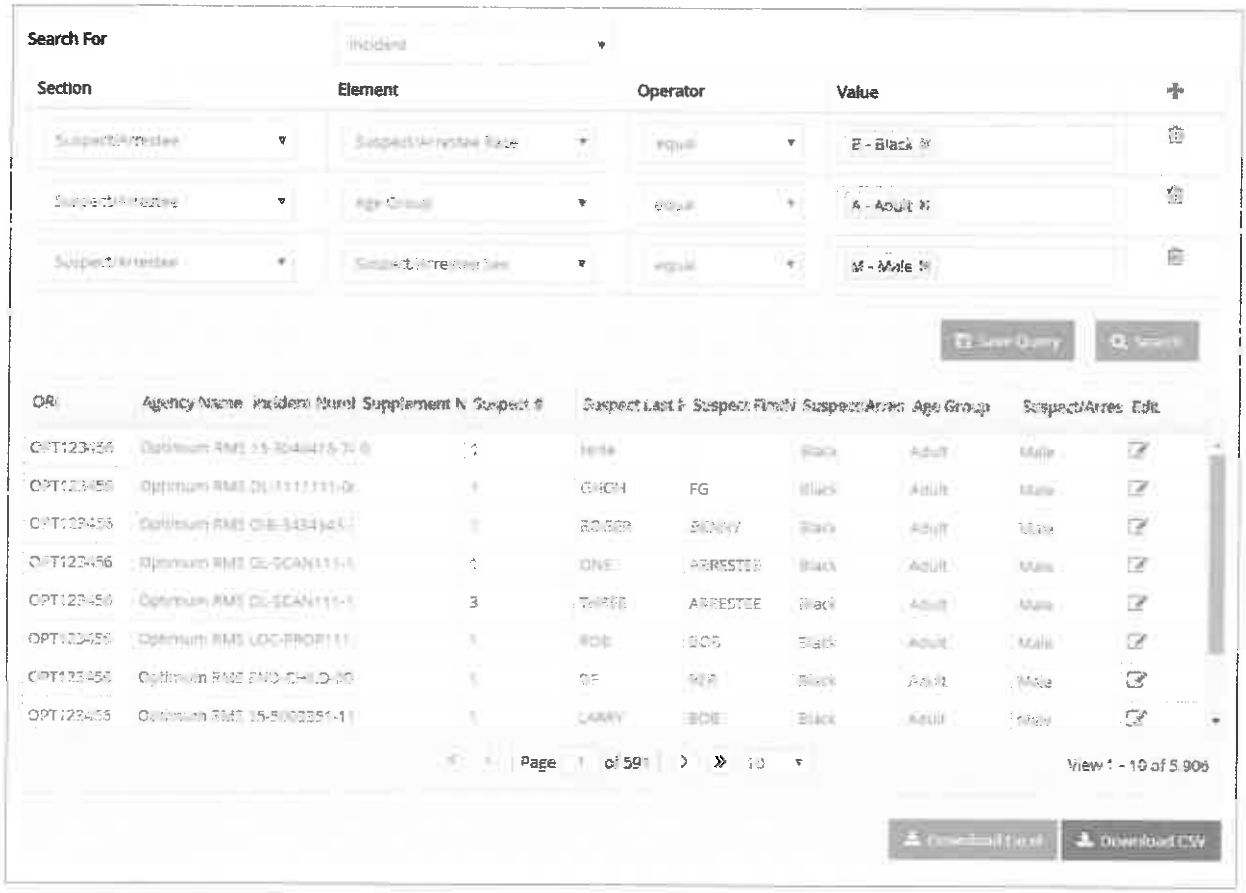

Figure 8: Advanced Search Screen

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.

The inquiry module as described above provides the user with a method to easily retrieve any desired information or combination of information within the records.

4.5.3 Master Name File

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

The **SWIFT**PROTECT Master Name File provides a detailed history of all subject names entered throughout the RMS. The user can search for a Master Name by first and or last name, Social Security Number, Driver License number, or date of birth.

The user can easily unlink, edit and merge a Master Name or group of names. Historical and active records are readily available with an image displaying with all active records.

b)	The Master Name Index should contain, at a minimum the following information:
	1) Full name
	2) Most recent address
	3) Most recent phone number/cell number
	4) Date of birth
	5) Social Security number
	6) State Identification number
	7) Description- height, weight, eyes, hair, ethnicity, multiple scars, marks, tattoos, multiple alias and monikers.
	8) Business Name

SWIFTPROTECT includes an exhaustive selection of fields for an agency's Master Name Index. A unique feature of our system allows the WVSP administrator to choose exactly which fields that state wants to include as a standard in its Master Name Index. The WVSP can choose to limit the available MNI fields to those described above or choose from additional fields during configuration and setup. This unique feature provides significant flexibility for all users to ensure that they can collect the MNI information desired. The ability is also available to add additional desired MNI fields ad hoc.

c)	Allow the 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.

Using the advanced search referenced in Section 4.5.2a, the user can query for any combination of the items in this requirement. The advanced search allows for query by equal to, contains, begins with, and ends with, etc. to ensure that the entire realm of search possibilities are unlimited.

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, 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.

The Master Vehicle File includes all of the elements referenced above.

4.5.5 Project Management

Pursuant to West Virginia Code §5A-6-4b, the WV Office of Technology Enterprise Project Management Office (EPMO) 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 the Project Management Institute, 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.

Optimum Technology strictly follows the Project Management Institute, Project Management Body of Knowledge (PMBOK). At the onset of project implementation, Optimum will work with the WV EPMO to review our standard PMBOK reports and processes. Frank Xavier will be managing this project. Mr. Xavier was certified as a Project Manager in 2001 and has successfully implemented large projects using the PMBOK standards.

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.

Optimum Technology agrees to utilize a formal approach to project management. Our Project Management team regularly utilizes PMBOK standards to administer all aspects of a project. 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 activities are all based on PMBOK principles. It is the application of these principles that ensures our team delivers all projects on time and within budget.

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.

Optimum Technology will provide a comprehensive project plan upon contract award. Our team will use PMBOK standards to develop the plan. The plan will be reviewed by the WVSP and once approved by both parties, will become the basis for driving the planning, implementation, and post-implementation activities for this effort. Optimum strives for a level of detail during project kick-off that will ensure a smooth implementation and post-implementation effort.

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 the vendor has completed the contract obligation.
	Vendor must provide a project manager to act as the primary contact with the State.
	The project manager will be required to provide status reports to the State and adhere to the directives of the State point of contact.

Optimum Technology agrees to provide a skilled project manager for this effort. As mentioned above, Mr. Frank Xavier will serve as project management. He has been a certified Project Manager for 15 years and has The Project Manager will develop and maintain all project documents throughout the life of the project and will serve as the

primary contact with the WVSP. Status reports will be provided weekly with the format and content agreed upon by both parties at the beginning of the project.

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 preformed
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

Optimum Technology will submit weekly status reports to the WVSP Project Manager. In addition to weekly status reports, the Optimum Project Manager will schedule regular status calls with WVSP Project Manager. Project Status Conference calls are typically more frequent at various project stages depending on the work effort being undertaken at a particular time. The Optimum team and WVSP will decide status call frequency during project kickoff.

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.

Optimum Technology will provide a complete project implementation plan upon contract award. A copy of the high-level implementation plan is included below. The implementation plan delivered upon contract award will include detail regarding the projects, phases, tasks, and deliverables. Optimum Technology and WVSP resources will be identified. Key dates and assumptions will be defined as well.

Optimum Technology will deliver the project plan within two weeks of the project start date. All of our project schedules are delivered in Microsoft Project. The plan will include Gantt charts and a proposed schedule. Optimum will utilize an incremental approach to project delivery. The project schedule will minimally include requirements definition, planning, design and configuration of the RMS, development of interface specifications, development, interface integration, data conversion, training, and deployment. The high-level schedule below reflects each of these project areas.

OptimumTechnology
One Crosswoods Center
100 E. Campus View Blvd, Suite 380
Columbus, OH 43235
(614) 785-1110 phone

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Estimated Project Timeline			
	Task Name	**Begin**	**End**
1	**Planning**		
	Project Initiation and Kick-off	**Week 1**	**Week 4**
	Assign Project: Implementation/Development Team		
	Assign Testing/Quality Assurance Team		
	Setup system resources for the project		
	Resource allocation, meetings with the team		
	Project Kick off meeting with WVSP		
	Project Planning		
	Project Planning and discussions		
	Create work breakdown structure		
	Plan Project Timeline/Milestones		
	Develop Project Schedule		
	Internal Review of Project Schedule		
	Update Project Schedule		
	Deliver Project Schedule to WVSP		
	Develop Project Management Plan		
	Internal Review of Project Management Plan		
	Update Project Management Plan		
	Deliver Project Management Plan to WVSP		
2	**Design**	**Week 2**	**Week 8**
	Requirements Definition		
	Analyze Requirements for Customization		
	List Customizations		
	Draft Requirements Document		
	Internal Review and Updates		
	Deliver Requirements document to WVSP		

	Meeting with the WVSP officials to discuss requirements		
	Update and baseline Requirements document		
	System Analysis & Design (Customizations)		
	Discuss Overall Design Approach		
	Design SQL Database Schema		
	Design Database Objects		
	Draft System Design Document		
	Internal Review of System Design and Updates		
	Deliver System Design document to WVSP (Customizations)		
	WVSP review and feedback for System Design Document		
	Update and baseline System Design Document		
	Quality Assurance & Control - Planning		
	Design Test Scenarios		
	Discuss Testing strategy with internal team		
	Prepare QA Test Plan		
	Review and update QA Test Plan		
	Deliver QA Test Plan Document to WVSP (Customizations)		
	WVSP review and feedback for QA Test Plan Document		
	Update and baseline QA Test Plan Document		
	Design and Prepare QA Test Cases		
	Review and update QA Test Cases		
	Deliver QA Test Cases Document to WVSP (Customizations)		
	WVSP review and feedback for QA Cases Document		
	Update and baseline QA Test Cases Document		
	Prepare UAT Test Plan		
	Review and update UAT Test Plan		
	Deliver UAT Test Plan Document to WVSP (Customizations)		
	WVSP review and feedback for UAT Test Plan Document		
	Update and baseline UAT Test Plan Document		
	Design and Prepare UAT Test Cases		
	Review and update UAT Test Cases		

	Deliver UAT Test Cases Document to WVSP		
	WVSP review and feedback for UAT Cases Document		
	Update and baseline UAT Test Cases Document		
3	**Development**	**Week 6**	**Week 36**
	Software Development Tasks		
	Customizations for the core RMS solution		
	Other Customizations		
	Interface to other existing systems at WVSP		
	Provision for Mobile Access		
	Data Migration Tasks		
	Discuss overall data migration approach		
	Review and Finalize Data Migration Process		
	Execute Data Migration		
	Quality Assurance & Control - Tasks		
	Build Test Database and Test Data		
	Configure Testing Enviornment		
	Testing on Dev Server		
	Execute Test Cases on Dev Server		
	Report defects to the Dev team		
	Fix defects reported by QA		
	Retest fixes and verify		
	User Demo		
	Demo of customized application to WVSP		
	WVSP review and feedback		
	Analyze feedback		
	Fix changes reported within scope		
	Testing on test Server		
	Execute Test Cases on Test Server		
	Report defects to the Dev team		
	Fix defects reported by QA		
	Retest fixes of failed test cases		
	Review Test Results and updated Test Document		
	Deliver QA Test Results Document to WVSP		

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One Crosswoods Center
100 E. Campus View Blvd, Suite 380
Columbus, OH 43235
(614) 785-1110 phone

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4	Implementation	Week 36	Week 40
	User Documentation		
	Prepare Administrator Manual		
	Prepare User Manual		
	Prepare Installation Guide		
	Develop Online Help		
	Review and update user documentation		
	Deliver User Documentation to WVSP		
	Final Demo and Training		
	Final Demo of customized application to WVSP		
	Onsite Training Sessions		
	User Acceptance Test		
	WVSP to begin User Acceptance Test		
	WVSP to report UAT test results/issues		
	Review/fix UAT issues if any		
	Deploy UAT Fixes if any		
	Final verification and validation by the WVSP/OTECH		
	Production Deployment		
	Prepare Deployment guide for move to Production Servers		
	Prepare Release Notes for Production		
	Prepare Database Scripts for Production		
	Prepare Data Migration Scripts for Production		
	Deliver all of above to WVSP		
	Run DB scripts on Prod		
	Run Data Migration scripts on Prod		
	Deploy code to Production		
5	**Post Implementation**		
	Verify Production Deployment	**Week 41**	**Week 42**
	QA Spot Checks		
	Go Live	**Week 42**	**Week 42**
	Maintenance and Support		

4.5.6 Training

The vendor must provide custom training on the new system to all users. This training will be mix of train-the-trainer and end-user training, as agreed upon by the vendor and the WVSP. The WVSP 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 world low configuration options.

Optimum Technology will provide the WVSP with full on-site training. All training will begin and be completed within a thirty (30) day period before system Go-Live. Optimum's approach to this training is described below including the optimum number of students and trainers per session, the length of session, topic areas, etc.

Optimum will also provide the ability of the WVSP's Office to utilized Web-Based Training (WBT) for online, e-Learning in-house refresher training. This training should utilize Interactive Multi-Media.

Optimum Technology will provide an on-site training plan to ensure WVSP's Office is prepared to use this system and provide level one and level two supports for users.

The training plan will be prepared in consultation with WVSP's Office to conduct the training at your preferred time. Training will also be made available during multiple shifts.

Optimum will also provide the following support and training for *end users*:

- Support Desk – Accessible via email, speak to a live person via a toll-free number, or a fax communication.
- Related Link/FAQ – All useful links in a FAQ section are posted on the website for user access.
- News & Announcements - Any news or any announcement can be posted on the website Home Page.
- Alerts – All alerts can be published to all users with administrator approval.
- On-line help – On-line help is available. The help content can be accessed either through features on the current page, or the help can be keyword searched.
- Tutorial & Guides – Various "show me how" video tutorials and guides are posted on the website.
- User Suggestions– On-line support for user suggestions or for reporting an issue.

At the end of the training:

- WVSP's core implementation team will be able to understand the overall system architecture, interface configurations, data import/export capabilities, workflow configuration options, etc.
- Through our staff will be equipped to utilize the RMS for the functions they require
- WVSP's application administrators will be able to configure, tailor, monitor, and administer the technical and functional aspects of system

The table below provides a description of the proposed training, training hours for software application training, system software training, and hardware training that are included in this proposal. A description of the training, the recommended number of persons for the class, a list of system support documents required for the training and the personnel expected to attend the training are also included in the next sections of the proposal.

Training Class Description	Number of Participants	Prerequisites	Location and Method of Delivery (e.g., classroom, online)	Personnel Expected to Attend Training	Hours
Database Admin training	5	SQL database experience	Onsite Classroom Training – with projector and white screen	Database administrators	18
System Admin Training	5	Basic System Administration Experience	Onsite Classroom Training – with projector and white screen	System Administrators	32
Train the Trainer Training	15	Basic System Implementation Experience	Onsite Classroom Training – with projector and white screen	Super Users	40
End User Training	20	Nil	Onsite Classroom Training – with projector and white screen	Law Enforcement Users	12-24*

Training Class Description	Number of Participants	Prerequisites	Location and Method of Delivery (e.g., classroom, online)	Personnel Expected to Attend Training	Hours
Ad Hoc Reports Training	10	SQL Experience	Onsite Classroom training with projector and white screen	Analysts and other staff that generate ad hoc reports	16

*Note: The amount of time for end user training will vary depending upon the person's role in the system. For example, records staff will need to be familiar with the entire system, whereas patrol and property room staff may require more limited training.

Refresher training will be provided free of cost once a year, during the Maintenance & Support duration. User training and system administrator training will be provided to System Administrators and new users as nominated by the WVSP's Office. Training Material in the form videos will be made available online to bring new users up to speed.

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

Optimum will also offer the following standard training method for *administrative users*:

- Interactive, web-based training using Microsoft Live Meeting, which examines:

  1. Common user concerns and errors
  2. Common administrative tasks
  3. General troubleshooting and best practices

- On-site training during the implementation process including "Train-the-Trainer" instruction
- Training environment with training scenarios and files, populated with fictitious but believable data
- On-line Help, Quick References, and Frequently Asked Questions
- Administrator User Manual, Visual Aids, Handouts
- Support from our user help desk, via e-mail or phone
- Web-based Post-implementation training for on-going end users training and for future versions
- Additional optional training including refresher training as needed

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.

Optimum Technology will coordinate with WVSP to provide a comprehensive training plan to ensure all end users are trained at the level required for them to efficiently use the components of the RMS necessary to their role within the agency. Optimum has provided a sample training syllabi that will be used for both System Administrator and End User training. The syllabi are included below. Materials provided for the training are listed in each of the syllabi. The syllabi do include all available RMS modules. However Optimum does understand that WVSP may not require all of the modules available in the RMS.

SWIFTPROTECT Training Syllabus

End User Training

Description: The purpose of this session is to provide the end user with the knowledge that will allow them to be proficient with the workflow of the SWIFTPROTECT RMS and to understand how to complete all reports required for the user to perform his/her job duties on a daily basis.

Length of Course: 12 to 24 hours (depending upon individual's system role)

Instructors: (course instructors will be listed here)

Note: This syllabus provides a general overview of end user training. The syllabi are customized based upon the user group attending the course. Records staff, detectives, street deputies, property room managers, etc. will receive a complete overview of the system with specific emphasis on the aspects of the RMS that are critical for their job functions. Superuser training sessions will include a thorough review of all aspects of the system so that these individuals are prepared to train department staff.

At the beginning of each course, users will receive a brief assessment of their understanding of key functions used throughout the application.

Training Agenda

Module	Course Objectives	Course Exercises
System Overview	This section will provide the user with an overview of the system workflow and give them	Workflow practice session

Module	Course Objectives	Course Exercises
	an understanding of the navigation of the system	
User Dashboard	The user will learn how to navigate the dashboard to understand where they will locate pending incidents, incidents that are pending supervisor approval, rejected incidents and newly assigned cases	Practice session
Incident Entry	Users will learn how to enter incident reports and how to address data validation errors in this section	Incident entry practice
Field Interviews	Users will understand the purpose of the Field Interview Module and learn how to enter information for Field Interviews	Field Interview practice
Alerts	Users will learn how to create and access alerts	Alerts practice
Warrants	Users will learn how to enter and update warrant information	Warrants practice
Citations	Users will learn the purpose of each of the different citations modules and will be proficient in entering citations by the end of this training module	Citations practice
Property Room	Users will learn how to transfer information to the property room and how to request an action from property room administrators such as sending an item for evidence. Property room administrators will be proficient in using the application to manage the property room, including property transfers, bar coding, and property rooms audits.	Property Practice
Reports and Searching	The user will learn how to create reports and complete basic and advanced system queries.	Reports practice
Maps	This module will include a review of maps that appear on the incident page as well as the analytical map functions	Maps practice
Ad Hoc Reports	The user will learn how to generate ad hoc reports and become proficient in saving queries	Ad Hoc reports practice
NIBRS Validation and Reporting	Users will understand NIBRS validation and the addition of tooltips to the NIBRS	Validation practice

Module	Course Objectives	Course Exercises
	validations that will assist officers in completing reports	
Master Indices Maintenance	Users will understand the concepts behind the master name index and will be taught how to effectively maintain these indices	Master indices practice session

Course Wrap Up and Summary

Post A-ssessment Evaluations

SWIFTPROTECT Training Syllabus

System Administrator Training

Description: The purpose of this session is to provide the system administrator with the knowledge that will allow them to be proficient with the workflow of the SWIFTPROTECT RMS and to understand how to complete all reports required for the user to perform his/her job duties on a daily basis.

Length of Course: (depending upon individual's system role)

Instructors: (course instructors will be listed here)

OptimumTechnology
One Crosswoods Center
100 E. Campus View Blvd, Suite 380
Columbus, OH 43235
(614) 785-1110 phone

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Training Agenda

Module	Course Objective	Course Exercises
System Overview	This section will provide the user with an overview of the system workflow and give them an understanding of the navigation of the system	Workflow practice session
Agency and User Maintenance	Users will learn how to setup initial agency information and maintain users	Practice session
Security Profiles	Users will learn to establish security profiles for various agency roles	Profile practice session
Master Indices Maintenance	Users will understand the concepts behind the master name index and will be taught to effectively maintain these indices	Master indices practice
Setting up system codes	Users will learn how to enter and setup system codes and tables; how to maintain tables; and how to add additional codes to existing tables	Practice session
User Dashboard	The user will learn how to navigate the dashboard to understand where they will locate pending incidents, incidents that are pending supervisor approval, rejected incidents and newly assigned cases	Practice session
Incident Entry	Users will learn how to enter incident reports and how to address data validation errors in this section	Incident entry practice
Field Interviews	Users will understand the purpose of the Field Interview Module and learn how to enter information for Field Interviews	Field Interview practice
Alerts	Users will learn how to create and access alerts	Alerts practice
Warrants	Users will learn how to enter and update warrant information	Warrants practice
Citations	Users will learn the purpose of each of the different citations modules and will be proficient	Citations practice

Module	Course Objective	Course Exercises
	in entering citations by the end of this training module	
Property Room	Users will learn how to transfer information to the property room and how to request an action from property room administrators such as sending an item for evidence. Property room administrators will be proficient in using the application to manage the property room, including property transfers, bar coding, and property rooms audits.	Property practice
Reports and Searching	The user will learn how to create reports and complete basic and advanced system queries.	Reports practice
Maps	This module will include a review of maps that appear on the incident page as well as the analytical map functions	Maps practice
Ad Hoc Reports	The user will learn how to generate ad hoc reports and become proficient in saving queries	Ad Hoc reports practice
NIBRS Validation and Reporting	Users will understand NIBRS validation and the addition of tooltips to the NIBRS validations that will assist officers in completing reports	Validation practice

Course Wrap Up and Summary

Post-Assessment Evaluations

d) All training material shall be provided at least three (3) weeks before the start of any training course.

Optimum Technology agrees to provide the following system training manuals as part of RMS delivery and acceptance at least three (3) weeks before the start of any training course.

- RMS System Administrator Training Manual
- End User Training Manual
- Ad Hoc Report Writer Training Manual
- RMS Ad Hoc Reporting Quick Reference Guide

e) A training system that will allow the users to simulate live operations for the System without degrading system performance except for post-implementation training, all training must be completed in a satisfactory manner before the WVSP will give formal final system acceptance.

WVSP's inputs will be essential in deciding the final training plan, the hours of training, and the user qualifications for training.

- Training materials will be provided at least three weeks before the start of any training course.
- Training materials for latest versions of the software will be provided.
- Training materials will be customized by the Proposer to include functionality defined in this RFP and any functionality that is developed during the implementation process.
- All training material will be provided in electronic format for unlimited duplication by the WVSP.
- Hard copies of all training material will be provided. Soft copies will be provided when available.
- Training materials will reflect sound adult learning principles, and all training sessions will include a demonstration of knowledge and skills transferred to the trainees.
- Training will be provided as per the schedule finalized during contract negotiations. This will include Go-Live Training, End-User Training & Train-the-trainer sessions. This will include reference material and documentation.
- Customized training for technical and administrative users will be made available according to the agreed upon schedule.
- The agency will receive electronic copies of the System Administration Guide and User Guides.

4.5.7 System Testing

The vendor must provide a system implementation that includes adequate provisions for functional, performance and reliability testing before final system 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.

Optimum Technology will ensure that all software meets standards of acceptance and performance. Before acceptance, the WVSP will receive all software, "User" manuals, technical documentation, and system administrator documentation.

Optimum Technology will have a representative on-site for the duration of acceptance test procedures. All test plans and test scripts will be provided to the WVSP for approval before acceptance testing. Optimum Technology's staff prides itself on delivering high-quality error free applications. Our quality assurance team sets a very high standard and does not approve releases until they had thoroughly tested and confirmed that all noted corrective actions have been addressed and retested for accuracy.

4.5.8 Data Conversion

The vendor must include data conversion. The databases to be converted include the 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 go-live and must be available to the users on the new system at that time.

Optimum will perform data conversion from the current databases used by WV including the Motorola NET RMS data to **SWIFT**PROTECT. Data from the current WV RMS system will be mapped and migrated to Optimum Technology's **SWIFT**PROTECT. Optimum's team will work with the WVSP team to determine the best approach for converting data and testing and verifying the conversion. Optimum has extensive experience in converting legacy data to our RMS, and can provide recommendations on the best approach.

Based on the discussions with the WVSP team, Optimum will prepare a Data Conversion Plan document to document and detail the steps that will be followed for data conversion. Optimum typically follows a phased data migration approach to ensure that all data is converted to the new system before go-live with minimal downtime.

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 postings.

The ad hoc inquiry solution allows users to run detailed advanced searches on almost all of the modules and data fields of the solution. The results can be saved as a CSV format. This allows users to sort and filter the results as required. The CSV can be imported to Excel or other advanced statistical packages for simple or complex data analysis. This solution will meet most the agencies needs for ad-hoc reporting. It is a very simple and intuitive solution eliminating the need for a learning curve. However, if needed, the user is also able to create additional ad-hoc reports using crystal reports. A snapshot of one of the available report generation pages is captured below. It will be expected that the WVSP procures crystal reports to be able to generate specific ad-hoc reports.

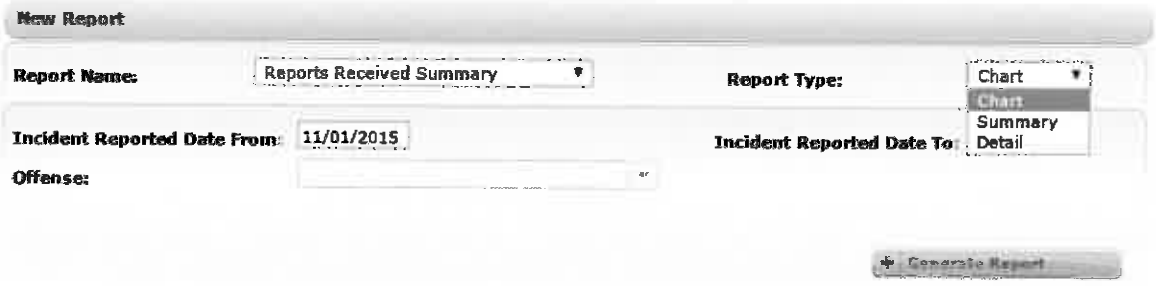

Figure 9: Report Generation

An example of the use of the advanced search solution is provided below. The below query can be run, and the results are available to save as a CSV file which can be accessed and analyzed using Excel or other analytical tools e.g. SPSS.

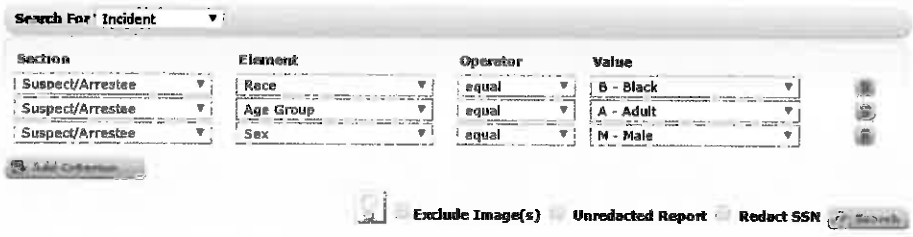

Figure 10: Ad hoc inquiry

OptimumTechnology
One Crosswoods Center
100 E. Campus View Blvd, Suite 380
Columbus, OH 43235
(614) 785-1110 phone

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Appendix A.

Staff Certifications

Project Management Institute

THIS IS TO CERTIFY THAT

Frank Xavier

HAS BEEN FORMALLY EVALUATED FOR DEMONSTRATED EXPERIENCE, KNOWLEDGE AND PERFORMANCE IN ACHIEVING AN ORGANIZATIONAL OBJECTIVE THROUGH DEFINING AND OVERSEEING PROJECTS AND RESOURCES AND IS HEREBY BESTOWED THE GLOBAL CREDENTIAL

Project Management Professional (PMP)©

IN TESTIMONY WHEREOF, WE HAVE SUBSCRIBED OUR SIGNATURES UNDER THE SEAL OF THE INSTITUTE

Antonio Nieto-Rodriguez • Chair, Board of Directors

Mark A. Langley • President and Chief Executive Officer

PMP® Number: 46268
PMP® Original Grant Date: 25 February 2002
PMP® Expiration Date: 24 February 2018

PMI Project Management Institute

OptimumTechnology
One Crosswoods Center
100 E. Campus View Blvd, Suite 380
Columbus, OH 43235
(614) 785-1110 phone

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⟨ NIEM ⟩

THIS CERTIFIES THAT

Robert Patton

has successfully completed the NIEM Technical Training Course, hosted by the IJIS Institute through funding from the Department of Justice, Bureau of Justice Assistance, and is therefore awarded this

CERTIFICATE OF COMPLETION

Given this 12th day of September, 2014

Training Program Manager
IJIS Institute

OptimumTechnology
One Crosswoods Center
100 E. Campus View Blvd, Suite 380
Columbus, OH 43235
(614) 785-1110 phone

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Appendix B.

Optimum Technology, Inc. Standard Support Agreement

1. Definition of Terms

1.1 Request for Support/Issue

All requests from the client to Optimum's support phone number/email id/fax number to detect, resolve or clarify an error, or any other assistance with the licensed application will be referred to as a request for support or Issue.

1.2 Change Request

A change request will be defined as the request for addition or alteration of functionality by the client.

1.3 Issue Status

The current workflow phase in which the issue is being processed will be referred to as the issue status. Issue status will be useful in identifying the party responsible for the workflow step. The various issue statuses are defined in section 1.15

1.4 Support Hours

Support hours will be defined as the time from 8:00 a.m. to 8:00 p.m., Eastern Time, Monday through Friday, excluding Federal holidays.

1.5 Extended Coverage

Optimum provides its clients with the option of subscribing to extended support hours, which entails that support is available 24 hours a day, 7 days a week, and 365 days a year for an additional fee. This is referred to as extended coverage.

1.6 Initial Response

The first communication from Optimum (via email or phone) indicating the status of the issue, identifying the priority level for the issue and informing the client of the course of action for issue resolution, if identified will be referred to as an initial response. The initial response may also include a collection of more information about the issue to detect the underlying cause. The initial response will serve as an acknowledgment from Optimum that the reported request for support is being worked on.

1.7 Temporary Fix

A temporary fix is a workaround implemented by Optimum to mitigate the problem or issue while the permanent fix/resolution is being worked and agreed upon.

1.8 Response Time

The time elapsed from when the client makes a request for support to when the first response is provided for the request for support is referred to as the response time. The expected response times associated with severity levels of the requests for support are covered in the section 1.14.

1.9 Resolution

A permanent fix for the reported issue that has been agreed upon by both parties will be referred to as the resolution.

1.10 Resolution Time

The time elapsed from when the call is logged to when a resolution is achieved and the call is closed is referred to as the resolution time. The expected resolution times associated with severity levels of the requests for support are covered in section 1.14.

1.11 Patch

A piece of software developed to repair a reported issue, to provide resolution for a request for support, or improve performance of the software will be referred to as a patch.

1.12 Release

An updated version of the software which includes all error corrections and enhancements which have been made since the previous version of the software will be referred to as a release.

1.13 Maintenance & Support Term

The Initial Maintenance & Support Period along with the Warranty period will be in effect for 12 months starting from the date of signing the contract. The Initial Support Period together with all the formal renewal terms of this Agreement is referred to as the support period.

1.14 Issue Levels & Resolution Times

The below table summarizes expected maximum response and resolution times for the various issue levels encountered in the software solution. These will be defined in further detail if necessary during contract negotiations.

Issue Level	Issue Type	Response Time	Resolution Time
1	**Critical Impact/System Down**: Level 1 issues are ones which deem the system unusable. Any down time caused by a level 1 or critical issue will amount towards unexpected downtime once reported to Optimum.	within 1 Hour (24*7)	1 Calendar Day
2	**Significant impact**: Level 2 issues are those which cause a significant module or component of the licensed software to be unusable or severely limited in its functionality, resulting in significant impact to business.	within 4 hours (in Support hours)	2 Business Days
3	**Moderate impact**: Level 3 issues are ones where a non-critical module or component of the licensed software is unusable or limited in its functionality. This results in the program being usable but somewhat restricted in its functionality with moderate impact on business.	within 24 Hours (in Support Hours)	5 Business Days
4	**Minimal impact**: Level 4 issues are ones where there is a visible issue or error in the system but there is minimal or negligible impact on business.	within 24 Hours (in Support Hours)	5-7 Business Days
5	**Request for Information:** Level 5 issues are ones where the customer has made a request for more information about the behavior of the product. These issues do not require any error to be corrected.	within 24 Hours (in Support Hours)	7-10 Business Days

a. The severity & level of a request for support (notified to Optimum by a call or email) will be decided by the mutual agreement of the Client and Optimum's support staff. The acceptance of a resolution and clearing of thee request will require the client's approval. Any request can be re-prioritized at any time upon mutual agreement of both Optimum's staff and the client. The response time & resolution time clock will be reset if the issue is reprioritized to a higher priority (where Level 1 is highest priority and Level 4 is the lowest priority).

b. Optimum may provide a temporary fix to a request for support such that the impact of the issue on business is reduced or mitigated. Such a resolution will lead to reprioritization of the call to a lower priority level as per discussion between Optimum & the Client.

c. Once a permanent mutually agreed upon resolution has been implemented and tested by the client, or an issue has been abandoned by mutual agreement, the issue will be considered closed.

d. More than 30 calendar days of delay from the client in providing additional information as requested by Optimum or validation of the fix will lead to the issue status being changed to Closed

e. If Optimum or the Client determines that an issue cannot be resolved in the

stipulated timeline due to any conditions on their end, then this based on mutual agreement the issue may be abandoned, and considered closed.

f. The time spent by client towards validation of an issue resolution or fix will not account towards the resolution time.

1.15 Request for Support/Issue Life Cycle

Stages in the issue life cycle have been defined as below. The then current stage of the issue life cycle will help in identification of the responsible party. The responsible party at that stage will be responsible for providing closure for that stage.

Stage	Description	Responsible Party
Reported	The issue or request for support has been reported and is awaiting a response from Optimum	Optimum
Discussion	Both Optimum and the client are discussing the probable solution to the reported issue or request for support	Both (Optimum & Client)
Fix in Progress	Optimum is working on implementing a fix (temporary fix or permanent resolution) for the reported issue or providing a solution for the request for support	Optimum
Validation	Optimum has applied the fix and the client is to validate the solution	Client
Closed	The fix as discussed by both parties has been applied by Optimum and has been validated by the client or, the issue has been abandoned by mutual agreement	

There might be situations where the Life Cycle Stage of the issue is not clear, in such situations the responsible party will be clearly identified to ensure progress of the request for support.

2. System Availability

System availability as defined by this agreement is the percentage of time that the major business-critical functions of the system are available to users, averaged over a quarter. Releases and upgrades deployed at a time which is not too disruptive to the normal business functions of the user, and is be agreed upon by both Optimum Technology & the user will not account towards unscheduled downtime. Any delay in restoring availability caused due for validation of the solution by the client will also not account towards unscheduled downtime.

System availability will be calculated as below:

T is the total amount of time in the measurement period

S is the total scheduled downtime in the measurement period for software upgrades or release deployment as agreed upon by both Optimum and the Client.

C is the unscheduled downtime due to delay from client's end in reporting a Level 1 Issue or testing or any other reason

O is the unscheduled downtime or time lapsed when Optimum was the responsible party for responding to or resolving an issue.

U is the total unscheduled downtime or in the measurement period which is the total time for which system was unavailable due to a Level 1 problem as defined in Support Request Priority Levels. Downtime will only be calculated once a Level 1 issue is reported. Hence, U= C+O. Then,

2.1 A is the actual availability of the system i.e. A= T-S-U

2.2 E is the expected availability of the system i.e. E= T-S. Then,

2.3 P, the percentage availability of the system/System Availability is P= A/E*100

For example, if, from January 1, 2016, to March 31, 2016, i.e. in a 90-day quarter (2160 hours), the system had 15 hours of scheduled downtime and 6 hours of unscheduled downtime, the availability would be calculated as:

A or Actual Availability= 2160– 15– 6= 2139 Hours

E or Expected availability = 2160-15= 2145 Hours

P or System Availability= 2139/2145*100= 99.72%

The contractual target for system availability will be 99.5% or as decided by both the contracting parties.

3. Services Covered

The services defined below will be provided as part of the Support & Maintenance agreement during the implementation and after the implementation.

3.1 During Implementation

a. Training will be provided as per the schedule finalized during contract negotiations. This will include Go-Live Training, End-User Training & Train-the-trainer sessions. This will include reference material and documentation.

b. Customized training for technical and administrative users will be made

available according to the agreed upon schedule.

c. The agency will receive electronic copies of the Maintenance and Operations Manual, System Administration Guide and User Guides.

3.2 Post Implementation

a. Technical Consultancy
b. Database analysis and issue resolutions
c. Error/Bug Detection or Verification
d. Technical Assistance and Error Resolution
e. Software maintenance support
f. Software Updates
g. Information about license software
h. Answer technical question about the licensed product
i. Change Requests (Implemented at additional costs to client)

4. Optimum's Responsibilities & Conditions

During the Support Period, Optimum will provide the following services in support of the Software, during the defined Support Hours:

4.1 Optimum will be responsible for maintaining the infrastructure set up to be able to receive requests for support during the Maintenance & Support Agreement period and provide maintenance & support to the client during this period.

4.2 Optimum will be responsible for maintaining a well-trained and qualified staff to provide maintenance & support for the licensed software application to the client.

4.3 Optimum will be responsible for performing the necessary due diligence and exhaustive testing before deployment of every release of the software, or deployment of a fix to a reported issue. Optimum will also perform all the investigative testing necessary to identify the underlying cause(s) of any reported issue(s) or unusual behavior of the software and providing a solution for the same. This fix will be a part of all the future versions of the software.

4.4 Optimum will release new versions of the software to its clients to include bug fixes and minor enhancements. Clients who are in the support and maintenance contract with Optimum will receive this new version of the software at no additional cost. In certain situations, if Optimum adds a major feature update to the product then Optimum reserves the right to charge an additional license fee for the new feature or major enhancement.

4.5 Optimum will strive to accommodate all requests for custom development or enhancements, additional data migration (over and above the data migration commitments made in the licensing agreement) for the product, by the client. Such development may be subject to additional costs to the Client.

4.6 Optimum will strive to provide answers to Level 5 requests for support at the earliest.

4.7 Optimum will be responsible for resolving any issues in the application discovered at Optimum's end and providing the resolution as a transparent patch to the client.

4.8 Optimum will ensure that the Contract is covered by insurance during the Maintenance & Support term.

5. Client's Responsibilities & Conditions

The below-outlined conditions have to be true and the client's responsibilities have to be fulfilled for the Maintenance & Support Agreement to remain in effect:

5.1 The client shall comply with all reasonable requests for additional information necessary for Optimum to fulfill its obligations under this contract.

5.2 If erroneous performance of the licensed software or a failure of the licensed software is discovered to be a result of an infrastructural issue or misuse at the client's end, then the resolution time deadlines associated with the issue level will not apply, and the client shall cooperate with Optimum to make changes as soon as possible to the infrastructure such that normal functionality of the software can be resumed.

5.3 The Client shall provide and maintain remote access via VPN to Optimum staff as required for Support & Maintenance

5.4 The client shall provide Optimum's staff with all the basic amenities to function normally, when on site, including a workspace with power supply and internet connectivity, and meeting facilities as required.

5.5 The License Agreement for the software solution must be valid for the Support & Maintenance Agreement to be valid.

5.6 The Software must be operated on a hardware & software platform which has been approved by Optimum to support its licensed software.

5.7 All maintenance & support charges should have been paid in full as per the contract.

6. Support Process

6.1 Optimum will follow a three step process (Receive-Respond-Resolve) to attend to any support process. As soon as a request for support is received Optimum will provide an initial response in the stipulated time line, based on the severity of the problem. A fix, if needed, will be provided for final resolution of the issue in the stipulated timeline, based on the severity of the issue.

6.2 Optimum will provide a 24*7 hotline number, a fax number and an email address for client's users to report Level 2, 3 and 4 issues and requests for support. The same hotline number will be used during Support hours to report a level 1 issue.

6.3 On Duty Staff will be available during Support Hours to respond to all issues. At other times the number will be monitored via an automated system. However, clients will also be provided with an emergency contact number to report Level 1 Issues during non-support hours, and get an immediate response for the same.

6.4 Any delay in reporting a Level 1 issue from the client's end will not account towards unexpected downtime.

6.5 Optimum will allocate each call/email an issue number, status and priority level (Priority level will be assigned in agreement with the Client) which will be made available to the Client in the first response (via email or on the phone). This number will be used as a reference by the client and Optimum to request for and provide updates about the issue

6.6 Post implementation, Optimum staff will be available via email to provide technical advice and support as necessary to resolve the user's difficulties and queries in using the Software and to ensure the Client uses the Software correctly and avoids problems. The Client will ensure that only authorized users contact Optimum staff for guidance & support.

6.7 Optimum will ensure that they adhere to defined service levels for the duration of the Contract.

7. Software Upgrades & Maintenance

7.1 Optimum Technology, Inc. will provide patches and releases as part of system support, maintenance, and updating.

7.2 Patches and Releases will be deployed at a date and time mutually agreed upon by the client and Optimum.

7.3 For improved efficiency, the client may choose to implement a group of patches as a release.

7.4 Each release will be an updated version of the Software. A release will include all issued patches since the previous release.

7.5 Before implementation, Optimum will make the Client aware of the updates that the release will cause, and will also notify the client of how this implementation may affect the database or current processes of the client being implemented on the licensed solution.

7.6 All releases will be tested rigorously for quality assurance by Optimum. This will include functional testing, non-functional testing, and regression testing.

7.7 Optimum will make all efforts to keep releases transparent to the end user, or to enable the Client to implement the Patches and Releases in an efficient and cost-effective manner and with minimum disruption.

8. Software Enhancements

8.1 The Customer may request Optimum to implement an enhancement or change to the software. Optimum will work with the customer to determine the feasibility of the solution. If deemed feasible, Optimum will provide such assistance and estimate the effort required to accomplish the enhancement. Such an enhancement may, at Optimum's discretion be subject to additional charges, and will be implemented upon agreement in writing by Optimum and the client.

8.2 Optimum may release new versions of the Software with changes, enhancements, and error corrections free of cost to the client. However, if so determined by Optimum that the enhancement is a major upgrade from the previous version of the software licensed by the Customer, then Optimum may choose to charge an additional license fee for the upgrade.

9. Exclusions

The exclusions as identified in this section will not be covered by Optimum Technology as part of the Maintenance & Support Agreement.

9.1 Damage to the licensed software or its database, support issues, security concerns, corruption of data or sub-par performance of the licensed software, caused due to the use of software or plug-in in association with the licensed software without pre-approval of Optimum will be considered a breach of the terms of the warranty. This may void the warranty and any resolution to the issues, and further support may be invoiced additionally to the client.

9.2 Misuse of the software by the client's users causing alteration or damage to the software including tampering with the database structure will be considered a breach of the terms of the warranty. This may void the warranty and any resolution to the issues, and further support may be invoiced additionally to the client.

9.3 Support for Software problems caused by misuse at the Client's end, alteration or damage to the Software or, combining or merging the Software with any hardware or software not supplied by or identified as compatible by Optimum, customizing of programs, accident, neglect, power surge or failure, lightning, operating environment not in conformance with the manufacturer's specifications (for electric power, air quality, humidity or temperature), or third party software or hardware malfunction.

9.4 Errors or issues caused by operating system installation, configuration, errors, maintenance or repair, or using incorrect versions of the operating system will not be covered under the standard maintenance & support.

9.5 Connectivity or network related issues, including but not limited to cables, modems, routers, communication cables, network software.

9.6 Restoration and recovery of data files and/or the operating system. Optimum may at its discretion make reasonable efforts to recover lost data from the solution in such situations.

9.7 Onsite service visits to the client's site are not covered by this standard maintenance & support agreement. If online support is requested, then the client will be responsible for reimbursing Optimum for all labor, travel, and related expenses incurred by Optimum in providing such support services.

9.8 If the client decides to delay the implementation of a release after it has been signed off as acceptable by the Client, then Optimum will not be liable for unexpected downtime or errors in such period which could have been prevented by timely updating of the software. Hence, this downtime will not add towards unscheduled downtime.

10. Termination of the Maintenance & Support Agreement

10.1 The Maintenance & Support Agreement stands terminated in case of termination of the license contract for the RMS product. Else, Optimum or the client may choose to terminate the Support Agreement, in one of the following circumstances:

- With a 60-day written notice before end of the then current support term, to end support after the current term ends.
- With a 60-day written notice in case, there has been a breach of the agreement, and it has not been resolved by the responsible party.

11. System Upgrades

11.1 System upgrades will usually require coordination and online availability of both an Optimum resource and SPD administrator with a 60-day written notice before end of the then current support term, to end support after the current term ends.

11.2 The maintenance program addresses:

i. Customer support provisions

ii. Upgrades, updates, enhancements, and fixes

iii. Training

iv. Documentation

v. Professional services

11.3 Optimum will provide labor, equipment, and other materials necessary to maintain the Application and System Applications in good operating condition and conformance with the Performance Requirements

11.4 The process for delivery and installation of fixes, upgrades, and new releases is detailed in the maintenance agreement attached above. Software updates and enhancements if any are provided every quarter. All changes to software are documented immediately after the update is tested in the Optimum internal environment and before it is deployed to production. All interfaces for which updates are needed will be updated and thoroughly tested on QA servers before transitioning the updates to production to ensure that interfaces are not broken or compromised. All customizations will also be upgraded as needed and thoroughly tested by Optimum's seasoned QA team to ensure that customizations are not lost or compromised. Software updates for MDTs will be done automatically when they are in a data network. The updates will be pushed to devices.

11.5 Optimum will provide maintenance & support for third party products which it has suggested in its cost proposal. The maintenance agreements for these will be provided separately upon request.

11.6 All updates to meet changes in federal and state requirements are provided free of cost during Warranty, and Maintenance & Support period.

11.7 Optimum will provide maintenance for up to 1 previous release version.

11.8 Optimum will not charge any fees to provide the software and install it on upgraded hardware.

11.9 Training if required for updates is provided through documentation and videos.

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: OPTIMUM TECHNOLOGY, INC

Authorized Signature: _____ Date: 09-09-2016

State of OHIO

County of FRANKLIN, to-wit:

Taken, subscribed, and sworn to before me this 9TH day of SEPTEMBER, 2016

My Commission expires 04/28/2019, 2019.

AFFIX SEAL HERE

NOTARY PUBLIC _____

BRADLEY R. SMITH
Notary Public, State of Ohio
My Comm. Expires April 28, 2019