

**SERIAL 03015 RFP SHERIFF'S OFFICE TRUST ACCOUNTING AND COMMISSARY
SYSTEM (TRACS)**

DATE OF LAST REVISION: September 20, 2007 CONTRACT END DATE: August 31, 2009

CONTRACT PERIOD THROUGH AUGUST 31, 2009

TO: All Departments

FROM: Department of Materials Management

**SUBJECT: Contract for SHERIFF'S OFFICE TRUST ACCOUNTING AND COMMISSARY
SYSTEM (TRACS)**

Attached to this letter is published an effective purchasing contract for products and/or services to be supplied to Maricopa County activities as awarded by Maricopa County on **August 18, 2004**.

All purchases of products and/or services listed on the attached pages of this letter are to be obtained from the vendor holding the contract. Individuals are responsible to the vendor for purchases made outside of contracts. The contract period is indicated above.

Wes Baysinger, Director
Materials Management

LC/mm
Attach

Copy to: Clerk of the Board
Joe Frausto, MCSO
Mirheta Muslic, Materials Management



CONTRACT PURSUANT TO RFP
SHERIFF'S OFFICE TRUST ACCOUNTING AND COMMISSARY SYSTEM (TRACS)

SERIAL 03015-RFP

This Contract is entered into this 18th day of August, 2004 by and between Maricopa County ("COUNTY"), a political subdivision of the State of Arizona, and Syscon Justice Systems Ltd., a British Columbia corporation ("CONTRACTOR") for the purchase of Trust Accounting and Commissary Software and Services.

1.0 TERM

1.1 This Contract is for a term of five (5) years, beginning on the 18th day of August, 2004 and ending the 31st day of August, 2009.

2.0 PAYMENT

2.1 As consideration for performance of the duties described herein, COUNTY shall pay CONTRACTOR the sum stated in Final Pricing, attached hereto and incorporated herein as Exhibit "A." Pricing shall include all labor, overhead, tools and equipment used, profit, and any taxes that may be levied. It is the CONTRACTOR'S responsibility to determine any and all taxes and/or tariffs and include the same when invoicing the COUNTY.

2.2 Payment under this Contract shall be made in the manner provided by law and as set forth in Exhibit "A." Invoices shall be prepared and submitted in accordance with the instructions provided on the purchase order. Invoices shall contain the following information: purchase order number, item numbers, description of supplies and/or services, sizes quantities, unit prices, and extended totals and applicable sales/use tax. The COUNTY is not subject to excise tax.

3.0 DUTIES

3.1 The CONTRACTOR shall perform all duties stated in the Agreed Scope of Work, attached hereto and incorporated herein as Exhibit "B," hereafter referred to as the "Scope of Work."

3.2 CONTRACTOR shall perform services at the location(s) and time(s) stated in Exhibit "B," or in the purchase order requesting such services.

3.3 During the Contract term, COUNTY shall provide CONTRACTOR'S personnel with adequate workspace for consultants and such other related facilities as may be required by CONTRACTOR to carry out its contractual obligations.

4.0 TERMS & CONDITIONS

4.1 INDEMNIFICATION AND INSURANCE:

4.1.1 Indemnification.

To the fullest extent permitted by law, CONTRACTOR shall defend, indemnify, and hold harmless the COUNTY, its agents, representatives, officers, directors, officials, and employees from and against all claims, damages, losses and expenses, including but not limited to attorney fees and costs, relating to this Contract.

The amount and type of insurance coverage requirements set forth herein will in no way be construed as limiting the scope of the indemnity in this paragraph.

The scope of this indemnification does not extend to the negligence of the COUNTY.

4.1.2 Abrogation of Arizona Revised Statutes Section 34-226:

In the event that A.R.S. § 34-226 shall be repealed or held unconstitutional or otherwise invalid by a court of competent jurisdiction, then to the fullest extent permitted by law, CONTRACTOR shall defend, indemnify and hold harmless the COUNTY, its agents, representatives, officers, directors, officials and employees from and against all claims, damages, losses and expenses (including but not limited to attorney fees, court costs, and the cost of appellate proceedings), relating to, arising out of, or resulting from CONTRACTOR’S work or services. CONTRACTOR’S duty to defend, indemnify and hold harmless, the COUNTY, its agents, representatives, officers, directors, officials and employees shall arise in connection with any claim, damage, loss or expense that is attributable to bodily injury, sickness, disease, death, injury to, impairment or destruction of property including loss of use resulting therefrom, caused in whole or in part by any act or omission of CONTRACTOR, anyone CONTRACTOR directly or indirectly employs or anyone for whose acts CONTRACTOR may be liable, regardless of whether it is caused in part by a party indemnified hereunder, including the COUNTY.

The scope of this indemnification does not extend to the sole negligence of the COUNTY.

4.1.3 Insurance Requirements.

The CONTRACTOR, at its own expense, shall purchase and maintain the herein stipulated minimum insurance from a company or companies duly licensed by the State of Arizona and possessing a current A.M. Best, Inc. rating of B++6. In lieu of State of Arizona licensing, the stipulated insurance may be purchased from a company or companies which are authorized to do business in the State of Arizona, provided that said insurance companies meet the approval of the COUNTY. The form of any insurance policies and forms must be acceptable to the COUNTY.

All insurance required herein shall be maintained in full force and effect until all work or service required to be performed under the terms of the Contract is satisfactorily completed and formally accepted. Failure to do so may, at the sole discretion of the COUNTY, constitute a material breach of this Contract.

The CONTRACTOR’S insurance shall be primary insurance as respects the COUNTY, and any insurance or self-insurance maintained by the COUNTY shall not contribute to it.

Any failure to comply with the claim reporting provisions of the insurance policies or any breach of an insurance policy warranty shall not affect coverage afforded under the insurance policies to protect the COUNTY.

The insurance policies may provide coverage, which contains deductibles or self-insured retentions. Such deductible and/or self-insured retentions shall not be applicable with respect to the coverage provided to the COUNTY under such policies. The CONTRACTOR shall be solely responsible for the deductible and/or self-insured retention and the COUNTY, at its option, may require the CONTRACTOR to secure payment of such deductibles or self-insured retentions by a surety bond or an irrevocable and unconditional letter of credit.

The COUNTY reserves the right to request and to receive, within ten (10) working days, certified copies of any or all of the herein required insurance policies and/or endorsements. The COUNTY shall not be obligated, however, to review such policies and/or endorsements or to advise the CONTRACTOR of any deficiencies in such policies and endorsements, and such receipt shall not relieve the CONTRACTOR from, or be deemed a waiver of the COUNTY'S right to insist on strict fulfillment of the CONTRACTOR'S obligations under this Contract.

The insurance policies required by this Contract, except Workers' Compensation, shall name the COUNTY, its agents, representatives, officers, directors, officials and employees as Additional Insureds.

The policies required hereunder, except Workers' Compensation, shall contain a waiver of transfer of rights of recovery (subrogation) against the COUNTY, its agents, representatives, officers, directors, officials and employees for any claims arising out of the CONTRACTOR'S work or service.

4.1.3.1 Commercial General Liability. The CONTRACTOR shall maintain Commercial General Liability Insurance (CGL) and, if necessary, Commercial Umbrella Insurance with a limit of not less than \$1,000,000 for each occurrence with a \$2,000,000 Products/Completed Operations Aggregate and a \$2,000,000 General Aggregate Limit. The policy shall include coverage for bodily injury, broad form property damage, personal injury, products and completed operations and blanket contractual coverage including, but not limited to, the liability assumed under the indemnification provisions of this Contract which coverage will be at least as broad as Insurance Service Office, Inc. Policy Form CG 00 01 10 93 or any replacements thereof. There shall be no endorsement or modification of the CGL limiting the scope of coverage for liability arising from explosion, collapse, or underground property damage.

The policy shall contain a severability of interest provision, and shall not contain a sunset provision or commutation clause, or any provision which would serve to limit third party action over claims.

The CGL and the commercial umbrella coverage, if any, additional insured endorsement shall be at least as broad as the Insurance Service Office, Inc.'s Additional Insured, Form CG 20 10 10 01, and shall include coverage for the CONTRACTOR'S operations and products.

4.1.3.2 Automobile Liability. The CONTRACTOR shall maintain Automobile Liability Insurance and, if necessary, Commercial Umbrella Insurance with a combined single limit for bodily injury and property damage of no less than \$1,000,000, each occurrence, with respect to the CONTRACTOR'S vehicles (including hired, non-owned), assigned to or used in the performance of this Contract.

4.1.3.3 Workers' Compensation. The CONTRACTOR shall carry Workers' Compensation insurance to cover obligations imposed by federal and state statutes having jurisdiction of CONTRACTOR'S employees engaged in the performance of the work or services, as well as Employer's Liability insurance of not less than \$100,000 for each accident, \$100,000 disease for each employee, and \$500,000 disease policy limit.

The CONTRACTOR waives all rights against the COUNTY and its agents, officers, directors and employees for recovery of damages to the extent these damages are covered by the Workers' Compensation and Employer's Liability or commercial umbrella liability insurance obtained by the CONTRACTOR pursuant to this agreement.

In case any work is subcontracted, the CONTRACTOR will require the Subcontractor to provide Workers' Compensation and Employer's Liability insurance to at least the same extent as required of the CONTRACTOR.

4.1.4 Certificates of Insurance.

4.1.4.1 Prior to commencing work or services under this Contract, CONTRACTOR shall furnish the COUNTY with certificates of insurance, or formal endorsements as required by the Contract in the form provided by the COUNTY, issued by CONTRACTOR'S insurer(s), as evidence that policies providing the required coverage, conditions and limits required by this Contract are in full force and effect. Such certificates shall identify this contract number and title.

In the event any insurance policy(ies) required by this contract is(are) written on a "claims made" basis, coverage shall extend for two years past completion and acceptance of the CONTRACTOR'S work or services and as evidenced by annual Certificates of Insurance.

If a policy does expire during the life of the Contract, a renewal certificate must be sent to the COUNTY fifteen (15) days prior to the expiration date.

4.1.4.2 Cancellation and Expiration Notice.

Insurance required herein shall not be permitted to expire, be cancelled, or materially changed without thirty (30) days prior written notice to the COUNTY.

4.2 REQUIREMENT OF CONTRACT BOND:

Within fifteen (15) days of CONTRACTOR's receipt of a fully executed contract, CONTRACTOR shall supply to COUNTY the Performance Bond described below. The CONTRACTOR agrees and acknowledges that receipt of the Performance Bond by the COUNTY is a condition precedent before any payments may be made to CONTRACTOR hereunder.

- A Performance Bond equal to \$100,000 conditioned upon the faithful performance of the Contract in accordance with plans, specifications, and conditions hereof. Such bond shall be solely for the protection of the Contracting Agency awarding the Contract. The Performance Bond shall, upon written request of CONTRACTOR, be released within thirty (30) days following "Final Acceptance" (as more fully described in Exhibit B, Attachment B-5, Section 9.1 (b) hereof). The parties anticipate achieving Final Acceptance on or before September 1, 2005.

Each such bond shall include a provision allowing the prevailing party in a suit on such bond to recover as a part of his judgment such reasonable attorney's fees as may be fixed by a judge of the court.

Each bond shall be executed by a surety company or companies holding a certificate of authority to transact surety business in the State of Arizona issued by the Director of the Department of Insurance. The bonds shall not be executed by an individual surety or sureties. The bonds shall be made payable and acceptable to the Contracting Agency. The bonds shall be written or countersigned by an authorized representative of the surety who is either a resident of the State of Arizona or whose principal office is maintained in this state, as by law required, and the bonds shall have attached thereto a certified copy of the Power of Attorney of the signing official. In addition, said company or companies shall be rated "Best-A" or better as required by the Contracting Agency, as currently listed in the most recent Best Key Rating Guide, published by the A.M. Best Company.

4.3 NOTICES:

All notices given pursuant to the terms of this Contract shall be addressed to:

For COUNTY and CONTRACTING AGENCY:

Maricopa County
Department of Materials Management
Attn: Director of Purchasing
320 West Lincoln Street
Phoenix, Arizona 85003

AND

Maricopa County Sheriff's Office
Attn: Joe Frausto, Technology Bureau
301 South 4th Avenue – 3rd Floor
Phoenix, Arizona 85003-2143

For CONTRACTOR:

Syscon Justice Systems, Ltd.
230-8211 Sea Island Way
Richmond, British Columbia
Canada V6X 2W3

4.4 REQUIREMENTS CONTRACT:

The CONTRACTOR signifies its understanding and agreement by signing this document, that this Contract is a requirements contract. This Contract does not guarantee any purchases will be made. Orders will only be placed when the COUNTY identifies a need and issues a purchase order.

The CONTRACTOR shall take no action under this Contract unless specifically requested by the COUNTY, which shall submit a written purchase order to the CONTRACTOR requesting that work be performed or product be delivered.

The COUNTY reserves the right to cancel purchase orders within a reasonable period of time after issuance. Should a purchase order be cancelled, the COUNTY agrees to reimburse the CONTRACTOR for actual and documented costs incurred by the CONTRACTOR pursuant to the purchase order. The COUNTY will not reimburse the CONTRACTOR for any costs incurred after receipt of cancellation, or for lost profits, or shipment of product or performance of services prior to issuance of a purchase order.

The CONTRACTOR agrees to accept verbal cancellation of purchase orders. The COUNTY will provide the CONTRACTOR with a list of persons authorized to verbally cancel a purchase order within thirty (30) days of contract execution.

4.5 APPROPRIATION CONTINGENCY:

The CONTRACTOR recognizes that any agreement entered into shall commence upon the day first provided and continued in full force and effect until termination in accordance with its provisions. The CONTRACTOR and the COUNTY herein recognize that the continuation of any contract after the close of any given fiscal year of the COUNTY, which fiscal years end of June 30 of each year, shall be subject to the approval of the budget of the COUNTY providing for or covering such contract item as an expenditure therein. The COUNTY does not represent that said budget item will actually be adopted, said determination being the determination of the County Board of Supervisors at the time of the adoption of the budget.

4.6 ESCALATION:

Any requests for reasonable price adjustments must be submitted thirty (30) days prior to the Contract expiration date. Requests for adjustment in cost of labor and/or materials must be supported by appropriate documentation. If the COUNTY agrees to the adjusted price terms, the COUNTY shall issue written approval of the change. The reasonableness of the request will be determined by comparing the request with the Producer Price Index or by performing a market survey.

4.7 TERMINATION:

In the event of any default by the CONTRACTOR of any material terms or conditions of this Contract, the COUNTY shall give notice to the CONTRACTOR of the nature of the default and shall give the CONTRACTOR 30 days in which to cure such default. If the default has not been cured within the thirty (30) day period, the COUNTY may terminate this Contract.

The COUNTY may unconditionally terminate this Contract for convenience by providing sixty (60) calendar days advanced notice to the CONTRACTOR.

The COUNTY may terminate this Contract if the CONTRACTOR fails to pay any charge when due or fails to perform or observe any other material term or condition of the Contract, and such failure continues for more than ten (10) days after receipt of written notice of such failure from the COUNTY, or if the CONTRACTOR becomes insolvent or generally fails to pay its debts as they mature.

4.8 STATUTORY RIGHT OF CANCELLATION FOR CONFLICT OF INTEREST:

Notice is given that pursuant to A.R.S. § 38-511 the COUNTY may cancel this Contract without penalty or further obligation within three years after execution of the contract, if any person significantly involved in initiating, negotiating, securing, drafting or creating the contract on behalf of the COUNTY is at any time while the Contract or any extension of the Contract is in effect, an employee or agent of any other party to the Contract in any capacity or consultant to any other party of the Contract with respect to the subject matter of the Contract. Additionally, pursuant to A.R.S § 38-511 the COUNTY may recoup any fee or commission paid or due to any person significantly involved in initiating, negotiating, securing, drafting or creating the contract on behalf of the COUNTY from any other party to the contract arising as the result of the Contract.

4.9 OFFSET FOR DAMAGES:

In addition to all other remedies at law or equity, the COUNTY may offset from any money due to the CONTRACTOR any amounts the CONTRACTOR owes to the COUNTY for damages resulting from breach or deficiencies in performance under this contract.

4.10 ADDITIONS/DELETIONS OF SERVICE:

The COUNTY reserves the right to add and/or delete products and/or services provided under this Contract. If a requirement is deleted, payment to the CONTRACTOR will be reduced proportionately to the amount of service reduced in accordance with the proposal price. If additional services and/or products are required from this Contract, prices for such additions will be negotiated between the CONTRACTOR and the COUNTY.

4.11 SUBCONTRACTING:

The CONTRACTOR may not assign this Contract or subcontract to another party for performance of the terms and conditions hereof without the written consent of the COUNTY, which shall not be unreasonably withheld. All correspondence authorizing subcontracting must reference the Proposal Serial Number and identify the job project.

4.12 BACKGROUND CHECKS:

CONTRACTOR'S staff, including any subcontractor(s) or other representative(s), providing services under this Contract must undergo a background check to be performed the Maricopa County Sheriff's Office and/or other law enforcement agencies. No persons shall be allowed to work on this project until they have successfully completed the required background check.

4.13 AMENDMENTS:

All amendments to this Contract must be in writing and signed by both parties.

4.14 RETENTION OF RECORDS:

The CONTRACTOR agrees to retain all financial books, records, and other documents relevant to this Contract for five (5) years after final payment or until after the resolution of any audit questions which could be more than five (5) years, whichever is longer. The County, Federal or State auditors and any other persons duly authorized by the Department shall have full access to, and the right to examine, copy and make use of, any and all said materials.

If the CONTRACTOR'S books, records and other documents relevant to this Contract are not sufficient to support and document that requested services were provided, the CONTRACTOR shall reimburse Maricopa County for the services not so adequately supported and documented.

4.15 AUDIT DISALLOWANCES:

If at anytime COUNTY determines that a cost for which payment has been made is a disallowed cost, such as overpayment, the COUNTY shall notify the CONTRACTOR in writing of the disallowance. The COUNTY shall also state the means of correction, which may be but shall not be limited to adjustment of any future claim submitted by the CONTRACTOR by the amount of the disallowance, or to require repayment of the disallowed amount by the CONTRACTOR.

4.16 WARRANTY:

The CONTRACTOR shall warrant that all work done and all materials furnished by either the CONTRACTOR or by its subcontractor(s) or representative(s) as a part of or in conjunction with the Trust Accounting and Commissary System and the work, specifically including, but not limited to, software, hardware, implementation, and documentation, shall be of good workmanship and quality, free from all material defects in design, content, workmanship, or materials for a period of one (1) year from the date of final system acceptance by the Maricopa County Sheriff's Office.

Additionally, the CONTRACTOR shall guarantee support for the application software and the underlying database management system software, to the highest possible extent, and provided the COUNTY maintains a fully paid up and current support and maintenance agreement.

4.17 RIGHTS IN DATA AND CONFIDENTIALITY:

The COUNTY shall have the use of data and reports resulting from this Contract without additional cost or other restriction except as provided by law. Each party shall supply to the other party, upon request, any available information that is relevant to this Contract and to the performance hereunder.

For the purposes of this Agreement, “Confidential Information” as used herein shall include any and all written and verbal information provided by either party (the “Disclosing Party”) to the other (the “Receiving Party”) in connection with the services to be rendered by the CONTRACTOR, the data provided by the COUNTY to be used with the CONTRACTOR’S software, and the nature and functions of the CONTRACTOR’S software, *whether marked or designated as confidential or not, to the extent permitted by law.* Except as set forth below, the definition of Confidential Information shall not include any information which: (a) is or becomes generally known to third parties through no fault of the Receiving Party; or (b) is already known to the Receiving Party prior to its receipt from the Disclosing Party as shown by prior written records; or (c) becomes known to the Receiving Party by disclosure from a third party who has a lawful right to disclose the information.

In consideration of the disclosure to Receiving Party of the Confidential Information, and to the extent permitted by law, Receiving Party agrees to receive and to treat the Confidential Information of Disclosing Party on a confidential and restricted basis and to undertake the following additional obligation with respect thereto: (a) Not to duplicate, in whole or in part, any Confidential Information; (b) Not to disclose Confidential Information to any other person nor to use the Confidential Information otherwise than in connection with carrying out the obligations of this Contract; and (c) To return all Confidential Information to the Disclosing Party upon request therefore and to destroy any additional notes or records made from such Confidential Information.

4.18 RIGHTS AND OBLIGATIONS OF PARTIES ON TERMINATION WITH RESPECT TO HARDWARE AND SOFTWARE:

In the event of termination of this Agreement by the COUNTY, whether by termination for cause or without cause, whether permitted by this contract or not, or by expiration of the term of this contract, pursuant to the terms hereof, if the COUNTY returns to the CONTRACTOR all tangible deliverables provided by the CONTRACTOR and ceases permanently to use any of the software provided or installed by the CONTRACTOR prior to termination, the COUNTY shall have no further liability to the CONTRACTOR for its use of the software. If the COUNTY retains or uses the software or any portion thereof, the CONTRACTOR will have no further liability to upgrade, maintain or service the software or the hardware on which it is installed. The CONTRACTOR shall have no liability arising from this Contract or by law for any claim arising from the use after the date of termination of the hardware or software supplied by CONTRACTOR.

In the event of termination of this Agreement by the COUNTY without cause or in breach of the terms of this Contract, the COUNTY shall return to CONTRACTOR all deliverables provided by the CONTRACTOR and shall cease permanently to use any of the software provided or installed by the CONTRACTOR prior to termination.

In no event after the termination of this Agreement for any reason with or without cause shall the COUNTY sublicense or use the software delivered by the CONTRACTOR for any purpose, for any use, or for any user other than the purposes, uses and users set forth in the Scope of Work.

The parties hereto retain all rights of action available to them in case of a breach or default of this Contract. The provisions of this Section 4.18 shall not be the exclusive remedies of the parties hereto.

4.19 OWNERSHIP OF SOFTWARE:

The CONTRACTOR has developed and owns a proprietary software system to provide computerized records management for use by corrections and other public agencies, which consists of several modules or components, which are marketed by CONTRACTOR under the trademark iTag. Each module may be used by itself or as part of a system containing more than one module. A portion of the Scope of Work consists of licensing to the COUNTY the software developed by the CONTRACTOR. The COUNTY expressly acknowledges and agrees that it will be a nonexclusive licensee only of that software, and that the CONTRACTOR owns all rights to the software, including any enhancements, improvements and upgrades that may be developed in the course of performing the services called for in the Scope of Work. The COUNTY also expressly acknowledges that the trademarks, service marks, copyrights and proprietary information developed by CONTRACTOR and used in connection with the services called for in the Scope of Work are owned by the CONTRACTOR and that the COUNTY has no rights to use them except as provided in this Contract.

4.20 SPECIAL INSOLVENCY PROVISION:

Notwithstanding any other term of this Contract, the CONTRACTOR agrees that in the event it is adjudicated bankrupt or ceases to do business, and this Contract is not assumed by a successor which has the capability to perform satisfactorily hereunder, the CONTRACTOR will supply to the COUNTY for its use the source and object codes for the software licensed to the COUNTY. The COUNTY may thereafter use the source and object codes in the manner contemplated by the Contract, but in no other manner, and may not sublicense to or allow the use of the codes by any other person or agency.

4.21 VALIDITY:

The invalidity, in whole or in part, of any provision of the Contract shall not void or affect the validity of any other provision of this Contract.

4.22 INTEGRATION:

This Contract represents the entire and integrated agreement between the parties and supersedes all prior negotiations, proposals, proposals, communications, understandings, representations, or agreements, whether oral or written, express or implied.

IN WITNESS WHEREOF, this Contract is executed on the date set forth above.

CONTRACTOR

AUTHORIZED SIGNATURE

PRINTED NAME AND TITLE

ADDRESS

DATE

MARICOPA COUNTY

BY: _____
CHAIRMAN, BOARD OF SUPERVISORS

DATE

ATTESTED:

CLERK OF THE BOARD

DATE

APPROVED AS TO FORM:

MARICOPA COUNTY ATTORNEY

DATE

Exhibit A – Final Pricing

SYSCON JUSTICE SYSTEMS, LTD., #230 - 8211 SEA ISLAND WAY, RICHMOND, B.C., CANADA V6X 2W3

SERIAL 03015-RFP

PRICING SHEET ~~E703006 / B0604335~~ NIGP CODES: 9201402, 9201403

BIDDER NAME: Syscon Justice Systems, Ltd.
F.I.D./VENDOR #:
BIDDER ADDRESS: #230 – 8211 Sea Island Way, Richmond, B.C., Canada V6X 2W3
P.O. ADDRESS: Same
BIDDER PHONE #: (604) 606-7650
BIDDER FAX #: (604) 606-7654
COMPANY WEB SITE: www.syscon.bc.ca
COMPANY CONTACT (REP): Susan Dean
E-MAIL ADDRESS (REP): susandean@syscon.bc.ca

WILLING TO ACCEPT FUTURE SOLICITATIONS VIA EMAIL: **Yes**

ACCEPT PROCUREMENT CARD: **No**

REBATE (CASH OR CREDIT) FOR UTILIZING PROCUREMENT CARD: **No**

OTHER GOV'T. AGENCIES MAY USE THIS CONTRACT: **Yes**

PAYMENT TERMS: **2% 10 Days / Net 30 Days**

NOTE RE: FINAL PRICING:

PAYMENT DISCOUNTS AND SALES/USE TAX ARE NOT REFLECTED IN FINAL PRICES SHOWN ON THE FOLLOWING PAGES. ALL FINAL PRICES ARE F.O.B. DESTINATION IN ACCORDANCE WITH THE TERMS AND CONDITIONS SET FORTH IN THE ORIGINAL REQUEST FOR PROPOSALS (RFP).

Exhibit A – Final Pricing

SOFTWARE LICENSE AGREEMENT:

Description	Qty/ Users*	Total Price	Receipt of Purch.Order 20%	Delivery & Install 20%	Functional Acceptance 40%	Go-Live 10%	Production Acceptance 10%
Software Deliverables -- Product:							
iTAG Trust Accounting Kernel	1	\$ 11,000.00	\$ 2,200.00	\$ 2,200.00	\$ 4,400.00	\$ 1,100.00	\$ 1,100.00
Trust Accounting Users	E	75,320.00	15,064.00	15,064.00	30,128.00	7,532.00	7,532.00
iTAG Commissary Kernel	1	Included	-	-	-	-	-
Commissary Users	E	67,662.00	13,532.40	13,532.40	27,064.80	6,766.20	6,766.20
XML Interchange Module	1	25,000.00	5,000.00	5,000.00	10,000.00	2,500.00	2,500.00
Integrated Word Processing	Mod. E	No Charge	-	-	-	-	-
Image Display Module	E	No Charge	-	-	-	-	-
Signature Capture Interface	E	No Charge	-	-	-	-	-
		\$ 178,982.00	\$ 35,796.40	\$ 35,796.40	\$ 71,592.80	\$ 17,898.20	\$ 17,898.20

* E = Products licensed on an Enterprise basis. See Attachment B-3, Schedule A for full definition.
 Mod. E = Product licensed on a *modified* enterprise basis.

CUSTOMER SUPPORT AGREEMENT:

Description	Total Price	Year 1	Year 2	Year 3	Year 4	Year 5
Product -- Lump Sum to Include 24x7	\$ 197,636.00	\$ 28,113.00	\$ 39,331.00	\$ 41,298.00	\$ 43,363.00	\$ 45,531.00
Support for the Following:						
iTAG Trust Accounting Kernel						
Trust Accounting Users	(28,113.00)	(28,113.00)				
iTAG Commissary Kernel						
Commissary Users	(Waive Year 1 -- Prorated 9 months)					
XML Interchange Module						
Integrated Word Processing						
Image Display Module						
Software Enhancements:	Included with Product	-	-	-	-	-
Oracle Sublicense Support:	\$ 50,112.50	\$ 10,022.50				
	<u>\$ 219,635.50</u>	\$ 10,022.50	\$ 49,353.50	\$ 51,320.50	\$ 53,385.50	\$ 55,553.50
Custom Modifications -- All Support	Hourly Rates:	\$ 119.00	\$ 125.00	\$ 131.00	\$ 138.00	\$ 145.00
Services are T&M:						
Interface Package to JMS						
Interface Package to Bank One of Arizona						
Data Conversion						
Interface to Signature Capture						
Interface to Optical Mark/Char.Recog. System						
Smart Card Interface						
Interface to Correctional Health System (Potential)						
Interface to Money Handling / Money Counter Machines (Potential)						

PROFESSIONAL SERVICES AGREEMENT:

Description	Allocation Qty/Days	Total Price	Delivery & Install 50%	Functional Acceptance 25%	Production Acceptance 25%	Billed As Incurred 100%
Software Deliverables -- Enhancements: (OPTIONAL)						
Inmate Account Per Diem Deduction E-1.1.15, E-5.1.4	25	\$ 20,000.00	\$ 10,000.00	\$ 5,000.00	\$ 5,000.00	
Print Trust Receipts Search Expansion E-1.2.3	10	8,000.00	4,000.00	2,000.00	2,000.00	
Bonds & Fines Report E-3.1.5	7	5,600.00	2,800.00	1,400.00	1,400.00	
Bond/Fine Over \$10,000	8.5	6,800.00	3,400.00	1,700.00	1,700.00	
Bond/Fine Print Receipts Modification	10.5	8,400.00	4,200.00	2,100.00	2,100.00	
Additional Receipt Information	6.5	5,200.00	2,600.00	1,300.00	1,300.00	
Self Bonds Direct Debit	24	19,200.00	9,600.00	4,800.00	4,800.00	
Canteen Enhancements C-1.1.17, C-1.1.24, C-1.1.30	16	12,800.00	6,400.00	3,200.00	3,200.00	
Software Deliverables -- Custom Modifications: (OPTIONAL)						
Interface to JMS (Estimate - May be adjusted after PRIM analysis) E-4.2.4, G-1.1.1, G-1.1.2, G-1.1.4, G-1.1.8	25	\$ 22,500.00	\$ 11,250.00	\$ 5,625.00	\$ 5,625.00	
Data Conversion (Estimate - May be adjusted after PRIM analysis)	20	18,000.00	9,000.00	4,500.00	4,500.00	
Interface to Bank One of Arizona	17.5	14,000.00	7,000.00	3,500.00	3,500.00	
Interface to Optical Mark/Char. Recog. System	Fixed	10,000.00	5,000.00	2,500.00	2,500.00	
Signature Capture Interface	Fixed	Priced Above				
Smart Card Interface		Fixed Price Quote Pending Completion of PRIM Analysis				
Interface to Correctional Health System		Fixed Price Quote Pending Completion of PRIM Analysis				
Interface to Money Handling / Money Counter Machines		Fixed Price Quote Pending Completion of PRIM Analysis				

Software Deliverables -- Other:

Oracle RDBMS Enterprise Edition Database License (Application Specific Full Use (ASFU), Two (2) CPU System)	Fixed	\$ 36,000.00	-	-	-	\$ 36,000.00	**
Oracle 9iAS Enterprise Edition Application Server License (ASFU, Single Processor System – Application Server 1 – Web)	Fixed	9,000.00	-	-	-	9,000.00	**
Oracle 9iAS Enterprise Edition Application Server License (ASFU, Single Processor System – Ten (10) Named User (minimum) – Application Server 2 – Test)	Fixed	2,000.00	-	-	-	2,000.00	**
Oracle 9iAS Java Edition Server License (ASFU, Single Processor System – XML Server)	Fixed	2,500.00	-	-	-	2,500.00	**
Oracle Internet Development Suite (IDS) License (One (1) Named User)	Fixed	2,250.00	-	-	-	2,250.00	**
Oracle Discoverer Desktop Edition (Two (2) Named User License)	Fixed	1,000.00	-	-	-	1,000.00	**

NOTE: Maricopa County reserves the right to purchase Oracle products listed above using another contract.

Oracle Sublicense Support Services	Fixed	Priced Above	-	-	-	-	
Warranty Support & Maintenance Extension (Year 1 - Pro-Rated for 9 Months)	Fixed	Priced Above	-	-	-	-	

Service Deliverables: (All are at the specific request of Maricopa County)

PRIM -- Trust Accounting & Commissary Modules	20	\$ 18,000.00	-	-	-	\$ 18,000.00	***
PRIM -- Interface Definitions - JMS	10	9,000.00	-	-	-	9,000.00	***
PRIM -- Conversion Planning & Definition	15	13,500.00	-	-	-	13,500.00	***
PRIM -- Smart Card Interface	10	9,000.00	-	-	-	9,000.00	***

Train-The-Trainer -- All Modules (Customer Site, (3) 5-day classes, 8-10 students)	15	13,500.00	-	-	-	13,500.00	***	
System Admin -- All Modules (Customer Site, (2) 5-day classes, 8-10 students)	10	9,000.00	-	-	-	9,000.00	***	
Integrated Word Processing Training (Customer Site, (3-4) 8-Hour Days for Sys Admin & TTT students as needed)	3-4	Waived	Except for associated travel expenses					
Database Training (Vancouver, 5-day class, up to 8 people)	5	4,500.00	-	-	-	4,500.00	***	
Implementation Services	5	4,500.00	-	-	-	4,500.00	***	
Go-Live Support -- All Modules	20	18,000.00	-	-	-	18,000.00	***	
Project Management (Not-to-Exceed Days)	55	49,500.00	-	-	-	49,500.00	***	
Travel Expenses (Not-to-Exceed Dollars)	Not to Exceed	28,700.00	-	-	-	28,700.00	***	

\$ 380,450.00	\$ 75,250.00	\$ 37,625.00	\$ 37,625.00	\$ 229,950.00
----------------------	---------------------	---------------------	---------------------	----------------------

(\$142,862.50)
\$25,600.00
\$8,800.00
\$106,400.00
\$47,200.00
\$18,400.00
\$12,800.00
\$193,60.00

Per change Request ID M008
Migration of historical date-Per change Request ID M005.
Trust module per change order M006
Commissary module per change order M007
Customization per change order M009
Customization per change order M010
Customization per change order M011
TOTAL Change orders M006, M007, M009, M010, M011

** Billable After Delivery & Install
 *** Billable Monthly in Arrears

Daily Rates for Additional Services During Development:

Custom Modifications	\$ 800.00
Enhancements	\$ 900.00
Training (8-Hour Days)	\$ 900.00
System Interfaces	\$ 900.00

OPTIONAL PRODUCTS & SERVICES:

Oracle Products:

Oracle Discoverer -- Each Add'l User License	\$ 500.00	Plus 19% Annually for Support & Maintenance
Oracle Reports -- Per License	\$ 2,250.00	Plus 19% Annually for Support & Maintenance
Oracle OLAP -- Enterprise Edition Processor License	\$ 18,000.00	Plus 19% Annually for Support & Maintenance
Oracle 9iAS Forms Developer -- Per License	\$ 2,250.00	Plus 19% Annually for Support & Maintenance

NOTE: Maricopa County reserves the right to purchase Oracle products listed above using another contract.

Other 3rd Party Products:

Robo Help -- Per License	\$ 1,398.00
--------------------------	-------------

Exhibit B: Scope of Work

Table of Contents

A. Description of Work Product9

B. Project Management Model11

C. Issue Management Methodology12

D. Change Request Process13

E. Project Staffing Model15

 Syscon Justice Systems, Ltd.15

 Maricopa County Sheriff’s Office16

 Roles and Responsibilities18

F. Knowledge Transfer24

G. Testing27

H. Syscon Services30

 Risk Assessment30

 Quality Assurance.....30

 Fit/Gap Analysis (PRIM Process).....31

 Analysis and Configuration31

 Data Conversion31

 Interfaces32

 Customizations32

 Reporting33

 Post-Production Support33

I. Syscon Deliverables For Each Project Phase34

 Phase 1: Planning & Discovery34

 Phase 2: Implementation.....35

 Basic Configuration & Deployment35

 Evaluate/Redesign MCSO Custom Processes37

 Knowledge Transfer39

 Change Management40

 Quality Assurance.....40

 Testing41

 Acceptance.....42

J. Project Documentation43

K. Estimated Schedule and Performance Milestones43

L. Acceptance Criteria and Warranty Period43

M. Project Administration44

 Contract Changes.....44

 Billing Procedures44

 Travel Reimbursement Policies45

 Travel Estimates45

Syscon	County
Initials	Initials

Exhibit B: Scope of Work

A. Description of Work Product

The scope of this project is to implement a new Trust Accounting and Commissary System (TRACS), including related interfaces, data conversion, custom modifications, and training for the Maricopa County Sheriff's Office (MCSO). This is a firm, fixed price contract that includes implementation of the following iTAG modules and all other enhancements or deliverables listed herein:

- iTAG Application Kernel(s)
- iTAG Trust Accounting Users for an Enterprise User Financial System
- iTAG License for a Concurrent Commissary System
- XML Interchange Module
- Integrated Word Processing
- Image Display Module
- Signature Capture Interface

The Maricopa County Sheriff's Office will also pay for each approved customization on an individual fixed-price basis. Periodic payments for base software and custom modifications will be made in accordance with the terms agreed upon in Exhibit A, "Final Pricing."

At minimum, the following outcomes are expected from the TRACS project:

- (1) Replace existing functionality for canteen and inmate trust fund accounting;
- (2) Provide new and enhanced business functionality as specified, and including any additional functionality available in the standard iTAG product;
- (3) Meet technical specifications as detailed; and
- (4) Interface appropriately with other systems as specified.

Syscon is expected to provide comprehensive guidance and experience on the iTAG Enterprise software, and work as a partner with the Maricopa County Sheriff's Office throughout the implementation of the TRACS system. The following is a list of services to be provided by Syscon and contracted resources:

- Expertise in the areas of iTAG Trust Accounting and Commissary modules, application performance management, database administration, and advise on hardware administration and setup as it relates to the database and application
- Project planning and organization
- Implementation management
- Scope management
- Configuration of the iTAG software (with minimal customizations) utilizing industry best practices
- Technical and functional/business consulting
- Custom software design, analysis, programming, and testing
- Legacy data conversion
- Security consulting and configuration for integrated software
- Electronic workflow consulting, design, and implementation
- End-user training customization and Train-the-Trainer classes in the iTAG software

_____ Syscon	_____ County
Initials	Initials

Exhibit B: Scope of Work

- Project and setup documentation
- Assist with implementation of iTAG into a staging environment, and provide application support thereafter
- Manage application performance tuning activities
- Advise on change management issues and strategy
- Knowledge transfer

Minimum completion deliverables for implementation of the iTAG software will be as follows:

- (1) Functional, integration, and acceptance testing satisfactorily completed for each of the aforementioned modules.
- (2) Documentation and completion of the training plan.
- (3) System interfaces completed and tested (internal as well as external).
- (4) Legacy data conversion process completed, tested, auditable, and reconcilable.
- (5) Provision of electronic source materials that could be modified by MCSO to develop technical system operations procedures, user manuals, and other documentation.
- (6) Documentation of the system go-live plan completed.
- (7) System go-live achieved successfully and the system in production for forty-five (45) days with acceptable performance based on criteria defined in Attachment B-2, Item F-1.2.11.
- (8) Syscon has managed application performance tuning activities up to go-live and provided advice on system tuning to assist the Sheriff's Office in realizing the best possible system performance.
- (9) Change Management strategy documented and tasks are completed.
- (10) Adequate transfers of knowledge have occurred, allowing Maricopa County Sheriff's Office staff to (a) successfully enter and process business transactions, including queries and reports; and (b) independently manage, configure, administer, support, and update (using Syscon supplies patches, fixes or upgrades) the iTAG system as installed.

Implementation of the TRACS system shall be broken into two Phases:

- Phase 1 – Planning & Discovery
- Phase 2 – Implementation

The Syscon Project Manager and MCSO Project Manager shall prepare a Detailed Project Plan that includes timelines and a listing of all tasks that need to be accomplished in order to implement required functionality. The minimum level of functionality required by the Maricopa County Sheriff's Office is outlined and identified in Attachment B-2 – "Business and Technical Specifications." Syscon will work closely with the MCSO Project Manager to maintain the overall Project Plan and Timelines.

Syscon Justice Systems, Ltd. will have the iTAG modules installed and available for use by the Maricopa County Sheriff's Office in accordance with dates agreed upon and set forth in the Project Plan. Syscon will also have patches/fixes/updates applied promptly throughout the project. Delays attributed to networking, database, hardware or other system/technical environmental factors may have an adverse impact on the project team activity and efforts to meet deliverables.

Exhibit B: Scope of Work

As part of the Functional Acceptance, Syscon and MCSO will agree upon a firm Go-Live date. In the event MCSO has provided its Functional Acceptance but chooses not to implement on that date, MCSO agrees and acknowledges that all services performed and any reasonable expenses necessarily and actually incurred by Syscon between the scheduled Go-Live date and the actual Go-Live date will be considered a change order and subject to time and materials charges.

Syscon shall provide Technical Consultants who are experts in the development, deployment, and use of iTAG Enterprise software to accomplish the tasks and functions to be performed for a successful implementation. They shall work with the MCSO Implementation Team in specifying technical requirements, and provide support for the project’s technical infrastructure, including system modifications where agreed to.

Syscon is responsible for providing management of Syscon resources (Syscon or sub-contractors including third-party software implementers) in order to meet the project goals and time schedule. The Maricopa County Sheriff’s Office shall be responsible for providing management of its resources and will ensure the availability of sufficient MCSO staff and resources to meet the goals and time schedule agreed to.

B. Project Management Model

The Maricopa County Sheriff’s Office has established an Implementation Team made up of MCSO Business and Technical Staff. The MCSO Project Manager and the Syscon Project Manager are members of the Implementation Team. This team has the power to resolve procedural issues within 48 hours to avoid any project delays. Both Project Managers will ensure that all other unresolved “issues” are addressed as quickly as possible to avoid project delays. If the final disposition of any issue increases the scope of this project or otherwise adversely impacts the project plan, a formal change order will be processed.

Syscon and MCSO shall conduct weekly team status meetings to confirm progress on project activities, resolve project issues, and communicate key decisions. Issues and situations that need to be addressed or that may adversely affect the project plan shall be documented and monitored by both parties. The Syscon Account Manager will meet with MCSO’s Project Manager at least monthly, using conference calls and on-site visits, to review project progress, major issues, and change control status.

Syscon will provide a quality assessment and a risk assessment process during the project that determine the health of the project and outline a results-oriented action plan to remedy any project deficiency quickly and competently. In addition, Syscon will participate in a post-implementation Quality Review at the end of Phase 2, as part of the scope of this contract.

Syscon and MCSO will carefully manage the scope of the project to assure management and team members that scope changes are analyzed and approved before adding changes to the project, thus ensuring that the project is given no additional scope without proper justification and planning.

The Maricopa County Sheriff’s Office will establish a formal acceptance process to ensure that each document and technical development effort is approved and signed off by the MCSO Project Manager that the deliverable meets specifications.

Exhibit B: Scope of Work

C. Issue Management Methodology

Issue Management

An issue is a situation, action, problem, or question arising during the performance of the project that cannot be efficiently or effectively resolved within an individual Functional Team. Left unresolved, an issue will impede or prohibit project-related progress by delaying or suspending work effort.

Roles and Responsibilities

The MCSO Project Manager is ultimately responsible for the overall management and resolution of issues that arise during the project. The Syscon Project Manager is responsible for implementing and facilitating programs to manage these issues.

The MCSO Project Manager and Syscon Project Manager will raise awareness of unresolved issues to the stakeholders and sponsors at a regularly scheduled Implementation Team meeting or immediately to the Implementation Team if the issue warrants immediate action. The purpose of this is to minimize negative project impacts due to delayed action.

The Implementation Team is responsible for suggesting resolution strategies and identifying where support is needed. The Team will follow through on the direction given by the MCSO Project Manager and additional stakeholders.

Issue Resolution Process

Below is an outline for submitting issues for resolution:

Submitting Issues

All project team members are encouraged to communicate issues as they arise. Though not limited to this list, issues can be submitted from the following list of sources: business process review sessions, consultant observations, project management, or the Implementation Team. The Issue Report Form will be used to manage issues.

Evaluating and Resolving Issues

Issues are evaluated based on their level of impact to the project timeline, resource requirements, funding, scope, and impact to the Sheriff's Office as a whole.

Exhibit B: Scope of Work

Escalation Criteria

Based on the level of impact, the issue will be escalated to the appropriate level of project leadership for resolution. As issues are escalated, the preceding levels review the recommendation, provide input, and make recommendations to the successive level. Issues should start as either Level 1 or Level 2.

Impact is measured in terms of timeline, resource requirements, funding, scope, and impact to the County. It is the intent of the Maricopa County Sheriff's Office to resolve most issues within 48 hours to avoid any project delays.

Level 1: Decisions are made at this level when the scope of impact is limited to either Trust Accounting processes/functionality or Commissary processes/functionality.

Level 2: Decisions are made at this level when the scope of impact includes both Trust Accounting and Commissary processes/functionality, or when the issue has the potential to impact other areas in the Sheriff's Office (service expectations, etc.)

Level 3: Decisions are made at this level when the scope of impact is significant and/or related to Sheriff's Office wide policies and/or procedures.

Level 4: Decisions are made at this level when the scope of impact affects one of the following: a) project schedule delay, b) reassignment of tasks resulting in a Change Order, c) redeployment of Syscon resources with no commitment that the same resources would be available when requested to return. Syscon will issue a formal Delay Notification to MCSO Project Manager to initiate this procedure.

Status Reporting

The MCSO Project Administrator will be responsible for keeping the Issues Log current and accurate. Issues will be reported on in the Weekly Project Status Report. The Log will be active until all active issues have been closed and reported on in the Monthly Project Status Reports.

D. Change Request Process

Change Requests

A Change Request is a request to deviate from the delivered iTAG system functionality that, if approved, will result in a customization to the delivered software. This also will encompass special report requests that require modifications to the delivered software. Procedures to amend the Contract are detailed in Section M below, "Project Administration."

Exhibit B: Scope of Work

Roles and Responsibilities

The Maricopa County Sheriff's Office Project Manager is ultimately responsible for the overall management of project scope, and therefore responsible for overseeing final approval of all Change Requests. The Syscon Project Manager is responsible for sizing, pricing and implementing approved Change Requests.

The Implementation Team is responsible for suggesting Change Requests and for submitting them through the chain of approval. All Project Teams will follow through on the direction given by the MCSO Project Manager and Implementation Team.

Change Request Process

Below is an outline for submitting change requests for approval:

Submitting Change Requests

All potential Change Requests must be submitted on the Change Request form. A Change Request number will be assigned by the MCSO Project Administrator. The requestor will give the Change Request a short identifying name, and complete the Business Case paragraph.

Evaluating Change Requests

The MCSO Project Manager will decide if the Change Request has merit, and then will discuss the Change Request with the Syscon Project Manager to get a general idea of scope and sizing. If the return on investment (ROI) of the change seems beneficial to the County, the MCSO Project Manager will submit the Change Request to the Syscon Project Manager for sizing.

Sizing Change Requests

The Syscon Project Manager will complete the section of the Change Request form titled Impact & Scope, including estimated hours, fixed price cost, and estimated life of the change (i.e., is this a temporary bridge until other modules of the iTAG system are implemented, or is this a permanent change). Subject to a cap of fifty (50) hours, Syscon will perform this service at no charge to the Sheriff's Office. If Syscon's cumulative unfunded effort associated with the sizing of change requests reaches the cap of fifty (50) hours, thereafter all such effort will be billed to the Sheriff's Office by Syscon at the hourly rate currently in effect for custom modifications.

Approving Change Requests

If the ROI of the change is still deemed beneficial to the Sheriff's Office, the MCSO Project Manager will submit the Change Request to the Finance Division for final scope and budget approval. All approved Change Requests will be tracked by Syscon, and will be billed in accordance with terms in Exhibit A – "Final Pricing."

Status Reporting

The MCSO Project Administrator will be responsible for keeping the Change Request Log current and accurate. Change Requests will be reported during the Weekly Project Status Meetings. The Log will be active until all change requests have been closed and reported on in the Monthly Project Status Reports.

Exhibit B: Scope of Work

E. Project Staffing Model

Syscon Justice Systems, Ltd.

Syscon Justice Systems, Ltd. will provide sufficient consulting resources to assist in the implementation of the iTAG applications. These resources will be assigned to the TRACS project as needed to achieve the implementation timeline of the project. Syscon will submit resumes of all proposed project team members for approval by the Maricopa County Sheriff's Office. Replacement of such personnel, if approved by MCSO, shall be with personnel of equal ability and qualifications.

During the course of the contract, the Maricopa County Sheriff's Office reserves the right to require Syscon to reassign or otherwise remove from the project, with cause, any Syscon employees or sub-contractors found unacceptable by Maricopa County Sheriff's Office. MCSO also reserves the right to accept or reject any proposed or assigned consultant, without cause, at any time during the duration of the project.

If any team member leaves Syscon's employment, Syscon will provide the Maricopa County Sheriff's Office with a comparable replacement and allow MCSO two weeks (at no cost) to complete project knowledge transfer and give final approval for the replacement.

For the duration of the project, Syscon must provide direct access to the Syscon Project Manager, or a designated backup, for all Syscon staff/personnel while on-site. The Syscon Project Manager must work at the direction of the Maricopa County Sheriff's Office. The Maricopa County Sheriff's Office "owns the project", and the MCSO Project Manager will direct all project activities on behalf of the Maricopa County Sheriff's Office. All MCSO Implementation Team members, as well as Syscon implementation personnel, will report to the MCSO Project Manager.

As project management continuity is important, Syscon must agree that, unless directed by MCSO, the Syscon Project Manager will remain with the TRACS project for the duration of the project, subject to his or her continued employment/sub-contract with Syscon.

The Syscon Project Manager must have substantial experience in managing projects of comparable size and complexity to the MCSO TRACS Project. The Syscon Project Manager must be expert in the implementation of iTAG Enterprise Edition systems in medium to large governmental organizations.

Syscon Functional Consultants will consult with, advise, and mentor MCSO Implementation Team members on module functionality and configuration, best practices, testing procedures, and on all aspects of system implementation, including as needed, specifications for data conversion and mapping, needed system extensions, and reports.

Syscon Technical Consultants will consult with, advise, and mentor MCSO staff to ensure that MCSO staff has full technical understanding and functional expertise in both the base iTAG Enterprise Edition software, any modifications or proprietary add-ons, and any third party software products that are implemented under this contract. They will ensure that MCSO staff has sufficient technical knowledge and operational expertise in modification or changes to the base software.

The skill levels and names of each of the Syscon team members were identified in Section 3 of Syscon's Response to the RFP. The proposed Syscon staffing model, including team assignments and individual roles, is outlined in the following table:

Exhibit B: Scope of Work

Name	Phone #	E-Mail address	Responsibility Area
Patrick Conroy	888-479-7266 Ext 8701	patrickconroy@syscon.net	Senior Project Manager, All Phases; Member of the Implementation Team.
Ron Payne	604-606-7650 Ext 7657	ronpayne@syscon.net	Product Manager – Product design & development, implementation services, product support, training & education, and preparation of user manuals, training modules, and documentation.
Randy Fediuk	604-606-7650 Ext 7660	randyfedruk@syscon.net	Delivery Manager – Implementation of systems, training of management and operational staff, and preparation of user documentation.
Alex Kwok	604-606-7650 Ext 7684	alexkwok@syscon.net	System Architect and Technical Lead – Oracle RDBMS (version 8 and 9i) deployment, Oracle application server (Oracle 9iAS), and software engineering.
John Niken	604-606-7650 Ext 7667	johnniken@syscon.net	Conversion and Interfaces Manager – TAG product specialist; Data conversion; Programming, LAN networks, ACCESS, Oracle; Purchasing, installation & upgrading of hardware systems; Installation, training, and support of software applications.
Pam Bech	604-606-7650 Ext 7694	pambech@syscon.net	PRIM process
Susan Dean	888-797-2662 Ext 8712 or 604-233-3387	susandean@syscon.net	Territory Manager; Account Executive.
Rob Ekstrom	888-797-2662 Ext 8799 or 604-233-3384	robekstrom@syscon.net	Sales

Maricopa County Sheriff’s Office

The Sheriff’s Office will provide a Project Manager for the duration of the project, as well as business/functional resources, database and network expertise, and other technical resources as needed. The proposed Sheriff’s Office staffing model, including team assignments and individual roles, is outlined in the following table:

Exhibit B: Scope of Work

All Maricopa County Sheriff’s Office project team staff – both functional and technical – will receive adequate and appropriate training to support this project. Throughout the duration of the project, Syscon is expected to mentor MCSO staff on the setup, configuration, management, administration, use, updating (using Syscon provided patches, fixes, or upgrades), and support of the iTAG application. Syscon is also expected to review the proposed training schedule, developed during the pre-implementation phase, with the MCSO Project Manager.

Roles and Responsibilities

ROLE	WHO	RESPONSIBILITIES
Syscon Team	Entire Team	<ul style="list-style-type: none"> • Direct the project/scope/schedule and keep it on track • Configure the software to meet MCSO requirements using “best practices” • Work alongside MCSO project staff • Program and test all approved customizations • Migrate/Convert MCSO data into iTAG system • Provide test plans • Develop/test/implement interfaces • Train MCSO trainers to conduct end-user training • Deploy the system on-time and within the approved budget • Keep MCSO informed throughout the entire process
Syscon Technical Team	Entire Team	<ul style="list-style-type: none"> • Consult and advise MCSO staff on “best practices” for using iTAG software in each functional area • Ensure that MCSO staff has full technical understanding and functional expertise in both the base software, any modifications or proprietary add-ons, and any third party software products that Syscon implements • Participate in the development of training materials, plans, and programs • Ensure functional and business process knowledge transfer to MCSO staff • Complete assigned tasks by the completion dates given • Assist in the detailed configuration of the iTAG system • Participate in interface unit testing, conversions, etc. • Assist in system setup • Train project team members in iTAG functions • Advocate use of the iTAG delivered functionality and reports at every opportunity • Create documentation following established project standards and templates • Report defects and raise issues when they occur • Provide input on re-engineering recommendations based on business experience • Propose and provide functional solutions for identified gaps • Manage application performance tuning

Exhibit B: Scope of Work

ROLE	WHO	RESPONSIBILITIES
		<ul style="list-style-type: none"> • Ensure acceptable application performance • Provide technical support needed to implement iTAG Enterprise Edition, security, and other iTAG tools and technology • Remove obstacles and enable productivity • Advise, mentor, and assist MCSO staff in the installation of iTAG software during the implementation period • Advise, mentor, and assist MCSO staff to establish development, quality assurance, training, and production technical computing environments • Consult with MCSO staff and advise on performance optimization • Recommend strategies for backup and recovery, security and reliability issues, capacity planning, data base administration, and hardware configuration • Develop Security Model • Advise and mentor MCSO staff on all aspects of configuration, management, administration, and use, including best practices, of the iTAG application • Advise, mentor, and consult with MCSO staff on the use of iTAG system management tools • Ensure knowledge transfer from Syscon staff to the Sheriff's Office Implementation Team • Assist in preparation of weekly status reporting • Create data mapping from MCSO legacy systems to iTAG • Determine that conversion related programs are completed as defined within the project plan • Participate in design and testing of the conversion programs • Assist in report, customization, or interface development when conversion programs are completed • Review deliverables, accepting and certifying that they are complete as specified in plans • Code programs based upon approved specifications • Develop and execute test plans for coded programs • Review and unit test each programming task • Determine that enhancement and custom modification tasks are completed as defined within the project plan
Syscon Project Manager	Patrick Conroy	<ul style="list-style-type: none"> • Contract management • Liaison between Syscon and the Maricopa County Sheriff's Office • Coordinate and schedule Syscon resources • Monitor project status • Conduct quality assurance reviews • Complete project management activities • Act as primary point of contact for project related matters

Exhibit B: Scope of Work

ROLE	WHO	RESPONSIBILITIES
		<ul style="list-style-type: none"> • Perform daily project management tasks and activities • Responsible for preparation of the Detailed Project Plan • Manage MCSO’s satisfaction at the project level • Provide required milestone and status reports on schedule • Responsible for the contracted project and transition plans • Responsible for implementation strategy • Develop and implement Knowledge Transfer strategy • Review deliverables, accepting and certifying that they are complete as specified in plans before submission to the MCSO Project Manager • Identify major project risks, probabilities of occurrence and impact • Identify risk mitigation strategies, probabilities of success and assign ownership • Monitor and update the project plan • Keep the project on track – scope, schedule, resources • Conduct weekly project status meeting with project team
<p>Maricopa County Sheriff’s Office Team</p>	<p>Entire Team</p>	<ul style="list-style-type: none"> • Make timely decisions • Provide operating business expertise • Review current system processes • Review MCSO system requirements • Assist in testing the system to ensure that the iTAG software meets MCSO business requirements and policies • Extract data from MCSO legacy systems • Assist in developing interfaces • Complete individual team assignments • Understand and learn the system and processes to facilitate self-sufficiency • Control work schedule and task assignments for successful project outcome • Provide/facilitate functional expertise • Determine that functional timelines are met • Participate in implementation and testing of the modules • Remove team obstacles and enable productivity • Ensure that MCSO business process needs are being met • Help keep the project on track – scope, schedule, resources • Serve as primary liaisons to other MCSO staff in Finance, Canteen, and Jail Facilities to ensure functional and business process knowledge transfer • Assist in the detailed configuration of the iTAG system • Participate in all testing processes • Assist with weekly status reporting
<p>MCSO Project Manager</p>	<p>Dave Adams</p>	<ul style="list-style-type: none"> • Full decision making authority • Accept and certify that deliverables are completed as specified in the Project Plan, including approval sign-offs • Perform daily project management tasks

Exhibit B: Scope of Work

ROLE	WHO	RESPONSIBILITIES
		<ul style="list-style-type: none"> • Supervise consulting resources • Monitor/Update project plan • Manage resolution of issues • Oversee approval process for any enhancements or customizations to iTAG delivered functionality • Facilitate meetings • Work with other Sheriff's Office staff to align business requirements with new technology solution • Responsible for implementation strategy • Manage overall budget and schedule • Oversee approval process for scope changes • Approve any schedule changes • Keep the project on track– Scope, Schedule, Resources • Report project progress/delays • Manage project plan conflicts • Identify major project risks, probabilities of occurrence and impact • Identify risk mitigation strategies, probabilities of success and assign ownership • Track risk mitigation strategy execution through implementation • Review deliverables, accepting and certifying that they are complete as specified in plans • Prepare consolidated Weekly Project Status Report
MCSO Training Lead	Larry Johnson	<ul style="list-style-type: none"> • Develop end-user training strategy • Plan and deploy training, where appropriate • Develop end-user training course outlines and content • Oversee training schedule and registration of attendees in the training classes and ensuring classrooms and materials are ready • Identify business processes that cannot be accommodated by iTAG delivered functionality • Participate in identification of alternative solutions • Assist Project Manager in managing user expectations
MCSO Implementation Team	Entire Team	<ul style="list-style-type: none"> • Responsible for successful system implementation • Daily team leadership • Provide/facilitate functional expertise • Determine that functional timelines are met • Participate in implementation and testing of the modules • Remove team obstacles and enable productivity • Take responsibility for Knowledge Transfer process and tracking • Track and report progress against project plan • Resolve deviations from project plan • Review deliverables, accepting and certifying that they are complete as specified in plans

Exhibit B: Scope of Work

ROLE	WHO	RESPONSIBILITIES
		<ul style="list-style-type: none"> • Coordinate with technical support team • Assist with weekly status reporting
MCSO Conversion Lead	To be determined	<ul style="list-style-type: none"> • Ensure data quality of master data and conversion efforts • Participate in the extraction, mapping, and loading of legacy data into iTAG • Participate in the evaluation, specification, and coding of approved customizations • Create data mapping from MCSO legacy systems to iTAG • Determine that conversion related programs are completed as defined within the project plan • Participate in design and testing of the conversion programs • Create documentation following established project standards and templates • Remove obstacles and enable productivity • Resolve deviations from project plan • Review deliverables, accepting and certifying that they are complete as specified in plans • Report status weekly
MCSO Database Administration	Dave Adams & Jan Houston	<ul style="list-style-type: none"> • Ensure that applicable technical timelines are met • Control work schedule and task assignments for successful project outcome • Responsible for database architecture and system administration • Manage database system performance tuning • Ensure acceptable performance • Conduct post-implementation support • Provide technical support needed to implement iTAG, security, database backup procedures, and other tools or technologies • Create applicable documentation following established project standards and templates • Remove obstacles and enable productivity • Resolve deviations from project plan • Monitor file system utilization • Assist application development analysts in resolving technical issues and errors • Assign and maintain security classifications, levels, and access privileges • Check system compliance with internal audit control guidelines and standards • Resolve system/technical and database issues in a timely manner • Monitor system access, transaction security and output via periodic security reports • Responsible for maintenance, backup and recovery of

Exhibit B: Scope of Work

ROLE	WHO	RESPONSIBILITIES
		timely manner <ul style="list-style-type: none"> • Maintenance duties include performing administrative tasks such as monitoring operating system performance and space utilization • Work with other technology specialists to resolve processing and operating system performance issues

F. Knowledge Transfer

Knowledge Transfer Process

The goal of the knowledge transfer process is for Maricopa County Sheriff's Office staff to be able to successfully enter and process business transactions, including queries and reports, in the iTAG system, as well as to independently manage, configure, administer, update (using Syscon provided patches, fixes, or upgrades), and support the iTAG system. Following completion of all training services to be provided, Syscon will assess MCSO trainees for their adequate technical understanding and functional expertise in base iTAG software, 3rd party software, and any modifications or proprietary add-ons which Syscon implements. Syscon must adhere to a strategy that will ensure these results are achieved.

The knowledge transfer process provides the following outcomes:

- MCSO employees will gain new knowledge and skills to enable and sustain the business transformation associated with adoption of the iTAG system.
- MCSO employees will have the competence to undergo subsequent change efforts faster and more effectively.
- The project will provide recognition and documentation for individual achievement of knowledge transfer goals through the assessment of the knowledge transfer process as described below.
- MCSO employees will have the ability to draw on the experience and network of Syscon team members.
- There will be reduced and/or mitigated project risk through joint ownership and accountability.
- The process supports knowledge transfer by having a joint team of MCSO and Syscon resources performing both functional and technical activities.

Syscon will create a matrix of the skills that are required in each of the different technical and functional areas for on-going maintenance of the system. This matrix will be reviewed by the MCSO Project Manager to confirm that it is all-inclusive of the skills required. Syscon will work with the MCSO Project Manager to identify the team participants in this process. The team members will be assigned specific tasks and activities to facilitate the learning of each specific skill. The MCSO Project Manager will talk with each of the participants to explain the process, and the goal.

Exhibit B: Scope of Work

Syscon will conduct “Train the Trainer” and other classes with Maricopa County Sheriff’s Office personnel. The MCSO Project Manager will provide Syscon with a list of people to be trained as defined in the Project Plan. Syscon will provide training personnel that are experts in training of their subject matter. Training classes will include:

- **System Administration** – Two (2) separate classes at MCSO Site, one associated with Trust Accounting, the other with Commissary – Includes forty (40) hours over five (5) days for each class, with a maximum of eight (8) students in each class.
- **Train the Trainer** – Three (3) classes at MCSO Site – Includes forty (40) hours over five (5) days for each class, with a maximum of eight to ten (8-10) students in each class.
- **Technical/DBA** – One (1) class at Syscon Site – Includes forty (40) hours over five (5) days for a maximum of eight (8) students.
- **Integrated Word Processing** – MCSO Site – Includes twenty-four to thirty-two (24-32) hours over three to four (3-4) days.

Knowledge Transfer Assessment

Syscon will manage a Knowledge Transfer Assessment after each of the above classes, in which MCSO participants will rank themselves in the skill areas on a scale of 0 to 5. The ranking scale is:

- 0 = Currently does not have experience in this area.
- 1 = Demonstrates a small amount of knowledge in this area, but very little experience. Able to explain and communicate to others the work process at a high level.
- 2 = Has been trained to do the task. Would request mentoring or support in order to perform this task in production.
- 3 = Can perform this task and is comfortable and competent with it. Can answer 50% of all questions and issues that might arise.
- 4 = Demonstrates full competence in this capability, demonstrating subject matter expertise. Able to execute tasks independently, producing expected results. Capable of solving complex problems, developing and implementing improvements, and/or refinements to work processes. Can answer 80% of questions and issues that might arise.
- 5 = Performs as an expert at this task. Can answer all questions and issues that might arise. Capable of training other people who do not have experience with this task.

After the self-rankings, the Syscon Team Leads will rank the individuals. After both rankings for each participant (self and Syscon) are complete, results will be compiled and analyzed by the MCSO Training Lead. The outcome of results will identify areas where further training is required along with recommendations for improvements, including reassignment of MCSO or Syscon resources if required.

If remedial training is required due to matters not under Syscon’s control, any remedial training will be at MCSO’s expense. Otherwise, Syscon will provide remedial training at no charge to MCSO.

Exhibit B: Scope of Work

Assumptions:

- Syscon team members are ranked as “5” (expert) in their field of expertise.
- MCSO team members have an initial ranking of “0” (no experience) or “1” (small amount of knowledge after initial iTAG training).
- MCSO will consider Knowledge Transfer to be satisfactorily completed if all MCSO students complete the training with a ranking of “3” (comfortable and competent) or “4” (full competence).

Syscon will perform the following tasks leading to success:

- Jointly, with MCSO, gather business requirements for the “To-Be” process so that all project team members understand the objective of each configuration object.
- Conduct periodic reviews throughout the project to ensure that the knowledge transfer process is applied effectively and produces the intended results and quality.
- Identify and transfer required functional and technical knowledge and skills.
- Actively engage team members in the development of the knowledge transfer process to promote buy-in and ownership.
- Assess each project team member’s performance and ability to learn the new system and processes. Recommend remedial training or removal if necessary.
- Recommend classes for each MCSO project team member with configuration responsibilities.
- Provide insight into available configuration options and the consequence of each decision. Demonstrate how to configure each module/feature/function.

One of the primary project goals is to enable the Maricopa County Sheriff’s Office to meet its project goals and objectives by creating champions, maintainers, and implementers of the iTAG-enabled processes. This approach focuses not simply on knowledge transfer, but on capability transfer — the knowledge, skills, and abilities required to initiate and sustain process improvement initiatives.

The end results are:

- MCSO staff have the necessary knowledge and skills to successfully enter and process business transactions, including queries and reports, in the iTAG system, and are able to independently manage, configure, administer, support, update (using Syscon supplied patches or fixes), and sustain the iTAG processes associated with Trust Accounting and Commissary functionality and technical operation.
- MCSO project team members have the necessary skills to provide Level 1 and Level 2 support to Finance, Canteen, and Jail personnel that we support.
- MCSO project team members are capable of investigating iTAG configuration issues and identifying and implementing possible alternatives.
- MCSO has a post-go-live support organization capable of maintaining the iTAG system and future deployment projects for all operational areas implemented in this project.

Exhibit B: Scope of Work

G. Testing

Testing Approach

The Implementation Team (Syscon and MCSO) will use a robust testing approach which incorporates comprehensive testing across all program dimensions including processes, systems and infrastructure, security, and non-automated procedures. Included in this process is verification that every feature/function or other item operates or has been completed/provided as stated in Attachment B-2 – “Business & Technical Specifications.”

Testing will progress from individual components and modules to a completely integrated, simultaneous test of the entire system using actual business practices, procedures, and production quality data. Testing activities will occur through all project phases.

If problems are encountered during testing activities, Syscon will have access to and work with the Sheriff's Office to facilitate acceptable performance as defined by:

- (1) Meeting or exceeding Expected Response Times as defined in Item F-1.2.11 of Attachment B-2 – “Business & Technical Specifications;” and
- (2) iTAG “Trust Accounting” and “Commissary” processes, including enhancements, custom modifications, and interfaces, run to completion accurately, and as advertised by Syscon.

These performance goals will be reviewed as needed to determine their validity and to make modifications as appropriate.

Roles and Responsibilities

Syscon’s Technical Lead will prepare, with assistance from MCSO, a comprehensive Test Strategy Document, incorporating all of the following testing types. The project team will employ a rigorous and encompassing approach for the testing of hardware, networks, and all software systems within the project scope, including the quality of converted data, legacy system interfaces, and user interfaces provided and/or impacted by the project.

Definition of Testing Types

Functional (Application) Unit Testing	An isolated testing of individual iTAG transactions for each iTAG component as defined within the project scope. This lowest level of testing is used to prove that individual components of the system work as designed, accepting valid inputs and generating the correct outputs at the data element level. Both negative and positive tests are performed at this level. The formal passing of the unit test demonstrates that the respective functional unit can be moved upward on the testing spectrum.
Development Unit Testing	Besides iTAG application testing, unit testing is also performed for the development objects such as conversions, third-party interfaces, legacy interfaces, customizations, and reports. The main objective of development testing is to ensure that new functionality operates correctly within its limited scope. Development testing must be conducted on all newly implemented or changed functionality, whether in iTAG itself or in an

Exhibit B: Scope of Work

	interface to/from iTAG.
Integration Testing	<p>Testing of end-to-end business processes to ensure that the system is ready for production use. Specifically, integration testing simulates real-world processes and procedures, which are logically related. It expands on unit testing by addressing complete processes, by incorporating examples of real data converted from the production environment, and by including complementary systems which are required for full operation. It also validates that no undesirable side effects occur which can impede other unrelated processes.</p> <p>Typically Integration Testing is conducted in multiple test cycles with increased complexity. Initially, testers are selected from a cross section of the project team to test end-to-end business scenarios. Once the platform is stable, users from various business units may be brought in to test alongside with the project team members and sign off on test results.</p> <p>Detailed test scripts with expected results are used to instruct the testers through the test scenarios.</p>
Parallel Testing of Canteen Order Processing	<p>This type of testing is typically limited to Canteen order processing where legacy production data is processed through the new system to confirm that the results are the same as the legacy system, within established thresholds, or reconciled with the legacy system. This data must interface correctly with current MCSO custom programs. This test will be performed in a tightly secured test environment and results are signed off by the Maricopa County Sheriff’s Office. Automated compare tools may be used to simplify the analysis of the results.</p>
User Acceptance Testing	<p>Conducted at the tail end of Integration Testing. Advisors from the various business units are included in the testing team to verify the test results of real life business transactions and sign off on the system functionality.</p>
Performance Testing	<p>This series of tests is typically conducted in a production-like environment. These tests will ensure that the hardware, infrastructure, and software can handle real life workload and desired growth in systems usage. As much as possible, these tests would mimic load levels and activities as expected at the completion of all project phases so that all performance testing does not have to be repeated completely in every phase of the project.</p> <p>Performance targets are defined in Attachment B-2, Item F-1.2.11. Typically, performance testing is an iterative process involving execution of volume tests followed by performance tuning of the application and infrastructure.</p>

Deliverables of Testing Process

The following deliverables will be provided during the Testing Process:

Test Strategy Document

High-level test scope, approach, methodology, application performance metrics, high-level timeline, systems and resource requirements, and supporting facilities must be clearly defined and agreed on by the management team. This document will provide the basis of detailed planning.

Exhibit B: Scope of Work

Detail Test Plan

This plan should include:

- Refined test scope
- System environment set up and refresh schedule
- Test data requirement and set up
- Detail test components, execution timeline, resource allocation
- Procedures and tools that will be used to manage and document the testing process
- Acceptance criteria

The goal of a test plan is to create discussion about what is and what is not included in the testing effort. The test plan is a living document and needs to be updated when changes are made towards the strategy or the execution aspect of testing.

Test Design and Construction

During Test Design and Construction, oversight of test case development is a critical part of ensuring smooth execution. Test cases should be developed by project team members with a solid understanding of MCSO's requirements and processes. It will not be possible to test every aspect of the iTAG system, so the Project Team will define criteria for setting priorities on test cases considering business criticality and complexity of configuration.

Test scripts must be detailed, accurate, and complete in order to allow end users to assist with testing activities. Test scripts should contain:

- Name and scenario description
- Prerequisites scripts
- Execution steps and procedure for completing the step
- Roles
- Input data
- Expected results

Prepare Test Environment

In order to run the defined tests, the test environments need to be configured and setup correctly. Attention must be given to:

- System architecture and change control procedures
- Third party test system requirements
- Test data preparation
- Security set up
- Technical support

Exhibit B: Scope of Work

Test Execution

The execution of Test Cases must be managed very carefully. Testers must have a clear understanding of processes for testing, issues management and retesting of failed scripts.

It is imperative that tests are executed as per script instruction. All results must be documented. In the case where issues are found, testers must log issues immediately. Failed test scripts must be retested until expected results are achieved.

Measuring Results

The Syscon Technical Lead and the MCSO Project Manager or designee must constantly review test results, status, and issues, and provide information to management about the status of current metrics against predefined goals. Risks can be detected early through this process and mitigation plans can be defined.

H. Syscon Services

Syscon will provide the following categories of services to the Maricopa County Sheriff's Office. Specific deliverables for each of these categories is outlined in the Deliverables section of this document (Section I below). The focus of these services will include:

Risk Assessment

Syscon will conduct a Risk Assessment at the beginning of the project to identify any potential project risks that could ultimately become project issues. For each of those risks Syscon will work with MCSO to define mitigation plans. The risk assessment is reviewed at least once a month, if not more often; by the MCSO Project Manager and the Syscon Project Manager to ensure that project risks do not become an issue.

Quality Assurance

Syscon will conduct quality audits every other month throughout implementation of the project to measure specific attributes of the project. In addition, Syscon will participate in a post-implementation quality review. The focus of these assessments is on project management controls, technical infrastructure, project team skills and abilities to meet task deadlines, quality review of training and documentation, plans, products, and a variety of other areas. Syscon will assess and verify the progress of the project in meeting goals in these areas.

Syscon's Quality Assessments are also focused on project goals, timelines, and budgets to ensure that progress is being made to meet objectives and that the project can be accomplished within the defined schedule and budget.

In addition, Syscon will conduct a Go-Live Readiness Assessment. This assessment is used to verify that the system is ready, that the support systems are in place to manage the system, and finally, that training has been effective, i.e., users have all the tools needed to go live and feel they will be able to manage day to day activities using the new system.

Exhibit B: Scope of Work

Fit/Gap Analysis (PRIM Process)

The project team and key end users will compare MCSO business requirements to the baseline iTAG delivered application. This approach will uncover both how the system will support current business requirements and also those areas where current business practices do not match the system. The Fit/Gap analysis will result in documentation of identified "gaps" and a variety of solutions with estimates of effort, along with Syscon's recommended solution.

Analysis and Configuration

Syscon will propose 'best practices' solutions and develop recommendations and options for implementing required business functions using the capabilities of the iTAG system. Throughout the project, Syscon personnel will pass on skills and knowledge of the iTAG system to MCSO Implementation Team

Syscon is responsible for correction of errors ("bugs") in the iTAG software applications or in the delivered database.

Syscon must provide knowledge and experience of any business process design tools that the proposed system offers and must also provide knowledge and consulting on reporting tools recommended for use with the iTAG application. Syscon will work with the Maricopa County Sheriff's Office to configure all the necessary iTAG tables.

Data Conversion

Syscon will provide an analysis of MCSO's need for historical data and recommend and design a conversion approach. Legacy data currently resides in MCSO's Inmate Fund/Canteen System (IFCS), as well as additional shadow systems (QuickBooks, Excel, etc.).

Syscon will provide guidance and direction in the development of programs to convert legacy data to the new system. MCSO will provide data definitions of the legacy data. Syscon is expected to provide data definitions for the iTAG system, along with tools and procedures for data mapping. Syscon will also give the Maricopa County Sheriff's Office a list of required data edits for each data set.

Syscon will provide a written approach to data conversion with detailed recommendations on which legacy data sets should be migrated, and/or which should be re-entered into the system. The Sheriff's Office will define the amount of detail and summary history to be converted. The Sheriff's Office will provide all appropriate final flat files for the conversion process before each file is needed to do specific acceptance testing. Syscon will then execute the load of legacy data from the flat files provided by MCSO.

Exhibit B: Scope of Work

The data to be converted will include information necessary to ensure accuracy of Trust Accounting and Commissary processes and reporting. Determining the level of detail required to achieve this goal will be a joint decision by the Maricopa County Sheriff's Office and Syscon Management. Optionally, the Sheriff's Office may be given the choice to enter data as an alternative to conversions. Additional historical data may be converted after initial go-live by Sheriff's Office resources. Syscon will prepare an approach for the remainder of the required data conversion.

MCSO programmers will have the tools and skills to develop conversion extracts from the legacy system and will be responsible for developing the extracts. MCSO users will perform data validation and data cleansing activities.

Interfaces

Syscon will assist MCSO staff in identifying specific Sheriff's Office custom application interface requirements and developing interface strategies. This strategy will include a definition of what tools and protocols will be used in developing interfaces, and the documentation and maintenance requirements to ensure successful operation.

Syscon will provide design options and assist in the development and coding of interfaces and bridges to other systems, whether internal or external to the Maricopa County Sheriff's Office. Some interfaces may be temporary, to serve as bridges to legacy systems which may be needed for a phased implementation. Other interfaces may be long-term bridges and links to other production systems. MCSO will provide all design layouts for the identified electronic application interfaces.

The MCSO Project Manager will assign specific tasks for Syscon technical staff to perform, which will include actual design, coding, and testing of interfaces. In order for this contract to be considered complete, all agreed upon interfaces must be functional, tested, and accepted. In addition, Syscon will complete documentation and maintenance requirements for each assigned interface to ensure successful operation.

Customizations

To support future upgrades to the iTAG applications, MCSO's preference will be to make business process and policy changes instead of modifications. Modifications to the software must be approved by the Maricopa County Sheriff's Office and Syscon Management.

Changes to the delivered applications, unless otherwise noted in Attachment B-2, Business and Technical Requirements, are considered outside the scope of this contract. The majority of these will be identified as a result of the Testing phase, and sent through the MCSO Change Request Process.

Syscon will document modifications to the iTAG applications that are considered customizations. Syscon will conform to MCSO's internal project change control and software management processes. Specific procedures for managing customization activities will be mutually agreed upon and will be formally documented in the Requirements Functional Design (RFD) document.

Exhibit B: Scope of Work

Reporting

Initially, the Maricopa County Sheriff's Office will use as many standard, delivered reports as possible to meet its reporting needs. Syscon will work with MCSO to determine primary responsibility for the development of additional, approved reports. Syscon will also ensure that MCSO can access data from the iTAG system to create reports using 3rd party reporting tools.

Post-Production Support

Syscon will ensure that MCSO's team is prepared to manage the production environment after going live. Syscon will also provide post-production support as needed during the sixty (60) day acceptance period following go-live.

Exhibit B: Scope of Work

I. Syscon Deliverables For Each Project Phase

Phase / Function	Syscon Deliverable	Details
Phase 1: Planning & Discovery	Project Plan	<ul style="list-style-type: none"> • Project Goals and Objectives. • Project Team Organizational Chart. • Project Issues Management. • Status reporting. • Communication plan. • Project status meetings. • Team ground rules. • Risk Assessment. • Quality assurance plan. • Advice on Deployment Strategy. • Conversion Strategy. • Interface Strategy. • Reporting Strategy. • Training Strategy. • Security Strategy. • Advice and templates for Documentation Standards. • Advice on Change Management Strategy. • Contribution to Knowledge Transfer Strategy, including creation of a matrix of skills required in each of the different technical and functional areas. • Access to Syscon Call Tracking System and Knowledge Base. • Access to Software Action Request Tracking System.
	Fit/Gap Report (PRIM Process)	<ul style="list-style-type: none"> • Current business processes are reviewed and contrasted against iTAG delivered “best practice” processes. • Recommendations on how the new system can be utilized. • Advice on strategies to improve departmental efficiencies. • “Fit” section specifying how the system will be used for MCSO business requirements that match the system. • “Gap” section specifying gaps between system and business requirements, recommended solutions, estimates of effort, and Syscon’s recommended solution.
	Documentation	<ul style="list-style-type: none"> • Documentation of all the major tasks that were completed during this Phase.

Exhibit B: Scope of Work

Phase / Function	Syscon Deliverable	Details
<p>Phase 2: Implementation</p> <p>Basic Configuration & Deployment</p>	<p>Base Design & Setup</p>	<ul style="list-style-type: none"> • Implementation services include assistance for all preparation, installation, setup and configuration of MCSO’s base iTAG application and enhancements. • Advice re: implementation, including preparation, installation, setup and configuration, of MCSO’s hardware, operating system, and database. • Base model will be representative of the entire population and will allow the system to be utilized to execute user acceptance testing. • Populate every control table for every application within the scope of the implementation. Subsets of MCSO data may be created if necessary. • Delivered reports and inquiry pages from the application will be executed and the output reviewed in terms of satisfying MCSO’s reporting needs. • Except for enhancements, no additional modifications to the application are included during this Phase beyond those that are cosmetic or simple to accomplish and agreed upon. • The goal is to create a model that is large enough to achieve significant progress and system functionality, and limited enough to be manageable and achievable in a short time.
	<p>Security Model</p>	<ul style="list-style-type: none"> • Assistance for the implementation of the Security Model in iTAG as outlined.
	<p>Data Conversion</p>	<ul style="list-style-type: none"> • Identification of the various sources for data to be converted (i.e., which records/files, automated or manual, are kept by MCSO’s current systems). • Determination and use of various methods for converting the data, whether manual and/or automated. • Translation of the extracted data into new system formats. • Loading of the translated data into system delivered data tables. • Verification and reconciliation by project team members of the loaded data in the system against the data from MCSO’s current systems. • Recommendations and assistance in establishing testing, user acceptance, and production environments, and recommendations and assistance in developing production application implementation standards. • Advice on the use of Oracle Tools to convert data as needed from Informix, Access, Excel,

Exhibit B: Scope of Work

Phase / Function	Syscon Deliverable	Details
		QuickBooks, etc.
	End-User Training	<ul style="list-style-type: none"> • Syscon to conduct “train the trainer” classes. • Syscon to develop an end-user training quiz that can measure the success of the training by assessing if the users have learned key functions.
	System Acceptance Testing	<ul style="list-style-type: none"> • Functional, integration, and acceptance testing satisfactorily completed for each module. • Assist MCSO in evaluating system behavior against non-functional requirements such as iTAG application performance, security, backup, and recovery.
	Parallel Testing	<ul style="list-style-type: none"> • Ensure that the same processes that are performed in the development environment for an inmate canteen order will be performed in the new production environment. • Limit the scope of the test on a smaller subset of the organization to focus the validation activities. • Ensure that the users validate the system reports to the current production reports. • Order and delivery cycles will be executed for the functional test.
	User Acceptance Testing	<ul style="list-style-type: none"> • Client driven model of the system. • Validated requirements which achieve the users’ goals. • Assist with workarounds and process improvements as needed. • Syscon will provide guidance and assistance in developing test strategies and plans to ensure that each module is ready for production. • Assist with testing of support processes such as the Help Desk to support questions about system issues. • Focus on both the functional users as well as the daily processes that must run to manage the system.
	Final Data Conversion	<ul style="list-style-type: none"> • Legacy data conversion process completed, tested, auditable, and reconcilable.
	Production Readiness Review	<ul style="list-style-type: none"> • Assist in assessing deployment readiness. • Assist in preparation of a Business Continuity checklist with production support steps. • Assist with development of a Post-implementation Help Desk strategy. • Advise on final cut-over procedures. • Conduct operational training. • Provide electronic source materials that can be modified by MCSO to develop user and technical

Exhibit B: Scope of Work

Phase / Function	Syscon Deliverable	Details
		documentation. <ul style="list-style-type: none"> • Assist in setup of production database. • Written recommendation of post-implementation approach for upgrades, patches, fixes. • Recommendation for on-going support staff.
	Go-Live	<ul style="list-style-type: none"> • Advise on documentation of business processes, end-user procedures and completion of the training plan. • Advise on getting the technical system operations procedures documented and in place. • Assist with documentation of the system go-live plan. • Provide go-live support services including system trouble-shooting and advice on system cutover and stabilization, and user support. • Support the system after go-live for a designated period of time after discontinuation of the current systems.
	Documentation	<ul style="list-style-type: none"> • Documentation of all the major tasks that were completed during this Phase.
Evaluate/Redesign MCSO Custom Processes	Interface Development	<ul style="list-style-type: none"> • Syscon functional and technical consultants will work with MCSO project team members in the analysis of key system interfaces. Syscon and MCSO technical team will develop the required interfaces. • Syscon will provide technical and functional direction to MCSO’s Project Team to specify, create, and test required interfaces. • Syscon portion of system interfaces completed and tested (internal as well as external). • Interface code documentation.
	Reporting	<ul style="list-style-type: none"> • List of desired reports reviewed based on Fit/Gap Analysis (PRIM Process). • Determine frequency and priority from users. • Determine whether report can be met with a delivered report. • Determine report language (e.g., Crystal,) to be used for each report. • Develop functional design including report layout. • Code and test each report.
	User Acceptance Testing	<ul style="list-style-type: none"> • Support user acceptance testing to validate the accuracy of the system interfaces and to test created reports.
	Documentation	<ul style="list-style-type: none"> • Documentation of all the major tasks that were completed during this Phase.

Exhibit B: Scope of Work

Phase / Function	Syscon Deliverable	Details
	Production Readiness Review	<ul style="list-style-type: none"> • Assist in assessing deployment readiness. • Assist with prepare of a Business Continuity checklist with production support steps. • Assist with development of a Post-implementation Help Desk strategy. • Advise on final cut-over procedures. • Conduct operational training. • Assist with completion of documentation. • Assist with setup of a production database. • Written recommendation on post-implementation approach for upgrades, patches, fixes. • Recommendation for on-going support staff.
	Go-Live	<ul style="list-style-type: none"> • Advise on documentation of business processes, end-user procedures and completion of the training plan. • Advise on getting the technical system operations procedures documented and in place. • Assist with documentation of the system go-live plan. • Provide go-live support services including system trouble-shooting and advice on system cutover and stabilization, and user support. • Support the system after go-live for an agreed upon period of time after discontinuation of the current systems.
	Post-production support	<ul style="list-style-type: none"> • Syscon shall provide forty-five (45) days of post-production support during the acceptance period. • Typical activities include resolving system issues as they arise and advising on system performance improvement.
	Documentation	<ul style="list-style-type: none"> • Documentation of all the major tasks that were completed during this Phase.

Exhibit B: Scope of Work

Phase / Function	Syscon Deliverable	Details
Knowledge Transfer	General	<ul style="list-style-type: none"> • Sufficient knowledge transfer to Maricopa County Sheriff’s Office for trained staff to be able to successfully enter and process business transactions, including queries and reports, as well as to independently manage, configure, administer, update (using Syscon supplied patches, fixes, or upgrades), and support the iTAG system. • Syscon must adhere to a strategy that will provide MCSO staff with adequate technical understanding and functional expertise in the base iTAG software and any modifications or proprietary add-ons which Syscon implements. • Demonstrate how to configure each module/feature/function within the implementation scope. • Provide insight into available configuration options and the consequence of each decision. • Review the capabilities of each team member at the conclusion of each testing cycle to determine if they are able to clearly understand the application, define test scripts and have the capability to apply the problem solving techniques that Syscon consultants share with them. • Recommend classes for each MCSO project team member with configuration responsibilities.
	Capability Transfer	<ul style="list-style-type: none"> • Ensure that MCSO has the knowledge, skills, and abilities required to initiate and sustain process improvement initiatives. • Ensure that MCSO project team members have the necessary knowledge and skills to successfully enter and process business transactions, including queries and reports, as well as to independently manage, configure, administer, support, update (using Syscon supplied patches, fixes, or upgrades), the iTAG system and sustain iTAG-enabled processes associated with Trust Accounting and Commissary functionality and technical operation. • Verify that MCSO project team members are capable of investigating iTAG configuration issues and identifying and implementing possible alternatives. • Assess MCSO’s post-go-live support organization for its capability to maintain the iTAG system and deployment of future projects.

Exhibit B: Scope of Work

Phase / Function	Syscon Deliverable	Details
Change Management	Organizational Readiness Assessment	<ul style="list-style-type: none"> • Advise on measurement of MCSO’s current state and ability to change. • Advise on non-functional gaps that may inhibit MCSO’s ability to implement iTAG. • Assist in the analysis of the level of acceptance to change in the organization. • Advise in creation of a strategy to ensure all sponsors, change agents and stakeholders understand their roles.
	Training Plan	<ul style="list-style-type: none"> • Advise on the evaluation of various Sheriff’s Office staff levels to determine the type of training required for each level and identify areas of most need. • Deliver training workshops for functional managers, department managers, technical staff and production support associated with the Trust Accounting and Commissary functionality of iTAG. • Prepare the final Training Plan Report.
	Documentation Plan	<ul style="list-style-type: none"> • Assist with development of a plan, covering all appropriate applications included within the implementation scope, which will build process-oriented user guides for each focus group including managers, functional leads and executives. • Advise on documentation delivery medium.
	Strategic Plan Assessment	<ul style="list-style-type: none"> • Advise on MCSO’s objectives for the future as these relate to MCSO’s strategic plan to ensure alignment with overall County and Sheriff’s Office goals.
Quality Assurance	Quality Assessments	<ul style="list-style-type: none"> • During implementation, conduct monthly quality audits that are focused on project goals, timelines, and budgets to ensure that progress is being made to meet objectives and that the project can be accomplished within the defined schedule and budget. • Participate in a post-implementation quality review.
	Go-Live Readiness Assessment	<ul style="list-style-type: none"> • Assist with verification that the system is ready, that the support systems are in place to manage the system, and finally, that the training has been effective and the users have all the tools they need to go-live. • Advise on determining how well the users feel they will be able to manage day-to-day activities using the new system.

Exhibit B: Scope of Work

Phase / Function	Syscon Deliverable	Details
Testing	Test Strategy Document	<ul style="list-style-type: none"> High-level test scope, approach, application performance metrics, high-level timeline, systems and resource requirements, and supporting facilities must be clearly defined and agreed on by the management team. This document will provide the basis of detailed planning.
	Detail Test Plan	<ul style="list-style-type: none"> The Detail Test Plan should include: <ul style="list-style-type: none"> Refined test scope System environment set up and refresh schedule Test data requirement and set up Detail test components, execution timeline, resource allocation Procedures and tools that will be used to manage, and document the testing process Acceptance criteria.
	Create Test Scripts	<ul style="list-style-type: none"> Test scripts must be detailed, accurate, and complete in order to allow end users to assist with testing activities. Test scripts should contain: <ul style="list-style-type: none"> Name and scenario description Prerequisites scripts Execution steps and procedure for completing the step Roles Input data Expected results.
	Prepare Test Environment	<ul style="list-style-type: none"> Advise on how test environments need to be configured and setup correctly. Work with the MCSO Testing Lead to review: <ul style="list-style-type: none"> System architecture and change control procedures Third party test system requirements Test data preparation Security set up Technical support.
	Acceptance Test Execution	<ul style="list-style-type: none"> Advise on acceptance test execution as per script instructions and documentation of all results. Advise on processes and tools to ensure, in the case where issues are found, that testers will log issues immediately. Advise on processes and tools to ensure that failed test scripts are retested until expected results are achieved.
	Measuring Results	<ul style="list-style-type: none"> Syscon will work with MCSO Testing Lead to constantly review test results, status, and issues and provide information to management on the

Exhibit B: Scope of Work

Phase / Function	Syscon Deliverable	Details
		<p>status of current metrics against predefined goals.</p> <ul style="list-style-type: none"> • Risks should be detected early through this process and mitigation plans defined.
Acceptance	Completion Criteria	<ul style="list-style-type: none"> • Functional, integration, and acceptance testing satisfactorily completed for each module. • Provide electronic source materials that can be modified by MCSO to support documentation of business processes, end-user procedures, post-implementation Help Desk strategy, and completion of the training plan. • System interfaces completed and tested (internal as well as external). • Legacy data conversion process completed, tested, auditable, and reconcilable. • Provide electronic source materials that can be modified by MCSO to support documentation of technical system operation procedures. • Documentation of the system go-live plan completed. • System go-live achieved on time (as defined in the Project Plan). • The system in production for forty-five (45) days with acceptable performance as defined in the next bullet item. • Performance goals are met when: <ol style="list-style-type: none"> (1) Expected Response Times are met or exceeded, as defined in Item F-1.2.11 in Attachment B-2 – “Business & Technical Specifications;” and (2) iTAG “Trust Accounting” and “Commissary” processes, including enhancements, custom modifications, and interfaces run to completion accurately, and as advertised by Syscon. • All input provided for Change Management Strategy. • All MCSO trainees have achieved at least a Level 3 Knowledge Transfer rating to ensure sufficient knowledge transfer.

Exhibit B: Scope of Work

J. Project Documentation

Syscon will complete documentation of all completed tasks at the end of each phase. This is in addition to specific deliverables. It is the intent of Maricopa County Sheriff's Office that there be a complete record of everything that was done to configure and implement the iTAG system, including reasons for configuration decisions, base table configuration, interfaces, conversions, customizations, reporting decisions, etc.

Included in Attachment B-1 of this scope of work are samples of the project documentation forms that the MCSO Trust Accounting and Commissary System (TRACS) Project will use. The following documents are included:

- Status Report Form
- Issue Report Form
- Change Request Form
- Signoff Form

K. Estimated Schedule and Performance Milestones

A High Level Project Plan will be jointly developed by MCSO and Syscon during Phase 1. At minimum, the High Level Project Plan will include the following major tasks and milestones:

- Fit/Gap Analysis (PRIM Process)
- Delivery of Hardware and Operating Software
- Installation of Hardware and Operating Software
- Delivery of Application Software
- Installation of Application Software
- System Interfaces
- Data Conversion
- Custom Modifications
- System Acceptance Testing
- User Training
- Other Tasks and Milestones (as applicable).

A Detailed Project Plan will be jointly developed by MCSO and Syscon for Phase 2. This Detailed Project Plan will provide task level detail for implementation of the project, including start and completion dates, dependencies, and references to resources responsible for each task. Based on outcomes from regularly scheduled Implementation Team meetings, updates to the Detailed Project Plan may be required.

L. Acceptance Criteria and Warranty Period

Acceptance testing is intended to ensure that the system provided hereunder operates in substantial accordance with County specifications, is adequate to perform as warranted by Syscon, and evidences a satisfactory level of application performance reliability, prior to its acceptance by the Maricopa County Sheriff's Office. The deliverables associated with System Acceptance are outlined in the Deliverables section of this Scope of Work and also encompass specifications detailed in Attachment B-2 – Business and Technical Requirements.

Exhibit B: Scope of Work

Syscon shall be required to participate fully with appropriate Sheriff's Office personnel in testing the functionality and capacity of the proposed system to ascertain conformance with the acceptance deliverables.

M. Project Administration

Contract Changes

Either party, Syscon Justice Systems, Ltd. or the Maricopa County Sheriff's Office, may initiate a change order/amendment to the Contract. Both parties must agree to the proposed change in writing before the amendment becomes valid and binding. Procedures for processing a change order/amendment are as follows:

- (1) Three original copies of the proposed change order/amendment will be sent first to Syscon for review and signature.
- (2) Once executed by Syscon, the same three original copies of the proposed change order/amendment will be sent to the Maricopa County Sheriff's Office for review.
- (3) After Sheriff's Office review, original change order/amendment documents are sent to the Maricopa County Materials Management Department. The Materials Management Director, or his designee, will determine whether the proposed change order/amendment can be immediately approved, or if approval by the Maricopa County Board of Supervisors is required.
- (4) Once the Materials Management Director and/or the Board of Supervisors have approved and signed off on the change order/amendment documents, one fully-executed original will be returned to Syscon. The other original documents will be retained in a contract file at the Materials Management Department and one copy sent to the Sheriff's Office.

Billing Procedures

The schedule for project payments is outlined in Exhibit A, "Final Pricing." After the Contract is fully executed, Sheriff's Office staff can prepare appropriate requisitions that will result in one or more purchase orders being sent to Syscon Justice Systems, Ltd. Syscon shall note that the County's budget is adopted on an annual basis and funds must be re-encumbered each fiscal year (July 1 – June 30). As a result, new purchase orders are issued each fiscal year, and prior year purchase orders are no longer valid.

Both parties have agreed that payment terms are 2%-10 Days, Net 30 Days. The County is eligible to take the 2% discount if payment is postmarked on or before the tenth day from the date on which a properly submitted invoice was received by the Maricopa County Sheriff's Office Finance Division.

In order for payments to be processed, Syscon must submit an original invoice that clearly and accurately describes products and/or services provided. All invoices must show the corresponding purchase order number, and must also include any taxes, tariffs, etc. that are due. Syscon may submit invoices electronically in PDF format. Invoices that are not properly submitted will be returned to Syscon along with an explanation.

Exhibit B: Scope of Work

Travel Reimbursement Policies

During implementation of the project, certain Syscon personnel will be required on-site at various MCSO locations, and Syscon is entitled to reasonable reimbursement for these travel expenses. In no case, however, will expenses be reimbursed if the purpose of the travel is sales related, e.g., product demonstrations.

Travel expenses incurred by Syscon personnel will be reimbursed under the same policies that apply to Maricopa County employees in travel status, including compliance with U.S. Federal Per Diem Guidelines for Lodging and Meals & Incidental Expenses (M&IE). In order to manage and stay within the budget allowance for travel expenses, each trip by Syscon staff must be approved in writing in advance by the MCSO Project Manager. If a trip is not approved in advance, the Sheriff's Office is not responsible for expenses incurred by Syscon for that trip.

Travel Estimates

The following breakdown of estimated travel related expenses and summary of expected trips were provided by Syscon in their Best and Final Offer Document dated August 20, 2003:

Average Air Ticket Price	\$800
Average Hotel per night	\$100
Per Diem	\$ 46
Transportation	\$ 35
Miscellaneous	\$ 10
Total Daily On Site Expenses	\$191

Trust & Commissary

Item	Days on Site	Daily Expenses	Number of Trips	Air Fare Expenses
Project Management	22	4,202	4	3,200
PRIM – Financials (<i>Trust Accounting & Commissary</i>)	12	2,292	1	800
PRIM – Interfaces	4	764	1	800
PRIM – Conversion planning	6	1,146	1	800
Implementation	5	955	1	800
Train the Trainer – Financials (<i>Trust Accounting & Commissary</i>)	18	3,438	2	1,600
Training – System Admin, Financials & All Other iTAG Modules Provided	10	2,292	1	800
Go-Live Support, Financials & All Other iTAG Modules Provided	20	3,820	1	800
TOTALS	100	18,910	12	9,600
TOTAL Expenses		\$28,700		

Attachment B-1: Project Documentation Forms

		<h2>MCSO TRACS Project Change Request Form</h2>	
Change Request ID: Assigned by MCSO		Business Area: ¹	Product Module:
Submitted By:		Project Name: Trust Accounting & Commissary System (TRACS)	
Date:		Project Manager: Dave Adams	
Change Request Description: ²			
Impact on Project: ³ Low		Additional Funding?: ⁴ Yes Amount:	
Scope:			
Recommended Actions: ⁵			
Supporting Documentation: ⁶			
Signature:		Date:	
PLEASE FORWARD TO THE PROJECT MANAGER FOR REVIEW			
Authorized by:		Budget Approval:	
Completed:		Date:	

¹ *Hardware / Networking / Finance / Canteen /Detention / Custom / Training*

² *Add a brief description of the Change Request*

³ *Choose either Low / Medium / High*

⁴ *Choose either Yes / No*

⁵ *Add a brief description of any actions taken to make the change*

⁶ *Add any documentation references which may substantiate this change*

Attachment B-1: Project Documentation Forms

	<h2 style="margin: 0;">MCSO TRACS Project Issue Report Form</h2>	
Issue ID:Assigned by MCSO	Business Area: ⁷	Product Module:
Raised By:	Project Name: Trust Accounting & Commissary System (TRACS)	
Date Raised:	Project Manager: Dave Adams	
Issue Description: ⁸		
Impact: ⁹ Low	Change Request?: ¹⁰ Yes	
Recommended Actions: ¹¹		
Responsible Party for Resolution:		
Supporting Documentation: ¹²		
Signature:	Date:	
PLEASE FORWARD TO THE PROJECT MANAGER FOR REVIEW		

⁷ Hardware / Networking / Finance / Canteen / Detention / Custom / Training

⁸ Add a brief description of the issue

⁹ Choose either Low / Medium / High

¹⁰ Choose either Yes / No

¹¹ Add a brief description of any actions that should be taken to resolve the issue

¹² Add any documentation references which may substantiate this issue

Attachment B-1: Project Documentation Forms

	<h2 style="margin: 0;">MCSO TRACS Project Sign Off Form</h2>	
Date: 	Category: <input type="checkbox"/> Network <input type="checkbox"/> Testing <input type="checkbox"/> Training <input type="checkbox"/> Conversion <input type="checkbox"/> Deliverable	Type:
Description: ¹³ 		
Submitted By: 		
Syscon Rep: 		

¹³ *Add a brief description of Category and Type*

Attachment B-1: Project Documentation Forms

	<h2 style="margin: 0;">MCSO TRACS Project Status Report</h2>	
Date:	Project Status: ¹⁴	
Submitted By:	Project Name: Trust Accounting & Commissary System (TRACS)	
Current Activities: ¹⁵		
New Issues:	Issues Resolved:	
Open Issues:	Open Change Requests:	
Upcoming Activities: ¹⁶		
Supporting Documentation: ¹⁷		

¹⁴ Ahead of Schedule / On Schedule / Minor Delay / Major Delay

¹⁵ Add a brief description of Current Activities

¹⁶ Add a brief description of Current Goals to Achieve

¹⁷ Add any documentation references

Attachment B-2 – Business & Technical Specifications

Ref. #	Functionality	Is This Supported?	
		Response	Vendor Comments
	Canteen Specs		
	C-1.0 Canteen Functionality		
Over-view	<i>Please provide more extensive detailed information concerning canteen/commissary and inventory programs. (QA2-#25)</i>		<p><i>The TAG Commissary module provides institutions with a canteen operating system that is fully integrated with the TAG Trust Accounting module, so the agency can process inmate purchases in real-time via direct debits to individual inmate's trust account, (or process credit refunds). The commissary management personnel can also have access to relevant inmate data, such as indigent status, availability of funds to cover purchases, sanctions that deny commissary access, purchasing limits for certain items, diet restrictions, prohibited tobacco sales, etc... The commissary personnel also have the ability to check the inmate's identity by checking the individual's mug shot on the Commissary screen for comparison.</i></p> <p><i>The integration of the TAG Trust and Commissary modules allows the system to perform real-time checks. The commissary application will accept payment in trust account, cash or coupon. During each transaction, real-time checks confirm that stock levels, inmate balances and spending limits allow the transaction to proceed. In cases where the inmate has insufficient funds for a commissary purchase, the Trust module can optionally be configured to allow the purchase from a general ledger account for that specific purpose. In an over-the-counter system, where inmates make purchases in person, the sales receipt can be configured for inmate signature.</i></p> <p><i>A wide range of user-defined restrictions can be placed on items tied to specific security or medical alerts (such as diabetic warnings). The system can enforce user-definable restrictions on each item, such as minimum age of purchaser or maximum quantity-per-sale on each item.</i></p> <p><i>The TAG system also allows for reversals of sales and cancellation of unfilled commissary orders. Inmate returns are processed as reversals of these postings, to allow the return to be deducted from a general ledger account.</i></p> <p><i>The agency can set up any number of commissary</i></p>

Attachment B-2 – Business & Technical Specifications

Ref. #	Functionality	Is This Supported?	
		Response	Vendor Comments
			<p><i>workstations or stock locations, so that an order can be placed from any terminal running TAG; or, if desired, the system can be set up to allow orders to be placed only from designated terminals or PCs. While intended to operate in conjunction with Trust Accounting, the TAG Commissary system can run stand-alone if desired (where data is exchanged in a flat file with the local trust accounting system.)</i></p> <p><i>The TAG commissary module administers inventory control, allowing for preparation of financial statements at any time; the system establishes a clear audit trail of both dollars and goods through printed documentation of every transaction and immediate preparation of financial statement. The TAG commissary module also controls inventory, through a perpetual inventory system that continually tracks the precise number of units of each product. Inventory is valued at average cost, i.e. the total cumulative cost for a product divided by the total number of units (in other words, a weighted average of all units acquired at each price).</i></p> <p><i>The TAG system maintains a historical record of all inmate purchases and returns. The data is available through an inquiry based on a user defined time period.</i></p> <p><i>As a companion module, Commissary is closely modeled on Trust Accounting. Both are based upon a Chart of Accounts. Screen formats, reports and procedures are closely parallel, and similar functions in the two modules, such as check writing, are duplicated.</i></p> <p><i>The commissary general ledger is capable of user customization without programming. The TAG Trust Accounting is flexible enough to accommodate most variations in business practice without programming. All transactions and their corresponding general ledger postings are user-definable on system maintenance screens. TAG provides a stringent audit trail through system-generated source documents and financial statements, tied together through reference numbering and multiple levels of reporting. And TAG system security can restrict access to inmate financial information on a need-to-know basis.</i></p> <p><i>The system keeps vendor records to include business name, ordering and billing addresses, account and shipping terms, minimum and maximum purchase amounts, and names of contacts. The system also maintains the following information on each stock</i></p>

Attachment B-2 – Business & Technical Specifications

Ref. #	Functionality	Is This Supported?	
		Response	Vendor Comments
			<p><i>item: name, category, identifier (bar code number, etc.) reorder point, selling price, taxes, vendors, packing container and quantities, maximum quantity per sale, minimum age, and indigent eligibility.</i></p> <p><i>The system automatically calculates and maintains the average cost on each item for purposes of inventory valuation. Inventory is valued at average cost, the total cumulative cost for a product divided by the total number of units (a weighted average of all units acquired at each price). As wholesale costs increase, the average cost rises as new inventory is received.</i></p> <p><i>Inventory is ordered through purchase orders of items and quantities. Items can be added or changed at any time until an item from the PO is received. Items with stock counts below a user-definable reorder point can be viewed as the PO is being compiled. When goods are received, quantities are verified against the original order and backorders are recorded as applicable. The system then approves invoices for payment and confirms that orders are complete. (Invoices are processed separately from goods as they often do not arrive at the same time.) Once approved, the module can generate a check to the vendor for the invoiced amount.</i></p> <p><i>The system can provide an on-screen checklist to allot each filled order to be checked against the original order. In a catalog system, where inmates place orders, the module can print blank order forms for inmates to complete, and picking lists of items to from inventory to complete pending orders. An on-screen checklist allows each filled order to be checked against the original order.</i></p> <p><i>The TAG system allows transactions for staff members, visitors, inmate clubs or organizations, or the institution itself. (QA2-#25)</i></p>
(Cont.)	Please provide product brochure information. (QA1-#15)		<p>Please find attached.</p>  <p>"PRN Commissary 6i Jan 8 2002.pdf" (QA1-#15)</p>
C-1.1.1	All transactions are posted in real time, including sales, returns, refunds, releases and all other status and account changes.	YES	
C-1.1.2	Inmate orders can be entered into the system either manually or by using	YES	Syscon can build a custom interface to process the bubble sheet information. Currently several clients

Attachment B-2 – Business & Technical Specifications

Ref. #	Functionality	Is This Supported?	
		Response	Vendor Comments
	technology that scans pre-printed order forms filled out by inmates.		are using this functionality.
(Cont.)	<i>Please provide pricing information for Canteen Scantron processing (used in NJ). (AQ2-#19)</i>		<i>This response assumes that Maricopa County will implement the Syscon Commissary module as well as the Trust Accounting module.</i> <i>Syscon has provided this functionality and interface to 3 other jurisdictions. The cost for the interface is a onetime cost of \$ 10,000.00 USD. If Maricopa County is able to use the same interface as one of the 3 existing clients, this represents the licensing cost. If Maricopa requires any changes to the interface, those changes will be either quoted after a PRIM is conducted or Syscon will provide the changes on a time and materials basis. We feel if there are required changes they will be minor.</i> <i>The hardware costs of the Scantron or NCS OMR devices is unknown to us at this time. We are trying to get current pricing as this is being written. The units themselves are the only other cost that needs to be factored in. (QA2-#19)</i>
C-1.1.3	As inmate orders are scanned, the system searches to identify the inmate based on booking number verification and with bed location and inmate’s name.	YES	
C-1.1.4	System automatically identifies available inmate balances. Inmate account balance is depleted as each item of the order is entered to verify when funds are exhausted and no additional items can be sold.	YES	The sale form will prevent the user from exceeding the Inmate account balance. However the Inmate account balance does not get adjusted until the order has been saved on the form.
C-1.1.5	System identifies any problems during scanning of orders for attention by operator.	YES	
C-1.1.6	During the order entry process, system allows for changes to quantity amounts to eliminate overdraw of funds but still allow product to be sold up to a zero balance.	YES	
C-1.1.7	System can track dietary limits and/or restrictions for specific inmates, e.g., diabetic, low cholesterol, religious, etc., and automatically rejects an order for restricted and/or over-the-limit items, yet allowing non-restricted items to be purchased.	YES	
C-1.1.8	System can track disciplinary restrictions for specific inmates and automatically rejects orders for restricted items, yet allows other non-restricted items to be purchased.	YES	
C-1.1.9	System identifies indigent status (\$1.00 or less on an inmate’s account for 7 days or more). Orders for indigent packages are rejected if indigent status requirements are	PARTIAL	The system will recognize an indigency status for both commissary and trust and will notify the user on the form when the Inmate has insufficient funds. However the Medical Co-pay would need to be setup

Attachment B-2 – Business & Technical Specifications

Ref. #	Functionality	Is This Supported?	
		Response	Vendor Comments
	not met and system notifies operator of rejection on screen. NOTE: Indigent status for medical co-pays is defined differently than indigent status for canteen indigent packages. The system should be able to identify specific inmates who are indigent under either or both of the definitions.		as a separate Inmate sub account type in order for the system to recognize two levels of indigency. <i>This issue will be addressed during the PRIM process.</i>
C-1.1.10	As product is sold, the inventory is verified for quantity available to fill order and the inventory is reduced by that quantity.	YES	
C-1.1.11	Out of stock FRONT inventory items will be flagged and a transfer automatically made from BACK inventory areas and a transfer transaction slip printed. NOTE: BACK inventory refers to unbroken cases of items that are stored in a secure area. FRONT inventory refers to opened cases of product that are used in the order fulfillment area.	YES	
C-1.1.12	Reason and reject codes can be set-up in the system, and the extended meaning of codes can be printed, e.g., IPR prints as Indigent Package Refused, FR as Full Restriction, etc.	YES	
C-1.1.13	** Deliberately Blank **		
C-1.1.14	** Deliberately Blank **		
C-1.1.15	Ability to specify time periods on transactions and reports. Provides definitive time periods, including standard periods such as day, month, quarter, year.	PARTIAL	The system does not currently run reports on a quarterly basis. However the system does allow for users to run some reports using a To and From date parameter such as general ledger sub detail report.. <i>Subject to clarification during the PRIM process.</i>
C-1.1.16	The system has complete inventory reporting and audit trail functionality, allowing MCSO to account for all transactions and inventory movement. System is able to give inventory reports for usage, value, discrepancy, separate inventory counts and lists.	YES	
C-1.1.17	System can automatically print annual usage reports at midnight on the final day of each month. The same report can be run daily by operator. The annual usage report lists each item and separates each month's total usage for the past twelve months with a yearly grand total per item.	CUSTOM – Chargeable	A report could be built based on the information that is already stored in the current system that could filter by account periods. (4 days) Report-scheduling functionality is not currently part of product. <i>Enhancement – 4 days – \$3,200</i>
C-1.1.18	A weekly usage report can be generated by operator on a weekly or daily basis per individual item, category or total inventory. Usage report can be requested for specific period of time based on date, item number and/or location.	YES	

Attachment B-2 – Business & Technical Specifications

Ref. #	Functionality	Is This Supported?	
		Response	Vendor Comments
C-1.1.19	System has the ability to print an inventory valuation report at the beginning of each month to list each item, the quantity on hand, the unit cost, extended cost, unit price, and extended price with a grand total calculation of cost and price of all items.	YES	
C-1.1.20	The system has complete receipt reporting and audit trail functionality that allows MCSO to account for all transactions involving inmate orders, charges and adjustments.	YES	
C-1.1.21	Receipt(s) and manifests can be printed based on operator’s specific requests, i.e., date, jail, cell, bed, booking number, etc.	YES	
C-1.1.22	System allows Canteen management ability to add messages and comments to batch receipts, for purpose of population notification, e.g., new products, holiday delivery scheduling, pricing, etc.	YES	
C-1.1.23	System has a separate sales order form to handle vending operations (i.e., distinct from individual inmate orders).	YES	After further clarification, the client would like to handle the restocking of vending machines. Each machine could be setup as a stock location and stock could be transferred through the current stock transfer form.
C-1.1.24	Sales reports print automatically after information about each day’s vending activity is entered.	CUSTOM - Chargeable	A report could be created to combine daily transfers with the stock detail report to find out how much stock was replaced. (4 days). <i>Enhancement – 4 days – \$3,200</i>
C-1.1.25	System should support the future use of smart card technologies, e.g., order kiosks, vending machines, etc.	YES	Smart cards could be purchased as regular stock items in the current sales form.
(Cont.)	<i>Describe your vending readers and smart card capabilities. (QA2-#26)</i>		<i>The TAG system fully supports the use of standard bar code readers. Commissary items can be bar coded.</i> <i>The TAG software supports the following bar code types: UPC A, UPC E, Code 128, Code 3 of 9, Interleave 2 of 5, Extended Code 39, MSI Plessey, UUC128, Jan/EAN 13, Codebar and PDF417, EAN 128, ISBN and ISSN.</i> <i>Items being purchased can be scanned in with standard barcode readers and inmate identity cards or wristbands can be swiped for positive identification. Upon committal of the order, postings are made to both the Trust and Commissary general ledgers. (QA2-#26)</i>
C-1.1.26	Each inventory item is listed in TRACS with a unique item number, description, category, product identification number, restock level, purchase quantities, restock quantities, transfer quantities, purchase and sales pricing, restrictions to include dietary,	YES	Dietary restrictions on the stock items can be setup on the stock item alerts, which would notify a user when a stock item had a certain dietary restriction for an offender.

Attachment B-2 – Business & Technical Specifications

Ref. #	Functionality	Is This Supported?	
		Response	Vendor Comments
	discount, gender, and age.		
C-1.1.27	System allows operator with appropriate security rights to add, modify, and delete any and all information on inventory. Information includes new items and item numbers, inventory locations, changes/additions to inventory including; quantity for restock, quantity for reordering, case counts, purchase orders, cost, price, spoilage, descriptions, vendor information and all other areas necessitating changes.	YES	
C-1.1.28	System allows cost of items to be split up and tracked by case, carton and each. Operator has ability to set up case counts on an individual item basis and has access to add new quantities and descriptions.	YES	
C-1.1.29	An order form and price list for inmates can be printed off the TRACS system. Order form can accommodate inmate signature line on header after inmate enters booking number, name, and bunk information.	PARTIAL	The current order form in the system has the signature line at the bottom of the form. <i>Subject to clarification during the PRIM process.</i>
C-1.1.30	System has ability to restrict what items show on the order form, i.e., allows changes to the order form and scanning process to be made.	CUSTOM - Chargeable	The current order form displays available items in the current canteen location. A new form could be created to list items that are restricted from the order form. The current order form would be modified to filter available items based on this new form. (8 days) <i>Enhancement – 8 days – \$6,400</i>
C-1.1.31	The system provides for various levels of access and user permissions with regard to inmate canteen and inventory transactions which can be adjusted by Canteen System Administrator.	YES	
C-1.1.32	System can track multiple inventories and has ability to transfer stock items to and from different inventories in real time.	YES	
C-1.1.33	All transactions are systematically recorded and identified appropriately with a unique sequence number.	YES	
C-1.1.34	System maintains historical inmate orders and inventory transactions. Historical information is available for both system reports and inquiry functions.	YES	
C-1.1.35	System provides for online validation and editing of transactions for error identification and correction before actual processing and update.	YES	
C-1.1.36	System has ability to set and change limits on purchase amount and item quantities	YES	
C-1.1.37	System can allow for exceptions to each inventory item and/or expenditure limitations for certain time periods, e.g., additional funds allowed for radio	PARTIAL	The system allows for limitations on items or categories for certain time periods such as Day, Week or Month but do not allow specifying the particular Month. However the limitation could be adjusted at

Attachment B-2 – Business & Technical Specifications

Ref. #	Functionality	Is This Supported?	
		Response	Vendor Comments
	purchases during December.		any time i.e. December 1 st a user would change the limitation. <i>Subject to clarification during the PRIM process.</i>
C-1.1.38	TRACS system can track individual purchase orders with flexible numbering to be entered by Canteen operator.	YES	
C-1.1.39	Canteen inventory and management personnel can adjust pricing and quantities on purchase order receiving screen.	YES	
C-1.1.40	Back orders and returning stock will be available from original purchase order stock received.	YES	
C-1.1.41	System can track vendor information such as company name, address, phone number, contact, vendor identification number, etc.	YES	
C-1.1.42	Ability to create summary and detail sales reports with beginning and ending dates as specified by operator. Sales can be separated by jail/medical/vending or other location and includes information on the number of orders input under each category (medical, candy, etc.), as well as gross and net sales, refunds, discounts, etc. Report(s) should provide subtotals by category/jail and a grand total.	YES	
C-1.1.43	System provides a means for MCSO canteen personnel to perform various inventory and inmate canteen order queries and produce customized ad hoc reports from data posted in the system.	YES	The openness of Syscon’s TAG database makes it ideally suited to the running of virtually all of the major commercially available ad-hoc report writers on the market. Syscon particularly recommends Oracle Reports™.
C-1.1.44	System can accommodate multiple jail locations, i.e., no less than fifteen separate jail locations.	YES	
C-1.1.45	** Deliberately Blank **		
C-1.1.46	** Deliberately Blank **		
C-1.1.47	System allows for returns/refunds of orders, crediting money back to the inmate’s account and returning stock back to inventory. A return receipt will print automatically to be sent to inmate.	YES	
C-1.1.48	** Deliberately Blank **		
C-1.1.49	** Deliberately Blank **		
C-1.1.50	System has search capability available under several categories, e.g., inmate’s booking number, partial name, product, date, location and/or operator, etc.	YES	
C-1.1.51	A total inventory report available for printing by operator from System.	YES	
C-1.1.52	A discrepancy report can be printed which reflects differences between computer balance and physical count for specific	PARTIAL	The system currently has a Profit and Loss report which will compare inventory costs versus system balance over a specified period selected by the user.

Attachment B-2 – Business & Technical Specifications

Ref. #	Functionality	Is This Supported?	
		Response	Vendor Comments
	inventory items over a period selected by the operator.		<i>Subject to clarification during the PRIM process.</i>
C-1.1.53	Ability to print forms that can be used for physical inventorying.	YES	
C-1.1.54	System allows for as many as 30 inventory locations.	YES	
C-1.1.55	Inventory reports include restock reports by requested day and location and based on historical usage data as entered by the operator.	PARTIAL	The system currently has two reports based on items below the re-order point. One by inventory category and the other by Vendor, which are both stock location specific. An ad-hoc could be created to query on the historical usage. <i>Subject to clarification during the PRIM process.</i>
C-1.1.56	System updates usage information under individual stock items based on sales data and adjustments for later stock ordering and restocking between stock areas.	YES	
C-1.1.57	Where applicable, system has user friendly drop downs available for inventory items, vendors, location, inmate, etc.	YES	
	Business Functionality Requirements		
	E-1.0 Accounting System Requirements		
Over-view	<i>Please provide product brochure information. (QA1-#15)</i>		<i>Please find attached.</i>  "TAG Brochure Cover 2003.doc"  "TAG Brochure June 2003.doc"  "PRN Trust Accounting 6i Jan 8 2 (QA1-#15)"
E-1.1.1	The system provides all procedural functions of a fund or multiple entity accounting system in conformity with GAAP standards and guidelines, including cash basis reporting requirements.	YES	The TAG Trust Accounting module is a powerful double-entry system that conforms to GAAP standards. It has been greatly enhanced through more than ten years of successful operation in large and small jurisdictions. Agencies are given a wide degree of flexibility in how they set up and administer their trust accounting system according to their standards and practices. Agencies can divide trust accounts into sub-accounts (e.g. spending, savings, gate accounts etc.) to reflect different ways of accumulating funds,

Attachment B-2 – Business & Technical Specifications

Ref. #	Functionality	Is This Supported?	
		Response	Vendor Comments
			<p>and maintain a desirable minimum balance for a sub-account that can be customized for an individual inmate. TAG can then automatically allocate inmate receipts or income to a specific sub-account as the agency's business rules define.</p> <p>Officers can track inmate obligations to third parties, inside the institution (restitution, fines, etc.) or outside (child support, victim surcharges), and set up an automatic deduction from inmate receipts to satisfy these obligations. Deduction percentage, amount and priority are user-definable and customizable for each individual inmate, or on a global basis.</p> <p>One TAG Trust Account screen shows all of an inmate's balances, obligations, and transaction histories including all G/L postings, distinguishing between current funds available for spending) vs. holds (reserved for a specific purpose).</p> <p>Officers can print statements for inmates showing account balances or a complete transaction log.</p> <p>Movements of inmates between jails within the agency's jurisdiction, or transfer of inmates from an institution to the community, need not require the reentry of the inmate's financial data. Where TAG is running in multiple facilities, officers can easily transfer inmate funds and balances to another institution. (Funds are moved through a system-generated check.)</p> <p>TAG is very forgiving of user errors. To correct errors, officers can easily reverse transactions or make adjustments between two trust accounts or between one trust account and one general ledger account. All corrections produce corresponding audit trail entries.</p> <p>Officers can generate and print checks against the trust fund for any transaction that the agency has defined as check-generating. TAG maintains a log of pending checks that can be printed at any time on blank checks provided by the agency's bank (with matching check-numbering). Check payees are stored in a master file so they need only be entered once. TAG keeps a log of all checks issued, so that officers can void a check if necessary.</p> <p>Officers can follow systematic and clearly-documented procedures for shift-end, month-end and year-end, and customize such procedures at each</p>

Attachment B-2 – Business & Technical Specifications

Ref. #	Functionality	Is This Supported?	
		Response	Vendor Comments
			<p>facility. Customizable procedures include full routines for cash, bank and account reconciliation to secondary sources, formal closing, and reporting. TAG tracks month-end and year-end closing values for every G/L account.</p> <p>The TAG Trust Accounting module has a wide range of pre-defined accounting reports, including:</p> <ul style="list-style-type: none"> • General Ledger Transactions (for a specific G/L account/date range, or complete for a month) • Balance Sheet • Inmate Trust Account Balances • Bank Transactions including Reconciliations
E-1.1.2	Inmate transactions are posted in real time, including deposits, credits, and disbursement of funds.	YES	All TAG transactions are processed in real time.
E-1.1.3	System identifies events and transactions that characterize financial activity.	YES	The TAG system identifies all actions as debits, credits, assets or liabilities in conformity with GAAP standards.
E-1.1.4	System collects, stores, summarizes and communicates all financial activity.	YES	The TAG system stores, summarizes and communicates all financial activity in an easy to use, professional and comprehensive manner.
E-1.1.5	All transactions are systematically recorded and identified appropriately as an asset, liability, owner’s equity, revenue, and/or expense.	YES	The TAG system conforms to GAAP standards for the recording and identification of all transactions.
E-1.1.6	System has a void mechanism with a complete audit trail, and does not allow a deletion of a transaction.	YES	<p>TAG does not allow the deletion of a transaction.</p> <p>The TAG General Ledger Inquiry/Reverse Transactions screen (OTDGLIRT) is used to review and/or reverse transactions. You can reverse an entire transaction or only the beneficiary deduction portion (a partial reversal) of the transaction using this screen. A <i>partial reversal</i> of a transaction in TAG is defined as the reversal of one or some, but not all beneficiary deductions. A reversal debit and credit are posted returning the beneficiary's funds to the offender for distribution to either another beneficiary, another account (usually a general fund), or to the offender for a refund.</p> 
E-1.1.7	Ability to specify accounting periods on	YES	The TAG system allows the client to establish all

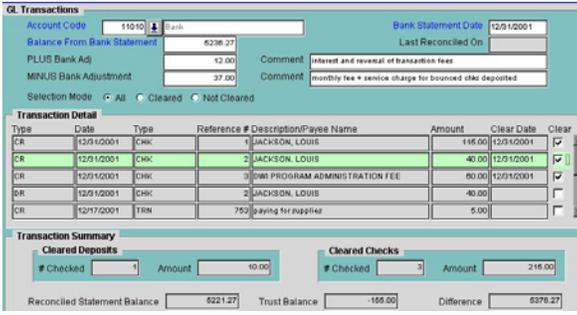
Attachment B-2 – Business & Technical Specifications

Ref. #	Functionality	Is This Supported?	
		Response	Vendor Comments
	transactions. Provides definitive time periods, including standard periods such as day, month, quarter, year.		necessary accounting periods.
(Cont.)	<i>Is there month 13 ability in TAG? Can defined users post previous period transactions? (QA2-#24)</i>		<i>As an alternative to using a thirteenth month, defined TAG users post year-end or closing transactions to the last day of the fiscal year in order to segregate these transactions. Defined users can also post transactions into a previously closed period. The period the closing transactions are posted into must then be re-closed. (QA2-#24)</i>
E-1.1.8	The system has a cash management tool, complete with receipting, reporting and audit trail functionality, that allows MCSO to account for all transactions involving cash, credit cards, checks, and/or other negotiables.	YES	The TAG system is fully capable of handling all financial transactions, whether in cash or any other form of currency or negotiable instrument.
E-1.1.9	The system provides for various levels of access and user permissions with regard to business transactions.	YES	<p>The TAG system has extremely tight security based on the level of access the system administrator assigns to the various users. Access to TAG is on a need-to-know basis, based on the job functions of each "user". Users must secure access by obtaining a user identification code and password through a System Administrator, who also grants access to caseloads and screens as required. Specified privileges, access and capability for each user is controlled through login and password functions.</p> <p>There are two types of clearance governing access to the TAG database. Users with update authority can make additions, deletions or changes to information on the database. Users with inquiry access can only inquire on information in the database, they cannot make any additions or changes to any offender record.</p> <p>TAG users are granted access to a user group (each of which comprises a set of screens built around specific job functions). Depending on a specific user's assigned duties, the user can have access to more than one user group, with update authority for some and inquiry access only for others. The set of offenders administered by an institution is called a caseload.</p> <p>Update authority on a caseload is usually restricted to those people working at the institution. Users from other caseloads may be given inquiry access to other caseloads, but can only make updates to their own.</p>
E-1.1.10	System has ability to disburse funds to and from appropriate accounts in real time.	YES	All TAG transactions are processed in real time.
E-1.1.11	System assigns a unique number for each inmate account, and associates that number with the inmate's JMS booking number.	YES	The Syscon TAG system uses the JMS ID# as the unique identifier for each inmate.
E-1.1.12	System maintains historical financial data,	YES	The TAG system maintains all historical data for each

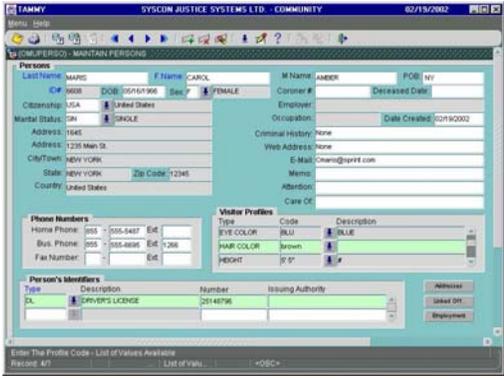
Attachment B-2 – Business & Technical Specifications

Ref. #	Functionality	Is This Supported?	
		Response	Vendor Comments
	and can retrieve historical detail for inmate accounts with outstanding debt. This information is available for both system reports and inquiry functions.		<p>inmate throughout their involvement with the corrections' department across multiple bookings if relevant.</p> <p>The Display Trust Accounts screen (OTIDTACC) is used to view individual offender account information, including the account balance, transaction history, obligation and fee history, hold amount and account status.</p> 
E-1.1.13	System provides for online validation and editing of transactions for error identification and correction before actual processing and update.	YES	<p>To help speed up data entry and also to limit mistakes, TAG employs code tables, or lists of values, wherever possible. In fields with an associated list of values, one keystroke accesses a window listing all valid entries (as maintained by the system administrator). Hint text indicates if a list of values is available.</p> <p>TAG contains rigid controls on data presentation (edit checks and format masks) to streamline operation and prevent entry of invalid data.</p>
E-1.1.14	Ability to attach or enter explanatory notes for <u>all</u> transactions.	YES	Every transaction includes either a description field or a comment field.
E-1.1.15	<p>System is capable of collecting deferred revenue and/or unearned revenue to deduct inmate accounts \$30 for per diem. Each day, \$1 is deducted, until the \$30 is exhausted. Then another \$30 is deducted (See also Exhibit 4).</p> <p>Examples:</p> <ol style="list-style-type: none"> John Doe booked on 1/6/03; system collects initial \$30. On 2/5/03, that \$30 is exhausted and the system deducts another \$30 from John Doe. Mary Smith booked on 2/11/03; system collects initial \$30. On 3/13/03, that \$30 is exhausted and the system deducts another \$30 from Mary Smith. However, this month Mary Smith only has \$10 available in her trust account. The system will still deduct \$30, with a balance owed of 	Custom – Chargeable	<p>The TAG Trust system does not fully meet the business flow requirements for automatic per diem collection outlined in Exhibit 3 <i>[of the RFP]</i>.</p> <p>Syscon will develop a modification that will, once every 30 days, trigger a transfer of \$30.00 from an inmate's Trust Account to a non-spendable sub-account. A nightly trigger will deduct \$1.00 from this sub-account as payment of per diem, and handle the functionality described at E-5.2.2. below.</p> <p>If the inmate does not have the required \$30.00 in their account at the time of transfer, a Credit Obligation will be established for this purpose.</p> <p><i>Enhancement – 25 days - \$20,000</i></p>

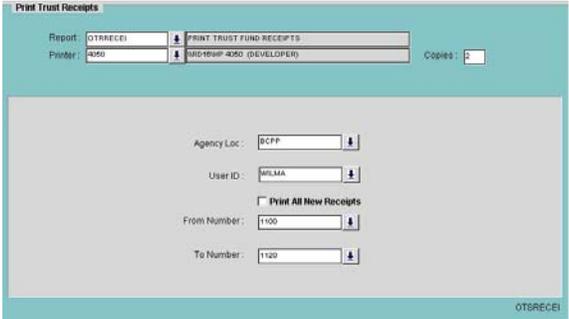
Attachment B-2 – Business & Technical Specifications

Ref. #	Functionality	Is This Supported?																																																	
		Response	Vendor Comments																																																
	\$20. Any future funds deposited to her account are immediately applied to offset the \$20 outstanding debt.																																																		
E-1.1.16	System has appropriate consistent internal controls and reconciliation features.	YES	The TAG Trust system complies with standard GAAP controls and procedures. All transactions are fully audited and auditable.																																																
E-1.1.17	System can perform automated bank reconciliations for multiple accounts, and allows for manual overrides or adjustments in the reconciliation process.	YES	<p>The Bank Clearing/Reconciliation screen (OTDBACRE) is used to clear bank account transactions and reconcile your bank account with your bank statement.</p> <p>Multiple bank accounts can be established on the general ledger, each of which is reconciled through this screen.</p>  <p>The screenshot shows the OTDBACRE interface with fields for Account Code (11010), Balance From Bank Statement (6236.27), and various adjustment fields. Below is a table of transaction details:</p> <table border="1"> <thead> <tr> <th>Type</th> <th>Date</th> <th>Type</th> <th>Reference #</th> <th>Description/Payee Name</th> <th>Amount</th> <th>Clear Date</th> <th>Clear</th> </tr> </thead> <tbody> <tr> <td>CR</td> <td>12/9/2001</td> <td>CHK</td> <td>1</td> <td>JACKSON, LOUIS</td> <td>116.00</td> <td>12/9/2001</td> <td><input checked="" type="checkbox"/></td> </tr> <tr> <td>CR</td> <td>12/9/2001</td> <td>CHK</td> <td>2</td> <td>JACKSON, LOUIS</td> <td>40.00</td> <td>12/9/2001</td> <td><input checked="" type="checkbox"/></td> </tr> <tr> <td>CR</td> <td>12/9/2001</td> <td>CHK</td> <td>3</td> <td>DRUG PROGRAM ADMINISTRATION FEE</td> <td>60.00</td> <td>12/9/2001</td> <td><input checked="" type="checkbox"/></td> </tr> <tr> <td>DR</td> <td>12/9/2001</td> <td>CHK</td> <td>2</td> <td>JACKSON, LOUIS</td> <td>40.00</td> <td>12/9/2001</td> <td><input checked="" type="checkbox"/></td> </tr> <tr> <td>CR</td> <td>12/17/2001</td> <td>TRN</td> <td>752</td> <td>paying for supplier</td> <td>5.00</td> <td></td> <td><input type="checkbox"/></td> </tr> </tbody> </table> <p>Transaction Summary: Cleared Deposits: # Checked 1, Amount 10.00 Cleared Checks: # Checked 3, Amount 216.00 Reconciled Statement Balance 6221.27, Trust Balance -156.00, Difference 6376.27</p>	Type	Date	Type	Reference #	Description/Payee Name	Amount	Clear Date	Clear	CR	12/9/2001	CHK	1	JACKSON, LOUIS	116.00	12/9/2001	<input checked="" type="checkbox"/>	CR	12/9/2001	CHK	2	JACKSON, LOUIS	40.00	12/9/2001	<input checked="" type="checkbox"/>	CR	12/9/2001	CHK	3	DRUG PROGRAM ADMINISTRATION FEE	60.00	12/9/2001	<input checked="" type="checkbox"/>	DR	12/9/2001	CHK	2	JACKSON, LOUIS	40.00	12/9/2001	<input checked="" type="checkbox"/>	CR	12/17/2001	TRN	752	paying for supplier	5.00		<input type="checkbox"/>
Type	Date	Type	Reference #	Description/Payee Name	Amount	Clear Date	Clear																																												
CR	12/9/2001	CHK	1	JACKSON, LOUIS	116.00	12/9/2001	<input checked="" type="checkbox"/>																																												
CR	12/9/2001	CHK	2	JACKSON, LOUIS	40.00	12/9/2001	<input checked="" type="checkbox"/>																																												
CR	12/9/2001	CHK	3	DRUG PROGRAM ADMINISTRATION FEE	60.00	12/9/2001	<input checked="" type="checkbox"/>																																												
DR	12/9/2001	CHK	2	JACKSON, LOUIS	40.00	12/9/2001	<input checked="" type="checkbox"/>																																												
CR	12/17/2001	TRN	752	paying for supplier	5.00		<input type="checkbox"/>																																												
E-1.1.18	System can process bonds and fines payments, i.e., receive payments, track funds, and prepare checks for various court jurisdictions.	YES	The TAG Trust system includes full functionality to process bonds and fines payments, i.e., receive payments, track funds, and prepare checks for various court jurisdictions.																																																
(Cont.)	Can they provide us with fields that are required when taking a bond/fine, such as: -payer’s name, address, phone number, id requirement (QA2-#10)		Yes, the staff member enters the payer’s name, address, telephone numbers and identification on the Maintain Persons screen (OMUPERO) that is accessed directly from the Bail/Bond screen. (QA2-#10)																																																
(Cont.)	Will we be able to send up a “red flag” when we receive a \$10,000 bond? (QA2-#8) Clarification sent to Syscon by Corry Slama (e-mail) on 10/08/03: “When a bond or other payment of \$10,000 or more is received, we want a pop-up window to appear so we can collect additional data about the person posting the bond or payment, including address, phone numbers, and multiple fields for identification documents (driver’s license, etc.). We are NOT looking for an e-mail trigger.”		<p>A minor modification is required to send an e-mail trigger to selected recipient(s) on receipt of a \$10,000.00 bond. An ad hoc report can be created by MCSO at no charge to display all bonds received that are \$10,000.00 or greater. E-mail triggers are widely used in TAG to send alerts to selected staff for time sensitive information. (QA2-#8)</p> <p>No written response back re: clarification, Discussed verbally at contract negotiations – desired functionality can be determined in PRIM process.</p>																																																
(Cont.)	Is functionality included in your quote that will allow us to capture additional ID		Unlimited identification can be captured for any person who posts bond on the Maintain Persons																																																

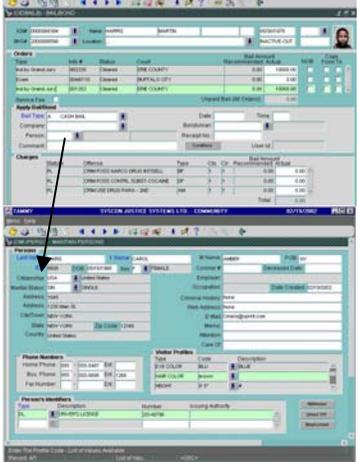
Attachment B-2 – Business & Technical Specifications

Ref. #	Functionality	Is This Supported?	
		Response	Vendor Comments
	information from persons who post bonds > \$10,000? If not, how much is it? (QA2-#21)		<p>screen (OMUPERSO) which is accessed from the Bail/Bond screen. As well, multiple addresses, historical addresses, e-mail addresses and comments are some of the additional information that can be captured for any person posting bond for an inmate. Refer to the sample Persons screen below.</p> <p>Maintain Persons Screen (OMUPERSO)</p>  <p>(QA2-#21)</p>
E-1.2.1	System indicates how a bond was paid – via walk-in, outside payer, or current inmate had enough funds to pay.	YES	Each transaction type can be defined by the client.
(Cont.)	Is there a cost to modify the application so that self-bonds can be posted to an inmate's account? (QA2-#17)		Self-bonds can currently be posted to an inmate's account from the Receive/Disburse Trust Funds screen (OTDRDTFU). Toolbar navigation, or workflow menus can be used to access the Receive/Disburse Trust Funds screen (OTDRDTFU) from the Bail/Bond screen. A modification would be required to directly debit the offender's trust account from the Bail/Bond screen. (QA2-#17)
E-1.2.2	Allows for user to specify time frame for Bond and Fines reports.	YES	Virtually all of TAG's report can be defined via a date range parameter.
E-1.2.3	Ability for bond receipts to print automatically, and the ability to find and print past receipts using multiple search fields, including, but not limited to, date, name, booking number, and receipt number.	Custom – Chargeable	<p>The TAG Trust system includes a multi-use Print Receipts screen.</p> <p>The Print Trust Receipts screen (OTSRECEI) is used to print or reprint receipts for a single transaction or several transactions. Receipts can be printed for either disbursement or receipt transactions.</p>

Attachment B-2 – Business & Technical Specifications

Ref. #	Functionality	Is This Supported?	
		Response	Vendor Comments
			 <p>The Print Trust Receipts screen currently allows for using the Receipt Number, User ID & Agency Location fields for searching. Syscon proposes to modify the screen to allow for searches on further fields such as name & booking ID.</p> <p><i>Enhancement – 10 days – \$8,000</i></p>
(Cont.)	<p>Can the system provide us with a receipt that will print out the required information crossing over from JMS? Information such as:</p> <ul style="list-style-type: none"> -name of person who paid the bond/fine -the person the bond/fine is being paid for -the court name, address, and phone number -the information if the inmate does not show up for court -the disposition in regards to the money when they do show up for court -the charges and the amount for each charge -the information if they have a no bond charge or an INS Hold <p>(QA2-#9)</p>		<p><i>This requirement may impact the TRACS / JMS interface if it was not clearly defined in the original RFP. The details will be identified in the PRIM process.</i></p> <p><i>Currently, TAG automatically produces receipts for financial transactions in Trust Accounting as well as Commissary. A modification is required on the Bail/Bond screen to produce a receipt that contains bail information.</i></p> <p><i>The following information can be stored in TAG and viewed on the Bail/Bond screen (OIDBAILB):</i></p> <ul style="list-style-type: none"> • name of person or company and bondsman who paid the bond/fine • the person the bond/fine is being paid for • the court name, address and phone number • the charges and the amount for each charge • the information if the offender has a no bond charge or an INS hold <p><i>A minor modification is required to display the following information on the Bail/Bond screen as well as to print the information on the receipt:</i></p> <ul style="list-style-type: none"> • the information if the inmate does not show up for court • the disposition of the bail funds when the inmate does appear in court <p><i>Bail/Bond Screen (OIDBAILB)</i></p>

Attachment B-2 – Business & Technical Specifications

Ref. #	Functionality	Is This Supported?	
		Response	Vendor Comments
			 <p>Maintain Persons Screen (OMUPERSO) - accessed from the Bail/Bond Screen (OIDBAILB).</p> <p>(QA2-#9)</p>
E-1.2.4	Ability to process checks returned for insufficient funds and to re-establish the receivable.	YES	Processing the returned check automatically reverses the transaction, thus re-establishing the former receivable.
E-1.2.5	System allows for flexible numbering and field sizes, e.g., a numbering sequence for purchase orders that start with two digits that reference the fiscal year.	YES	The TAG system allows for flexible numbering, for purchase orders for example.
E-2.0 Chart of Accounts			
E-2.1.1	System uses standard account structure as defined in Generally Accepted Accounting Principles.	YES	The TAG Trust system is fully compliant with GAAP principals of structure and organization.
E-2.1.2	Ability to allow only input of valid account numbers.	YES	An edit check ensures that only valid numbers are entered.
E-2.1.3	Ability to set up multiple cash accounts.	YES	The TAG Trust system allows for the establishment of multiple cash accounts.
E-2.1.4	Ability to provide individual accounts for inmates.	YES	Each inmate has a separate TAG Trust Account, each of which in turn can include multiple sub-accounts.
E-2.1.5	Ability to create and add general ledger accounts that meet MCSO criteria for inmate trust fund activity.	YES	Syscon believes that the TAG system is flexible enough to meet all MSCO criteria for general ledger distribution.
E-2.1.6	Ability to maintain information about all segments of the chart of accounts structure including specific definitions and other characteristics.	YES	The Maintain Chart of Accounts screen is used to define every general ledger account that is used in your business.

Attachment B-2 – Business & Technical Specifications

Ref. #	Functionality	Is This Supported?	
		Response	Vendor Comments
			<p>The screenshot shows a table of account codes with columns: Act Code, Account Name, Post, Act Type, Post Type, Sub Ac, Type, Recvble Code, Parent Code, and All?. Rows include ASSETS (10000), Cash On Hand (11000), Bank (11010), Receipts Drawer (11030), OP011 Receipts (11033), Other Receipt (11040), Accounts Receivable (15000), Accounts Receivable - Other (15005), Written Off Credit Obligations (15010), Institution Due Institution (15020), Legal Copies Due Institution (15030), LIABILITIES (20000), Offender Accounts (21000), Offender Accounts (21010), and Overpayments (21020).</p>
E-2.1.7	Ability to create and modify chart of accounts segment roll-ups (hierarchical relationships).	YES	Within commonsense parameters, the Chart of Accounts can be modified to any structure.
E-2.1.8	Provide ability to maintain the chart of accounts online and prevent deletion of any account having current or previous activity.	YES	The Chart of Accounts is maintained online (see above E-2.1.6.). Once a Chart of Accounts item has been established it cannot be deleted.
E-2.1.9	Ability to automatically rollover chart of accounts, code structures, and tables at year end.	YES	All TAG Trust accounts and structures rollover at year end.
E-2.2.1	System allows for flexible numbering and field sizes for chart of accounts segments, e.g., converting from 4-character account codes to 6-character account codes.	YES	Flexible Chart of Accounts numbering is available. A six-digit field can be established; however, most TAG Trust screens are designed to display only the first five digits
E-3.0 Reports			
E-3.1.1	Ability to create financial records of business transactions and prepare statements or other reports concerning assets, liabilities, and operating results.	YES	The TAG system allows for virtually any kind of report or statement to be constructed from the data in the system.
E-3.1.2	System provides a set of standard financial reports that may be run as a part of monthly and/or annual fiscal year close.	YES	TAG provides a full range of standard month-end and year-end statements and reports.
E-3.1.3	In addition to standard financial reports, system provides a means for MCSO personnel to perform various queries and produce customized ad hoc reports from the data posted in the system.	3 rd Party - Free	TAG’s Oracle database is both SQL and ODBC compliant, allowing for easy access to data via industry-standard interfaces to produce the reports discussed. Data can be accessed from WORD templates, MS Access, Seagate's Crystal Reports, Oracle Report Writer, Oracle Discoverer, Express, and a large number of other third party ad-hoc reporting tools. The openness of Syscon’s TAG database makes it ideally suited to the running of virtually all of the major commercially available ad-hoc report writers on the market. Syscon particularly recommends Oracle Reports™ that comes bundled with the Oracle 9iAS software.

Attachment B-2 – Business & Technical Specifications

Ref. #	Functionality	Is This Supported?	
		Response	Vendor Comments
			<p>Oracle Reports realizes the promise of the Internet and delivers “board room”, high quality information to all users in the Enterprise using a standard Internet browser. Data is served dynamically from the database in various reporting style formats :</p> <ul style="list-style-type: none"> • HTML with Cascading Style Sheets (CSS) which extends the HTML standard to support greater font and image styles giving high-quality reporting from a web browser. • Even higher-quality reporting through native generation of Adobe’s PDF (Portable Document Format). • Reports are declaratively designed to provide users with an easy route to the information they require. Through data-driven table of contents and report hyperlinks, users view just the information they are interested in. All of this functionality is available in a secure environment that leverages the performance and scalability of the database. <p>Oracle Reports provides endless ways in which to format information, be it a dynamically-generated personalized letter, or a matrix-style layout embedded within a tabular report that includes dynamic, data-driven charts. Reports include :</p> <ul style="list-style-type: none"> • Multiple report formats such as tabular, matrix, group style and graphical output or limitless combinations of all these. • Multiple queries to select all the data required into one high-quality formatted report. • Data access from any database including Microsoft SQL Server, Sybase, Informix, DB2, Rdb, Oracle and any other ODBC compliant data source. Reports are not banded which provides development with full flexibility over report formatting and allows easy production of essential standard business reports. <p>Oracle Reports also provides a myriad of ways in which to deliver valuable information:</p> <ul style="list-style-type: none"> • Report Bursting allows a report to be run once, split into multiple sections and each section to be sent to a different destination. This reduces network traffic

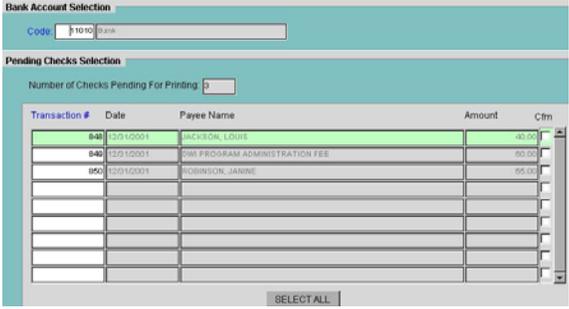
Attachment B-2 – Business & Technical Specifications

Ref. #	Functionality	Is This Supported?	
		Response	Vendor Comments
			<p>and enables one report run to service the needs of multiple users, thereby ensuring that the correct people see up-to-date information in the format that they require.</p> <ul style="list-style-type: none"> • One Pass Reporting produces multiple output styles e.g. PDF, HTML, Postscript from a single report run. This saves both time and system resources. Files are distributed to users using a variety of mechanisms such as printer, email and the Internet. • High quality report formatting and distribution is available from within a powerful, declarative development environment which reduces development time. <p>Oracle Reports provides the power organizations need to produce reports, through the unrivaled scalability of its centralized application server based environment.</p> <ul style="list-style-type: none"> • Report requests are automatically balanced across a heterogeneous reports server cluster. This allows organizations to easily add more users to their reporting environment as demand increases and the enterprise grows. <p>The centralized, application server based reporting environment also allows users to :</p> <ul style="list-style-type: none"> • Schedule, batch, queue, view and reuse reports according to their needs. This saves both time and resources. • Use an advanced reports cache that negates the need to re-run common reports for every user request. Users simply share the report run output which saves on report runtime per user and allows them to see information more rapidly. • Obtain an automatic job finished notification via email. <p>In addition, the application server based environment provides:</p> <ul style="list-style-type: none"> • Centralization of the reporting process, which in turn provides low maintenance reports management, thereby reducing the

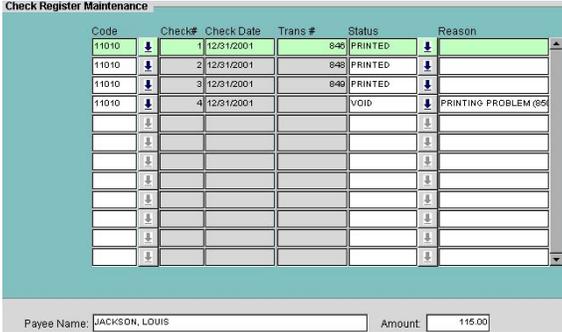
Attachment B-2 – Business & Technical Specifications

Ref. #	Functionality	Is This Supported?	
		Response	Vendor Comments
			<p>total cost of ownership of the computing environment.</p> <ul style="list-style-type: none"> • Thin clients, Internet browsers or an ActiveX control that can be embedded into third party applications and used to publish reports. This eliminates the need to install and maintain software on every user's PC. • Oracle Reports is an integral part of Oracle's integrated business intelligence tools solution. Oracle provides Business Intelligence tools that span the full spectrum of user needs from enterprise reporting through ad-hoc query to advanced analysis. <p>Oracle Reports integrates with Oracle Discoverer™, Oracle's award-winning, end-user, ad-hoc query and analysis tool. Oracle Discoverer users can perform ad-hoc queries and publish the results using the dynamic Internet reporting capabilities of Oracle Reports. This integration provides the most complete end-user and enterprise reporting environment: from powerful ad-hoc analysis to high-quality reports.</p> <p>Oracle Reports allows report developers to create standard enterprise reports against multidimensional data held in Oracle® Express. This brings powerful production reporting capabilities to the world's leading OLAP server.</p> <p>The reporting model provides all the advantages of an application server based, thin client deployment architecture. Reduced cost of ownership while meeting your user demands for information, in the format they require. Oracle Reports provides:</p> <ul style="list-style-type: none"> • High-quality Internet publishing that dynamically generates "board room" quality Web pages based on your corporate data. • A powerful declarative development environment that allows sophisticated, unbounded reports to be created in a matter of minutes. • Proven database-aware technology that provides tight integration with multiple data sources and easy, fast delivery of information via a browser, a thin client viewer or an Active-X control. • Self-service, dynamic Internet publishing for Oracle Discoverer™ users, and multidimensional reporting for Oracle®

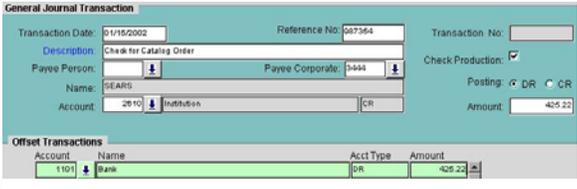
Attachment B-2 – Business & Technical Specifications

Ref. #	Functionality	Is This Supported?	
		Response	Vendor Comments
			<p>Express</p> <ul style="list-style-type: none"> Application server based reporting which provides a centralized, scalable, low cost of maintenance report deployment architecture. <p>Oracle Reports provides the most powerful development environment to build and publish sophisticated high-quality database reports. Reports deployed in a centralized environment allow companies to reduce the cost of software installation and maintenance while taking advantage of the increased scalability and manageability of application server based reporting.</p>
E-3.1.4	System must provide individual account statements for inmates, including details of deposits, charges, and/or adjustments.	YES	The TAG Trust system includes the ability to print an Offender Trust Account statement with or without detailed transaction histories.
E-3.1.5	System must provide detailed bonds and fines reports to courts, to include date, name, amount, court and who posted bond.	Custom -- Chargeable	<p>The TAG Trust system meets most of this requirement. However, it does not currently track who posted the bond (other than the inmate).</p> <p>Syscon will modify the application to track the missing item, and will develop a custom report as described. <i>Enhancement – 7 days – \$5,600</i></p>
E-3.1.6	System has check writing ability with built-in system control features (e.g., validation of inmate or vendor before allowing a check to be written), and allows for issuance of checks to inmates or third parties from multiple locations.	YES	<p>The TAG Trust system includes a comprehensive check writing and verification application.</p> <p>The Generate/Print Checks screen (OTRCHECK) is used to view and print pending checks.</p> 
E-3.1.7	System can print a check registry by check number range or for a date range.	YES	The Check Register/Void Check screen (OTDCRVOI) is used to view printed checks and to void printed checks. Once checks are printed, they display on this screen. You can query a check by using the checking account number, check number, transaction date or transaction number. Checks are voided by changing the check status to void on this screen.

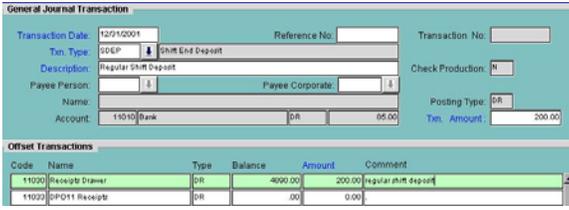
Attachment B-2 – Business & Technical Specifications

Ref. #	Functionality	Is This Supported?	
		Response	Vendor Comments
			
E-3.1.8	Ability to automatically generate reports (daily, weekly, monthly) at times specified.	Custom – Free	TAG Trust reports are generally run on an as-required basis. Syscon will provide a method through the operating system event scheduler to enable pre-scheduling of reports.
E-3.1.9	Ability for saved reports to be regenerated with current or historical data.	YES	TAG standard reports are available for use and re-use at any time. Reports created by a third-party ad-hoc report writer, including the recommended Oracle Reports, may be saved within the report-writer application and re-used as required.
E-3.1.10	System provides a range of periodic reports that provide complete checks and balances between fund balances and transactions processed in the system (trial balances, general ledger history, exception reports, etc.).	YES	The TAG trust system includes a full range of periodic and summary reports, including Balance Sheets, General Ledger sub-detail reports, and Deduction Journal logs.
E-3.2.1	System has ability to generate various customized/ad hoc designed reports to include overages, shortages, and other money issues.	3 rd Party -- Free	Please see E-3.1.3. above for a detailed response.
E-3.2.2	Provides detailed information in report format for deposits, per diem, and other events and transactions.	YES	The General ledger sub-detail reports provide detailed information on all such transactions.
E-3.2.3	Can generate a report of unclaimed property as required by the State of Arizona.	YES	The TAG Trust system includes a detailed accounting of inactive accounts with balances. An ad-hoc report can be generated from this data.
E-3.2.4	Checks can be printed on preprinted check stock that includes a control number, with the application generating check series numbers.	YES	The TAG system is fully compliant with this requirement
E-3.2.5.	** Deliberately Blank **		
E-3.2.6.	System can generate report(s) to track cash variances by User ID when cash drawers are reconciled at end of shift (or other time period). (RFP Addendum #1, QA1-#3)	Future – Free	It is anticipated that the TAG system will include this functionality for delivery during Q3, 2003. The cash draw functionality required by Maricopa County is very similar to the requirements of Los Angeles County. LA County is scheduled for go-live September 2003. All of the required cash draw functionality will be fully designed, developed, tested and delivered by this time. (QA1-#3)
(Cont.)	When officers have an out of balance situation, does the system force them to post to a specific account before they log		Currently, TAG does not force users to reconcile before logging off of the system. Standard business practice is to complete a daily reconciliation at the

Attachment B-2 – Business & Technical Specifications

Ref. #	Functionality	Is This Supported?	
		Response	Vendor Comments
	off? (QA2-#6)		end of each day or shift. Each user's end of shift reconciliation is recorded including the amount of any overages, shortages as well as the date and time of the reconciliation. Officers can locate differences and make adjustments prior to completing their reconciliation. Differences are located by officers using the online or printed transaction listing of that day's work, then adjustments are made. Balanced reconciliations are recorded with the User ID, date and time. A complete audit trail of user's reconciliation status is maintained in TAG. A modification would be required to prohibit officers from exiting the system prior to completing a reconciliation. (QA2-#6)
E-3.2.7.	System can generate report(s) or chart(s) that can identify trends in cash variances, e.g, by facility, shift, User ID, etc. (RFP Addendum #1, QA1-#3)	Yes	<p>The system can generate a tremendous amount and variety of reports. All data elements captured by the system are captured in a structured format allowing easy access to data for the purposes of extracting specific reports. We have bid licensing for Oracle Discoverer. If the County already has an ad-hoc package in use (compatible with Oracle), the cost for Oracle Discoverer can be backed out.</p> <p>This report can be generated by most ad-hoc reporting tools on the market today, Business Objects, Crystal Reports and Oracle Discoverer are a few examples of these tools. (QA1-#3)</p>
E-4.0 General Ledger			
E-4.1.1	System maintains detailed transaction descriptions on the general ledger for all journal entries.	YES	<p>Non-offender transactions between general ledger accounts are posted using the Manual General Journal screen. Non-offender journal transactions such as zeroing-out account overages or shortages, correcting errors, clearing your shift account, and bank deposits are only some of the transactions that are processed using this screen.</p>  <p>The Automatic General Journal Transaction screen (OTDAGJTR) is used to process pre-defined general journal transactions, such as depositing the daily receipts to the bank or receiving interest from the bank. Transactions are processed on this screen using a transaction type and pre-defined debit and credit accounts. This allows any staff member with access to this screen to process transactions without having</p>

Attachment B-2 – Business & Technical Specifications

Ref. #	Functionality	Is This Supported?	
		Response	Vendor Comments
			<p>to enter in the same set of G/L codes each time.</p> 
E-4.1.2	System provides for controlling accounts and subsidiary ledgers.	YES	The TAG system provides the complete ability for controlling accounts and subsidiary ledgers.
E-4.1.3	Ability to transfer amounts between Maricopa County agencies (e.g., Sheriff’s Office, Superior Court, Treasurer, etc.), and/or disburse across multiple funds (e.g., General Fund, Inmate Trust Fund, etc.) on one document/transaction.	YES	The TAG Trust system allows transfers from and to multiple accounts and multiple TAG-implemented agencies.
(Cont.)	Can the system create a single check to process transfer multiple payments (i.e. Per Diem, Medical, Bonds and Fines) to the County? (QA2-#15)		<p>Yes, a single check is created from the Clear Beneficiary Payments screen (OCDCBENE) when a check is cut to the County for Per Diem, Medical, Bonds, Fines or other obligations. Funds can be automatically deducted from receipts for obligations or can be paid directly from the offender’s account to satisfy the obligation. As well, a single check can be created from the Disburse Trust Funds screen (OTDDISBU) when funds are withdrawn for multiple offenders. The Check Stub Supplemental List (OTRCSTUB) is printed to send with the check as a supplemental list. The report displays the offender name, identification number and amount that the offender has contributed to the check. (E-3.1.6, E-4.1.3, E-8.1.9)</p> <p>Clear Beneficiary Payments Screen (OCDCBENE)</p>  <p>Disburse Offender Trust Funds Screen (OTDDISBU)</p>

Attachment B-2 – Business & Technical Specifications

Ref. #	Functionality	Is This Supported?	
		Response	Vendor Comments
			 <p>(QA2-#15)</p>
E-4.2.1	Ability to accept standard, recurring, and reversing journal entries.	YES	Please see E-4.1.1. above.
E-4.2.2	System uses a code to identify transaction types such as deposit, adjustment, etc.	YES	The TAG Trust system allows the client to establish codes for every type of transaction.
E-4.2.3	Allows for nominal accounts to be closed more often than once a year, preferably monthly.	YES	The TAG system includes detailed month-end reports.
E-4.2.4	Ability to accept general ledger transaction entries directly from various subsystems, e.g., canteen sales from IFCS, bonds and fines payments information from JMS, etc. Entries from these subsystems must be subjected to the same edit controls as entries made directly to the system.	Custom -- chargeable	The TAG Trust system will accept input from the established interfaces that form, part of this response. The interfaces will include all required edit and validation checks. Please see Section G-1.0, Items G-1.1 thru G-1.2.3 below for details of the interface. <i>Custom Modification – 25 days – \$22,500</i>
E-5.0 Inmate Accounts			
E-5.1.1	Establishes a separate account for each individual inmate.	YES	Each inmate has a separate TAG Trust Account, each of which in turn can include multiple sub-accounts.
E-5.1.2	System tracks detail for all activity on an inmate's account.	YES	Each transaction on an inmate's account id fully detailed and auditable.
E-5.1.3	System can prioritize charges to inmate accounts in accordance with laws and business rules described in Exhibit 4 and flow diagrams in Exhibits 5 and 6 of the RFP.	YES	Officers can track inmate obligations to third parties, inside the institution (restitution, fines, etc.) or outside (child support, victim surcharges), and set up an automatic deduction from inmate receipts to satisfy these obligations. Deduction percentage, amount and priority are user-definable and customizable for each individual inmate, or on a global basis.
E-5.1.4	System can process per diem charges to inmate accounts in accordance with laws and business rules described in Exhibit 4 and flow diagrams in Exhibit 5 of the RFP.	Custom – Chargeable	Please see description of proposed modification at E-1.1.15 above. <i>(Enhancement – Priced above)</i>
E-5.1.5	System can process health service co-pays to inmate accounts in accordance with laws and business rules described in Exhibit 4 and flow diagrams in Exhibit 5 of the RFP.	YES	Deduction percentage, amount and priority are user-definable and customizable for each individual inmate, or on a global basis.
E-5.1.6	System can process and charge litigation fees to inmate accounts in accordance with laws and business rules described in	YES	Deduction percentage, amount and priority are user-definable and customizable for each individual inmate, or on a global basis.

Attachment B-2 – Business & Technical Specifications

Ref. #	Functionality	Is This Supported?	
		Response	Vendor Comments
	Exhibit 4 and flow diagrams in Exhibit 5 of the RFP.		
E-5.1.7	System can process self-bonds from inmate accounts in accordance with laws and business rules described in Exhibit 4 and flow diagrams in Exhibit 5 of the RFP.	YES	The TAG Trust system can process self-bonds as described in the flow diagrams.
E-5.1.8	System can process charges for canteen orders to inmate accounts in accordance with laws and business rules described in Exhibit 4 and flow diagrams in Exhibits 5 and 6 of the RFP.	YES	As described elsewhere in this response, the TAG Trust system is fully integrated with the TAG Commissary system, the use of which would make such canteen payments automatic.
E-5.1.9	System can process charges for subscription to inmate accounts in accordance with laws and business rules described in Exhibit 4 and flow diagrams in Exhibit 5 of the RFP.	YES	Deduction percentage, amount and priority are user-definable and customizable for each individual inmate, or on a global basis.
E-5.1.10	System can process other types of charges to inmate accounts, i.e., for items or reasons not currently specified.	YES	Deduction percentage, amount and priority are user-definable and customizable for each individual inmate, or on a global basis.
E-5.1.11	The system can search for and identify previous debts owed by an inmate on past incarcerations.	YES	Inmates with previous incarcerations within the system are immediately identified, and previous debts are restored for payment.
E-5.1.12	System can close an account with a detail statement and pay the inmate's balance by check.	YES	<p>The Release Statement screen (OMSRELST) is used to print a release trust account statement for the offender upon his/her release from your facility. The Release Statement report (OTRRELST) displays in a report format and contains the offender's name, ID number and account information. A copy of the release statement with the offender's signature can be kept on file to acknowledge that the correct amount of funds was disbursed to the offender on their release.</p>  <p>An example of a Release Statement report (OTRRELST) is displayed below.</p>

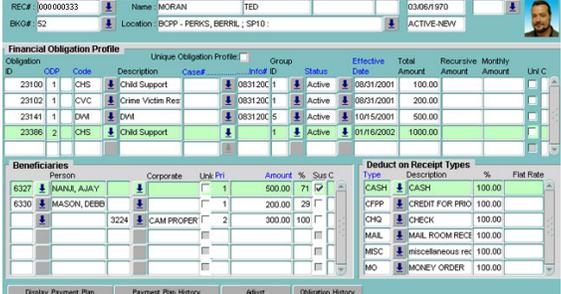
Attachment B-2 – Business & Technical Specifications

Ref. #	Functionality	Is This Supported?																
		Response	Vendor Comments															
			<p>04/22/2002 7:12 DEPARTMENT OF CORRECTIONS Page 1 Of 1 SYCON JUSTICE SYSTEMS OTRRELST R E L E A S E S T A T E M E N T</p> <p>ID# : 0000000011 Name: BURTON, DOUGLAS JAMES DOB: 01/01/1965 LOCATION:</p> <p>ACCOUNT BALANCES Total: 2.25 CURRENT: 2.25 HOLD: 0.00</p> <p>04/01/2002 04/22/2002</p> <table border="1"> <thead> <tr> <th>SUB ACCOUNT</th> <th>START BALANCE</th> <th>END BALANCE</th> </tr> </thead> <tbody> <tr> <td>SPENDABLE BALANCE</td> <td>2.25</td> <td>2.25</td> </tr> <tr> <td>SAVINGS BALANCE</td> <td>0.00</td> <td>0.00</td> </tr> <tr> <td>RELEASE SAVINGS</td> <td>0.00</td> <td>0.00</td> </tr> <tr> <td>ROOM AND BOARD</td> <td>0.00</td> <td>0.00</td> </tr> </tbody> </table> <p>I, _____ received \$ _____ on _____ Witness: _____</p>	SUB ACCOUNT	START BALANCE	END BALANCE	SPENDABLE BALANCE	2.25	2.25	SAVINGS BALANCE	0.00	0.00	RELEASE SAVINGS	0.00	0.00	ROOM AND BOARD	0.00	0.00
SUB ACCOUNT	START BALANCE	END BALANCE																
SPENDABLE BALANCE	2.25	2.25																
SAVINGS BALANCE	0.00	0.00																
RELEASE SAVINGS	0.00	0.00																
ROOM AND BOARD	0.00	0.00																
E-5.1.13	System can re-open an existing account and has the ability to make deposits and release funds.	YES	A closed account can be re-opened for transactions.															
	<i>Page 13 [of Syscon RFP Response], you state “Only records of inmates active and in the institution can be updated.” Do you mean we cannot update an inmate account that has been closed or other? Please clarify. (QA1-#1)</i>		<i>Our apologies for making this less than clear. On page 13 we were referring to the fact that a regular users can only use records that are active and in their own caseload. This is for security and confidentiality. More generally speaking, TAG does not allow past (inactive) records to be amended. This ensures that the historical record is maintained for legal and auditing purposes. For the accounting modules, however, trust accounts are left open for any offender that still has a balance in their account or who still owes money to the institution or for restitution of some kind. These accounts can be amended as required by ongoing accounting activity. (QA1-#1)</i>															
E-5.1.14	Ability to identify/track inmate accounts in system.	YES	Inmate accounts are tracked through standard TAG search functionality.															
E-5.1.15	Ability to automatically retrieve names and addresses of inmates and/or vendors.	YES	The TAG system provides convenient and comprehensive methods of inquiring on and displaying offender names and addresses, and vendor names and addresses.															
E-5.1.16	Ability to provide automatic account validation, as well as funds availability.	YES	The TAG system operates in real time, allowing for immediate notification of funds availability and validation.															
E-5.1.17	Ability to post full or partial payments, e.g, for litigation fees.	YES	Partial payments are accepted.															
E-5.1.18	System has ability to determine inmate account balance in real time.	YES	The Display Trust Accounts screen (OTIDTACC) is used to view individual offender account information, including the account balance, transaction history, obligation and fee history, hold amount and account status.															

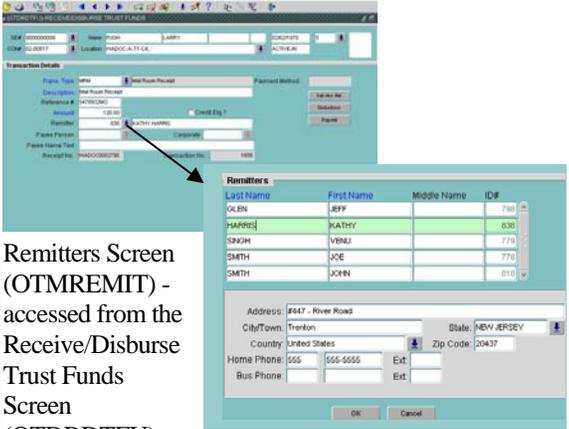
Attachment B-2 – Business & Technical Specifications

Ref. #	Functionality	Is This Supported?	
		Response	Vendor Comments
			 <p>Information shown on this screen is updated in real time as transactions occur.</p>
E-5.1.19	System does not allow transactions for self-bonds, canteen orders, subscriptions, etc. to continue if inmate has insufficient funds on their account.	YES	The TAG Trust system will not process any transaction for which funds are not available, unless an indigent loan status has been established.
(Cont.)	Section 5.1.19 – Will system charge per diem if funds are not available and inmate is not indigent? Does setting indigent loan status require an entry for each inmate? Or can this be set automatically for per diem and medical? (QA1-#5)		The system will automatically create either a Fixed Obligation or a Credit Obligation (a loan) if these types of transactions have been determined – by Maricopa County – to be entitled to such treatment. All transaction types (such as per diem, medical, legal, etc) are definable by the County, and the definitions are thus applied to the transactions, not the individual inmates. (QA1-#5)
(Cont.)	5.1.19 – Does setting indigent loan status require an operator entry for each inmate? (QA2-#16)		An offender automatically becomes indigent when they reach the criteria for indigency. Indigency criteria are set up by the System Administrator during initial system set up. The operator is not required to determine the indigent status of each inmate. Once the offender becomes indigent they are eligible for certain transactions as defined by the System Administrator. (QA2-#16)
E-5.1.20	Ability to correct per diem, health service and litigation fees and/or any mistakes made on an inmate’s account and provides audit trail.	YES	<p>The Adjust Accounts screen (OTDAACCO) is used to transfer money between two offenders or to transfer money between an offender and a general ledger account, or to make other adjustments to an inmate’s account.</p>  <p>As with all other TAG transactions, such adjustments are fully auditable.</p>
E-5.1.21	Automatically calculates per diem currently owed and deducts from inmate’s funds or holds amount in an escrow account.	YES	Fees for room and board (per diem) are usually set up as automatic obligations and are processed as such whenever the inmate receives funds.

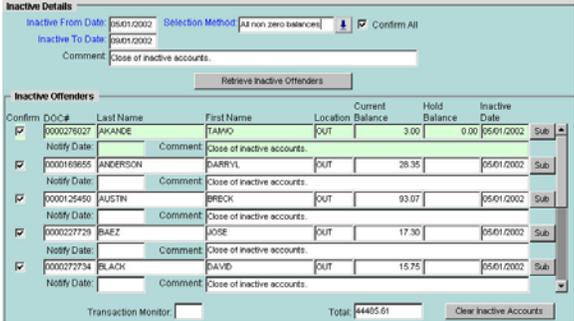
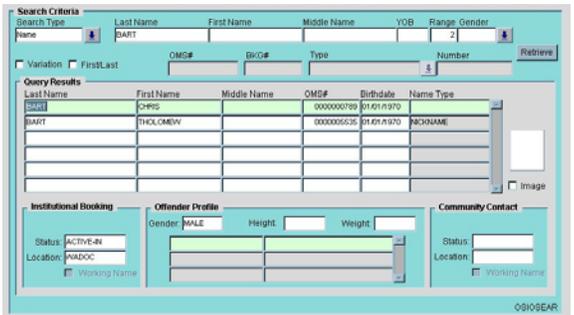
Attachment B-2 – Business & Technical Specifications

Ref. #	Functionality	Is This Supported?	
		Response	Vendor Comments
E-5.1.22	System has ability to collect and store data for outstanding debts due for medical and litigation fees.	YES	<p>The Offender Obligations screen (OCDOOBLI) is used to add, change, or view offender obligations, such as, court payments or victim restitution. You can also use this screen to write off credit-obligations, or to suspend a fixed obligation.</p> <p>There are two methods of adding an obligation to an offender:</p> <ol style="list-style-type: none"> 1. The first method adds obligations automatically, when saving on the Admissions screen (OTDADMIT). Automatically added obligations immediately display on the Offender Obligations screen. Transaction fees and housing costs are common examples of obligations that are added automatically to an offender's profile. Automatically added obligations have one thing in common; their beneficiaries are all the same. Your administrator has set up the automatic addition of obligations for those obligations that qualify. 2. The second method of adding obligations is manual, using the Offender Obligations screen (OCDOOBLI). Obligations dealing with victim compensation or restitution for damages are examples of obligations that are set up manually. Manually adding obligations is detailed below. 
E-5.1.23	Automatically subtracts per diem (current and previous), health service co-pays, litigation fees, and other chargeables on a daily basis, in the order of importance specified by MCSO.	YES	Deduction percentage, amount and priority are user-definable and customizable for each individual inmate, or on a global basis.
E-5.1.24	Ability to show per diem deducted and unused per diem.	Custom – Chargeable	Please see description of proposed modification at E-1.1.15 above. (<i>Enhancement – Priced above</i>)
E-5.1.25	Ability to generate inmate receipts/account statements with real time balances and print out at inmates locations.	YES	The TAG Trust system includes the ability to print an Offender Trust Account statement, with or without detailed transaction histories, including real time balances. The report can be directed to any network printer.

Attachment B-2 – Business & Technical Specifications

Ref. #	Functionality	Is This Supported?	
		Response	Vendor Comments
(Cont.)	Can the system provide us the same [fields that are required when taking a bond/fine, such as: -payer’s name, address, phone number, id requirement; Reference QA2-#10] for individual deposits made on inmate accounts? (QA2-#11)		<p>Receipts are automatically printed from the Receive/Disburse Trust Funds Screen (OTDRDTFU) for both deposits and withdrawals of inmate funds. The receipts include the following information: the date of the deposit, name of the depositor, the name and ID number of the inmate the deposit was made to, the inmate’s housing location, the amount of the deposit. A minor modification is required to include additional information such as the depositor’s address on the receipt. Depositor information is captured at the time the deposit is made on the Remitters screen (OTMREMIT). The following information can be recorded for each depositor: depositor’s name, address and telephone numbers.</p> <p>The following is a sample deposit transaction from the Receive/Disburse Trust Funds Screen (OTDRDTFU).</p>  <p>Remitters Screen (OTMREMIT) - accessed from the Receive/Disburse Trust Funds Screen (OTDRDTFU). (QA2-#11)</p>
E-5.1.26	Each transaction on an inmate’s account reflects day, time, dollar amount, description, and ID number of person who entered the transaction.	YES	Full audit details are available for each and every transaction.
E-5.1.27	System can track any unclaimed money (unclaimed property) for inmates and report to the State of Arizona.	YES	The TAG Trust system includes detailed functionality for the identification and tracking of inactive accounts with balances and transactional histories. An ad-hoc report can easily be developed from this data as required by the County.
E-5.1.28	Ability to recognize any unclaimed funds and provide data to submit payment to the County Treasurer.	YES	<p>The TAG Trust system includes detailed functionality for the identification and tracking of inactive accounts with balances and transactional histories. An ad-hoc report can easily be developed from this data as required by the County.</p> <p>The Clear Inactive Trust Accounts screen (OTDCLINA) is used to close offender trust accounts</p>

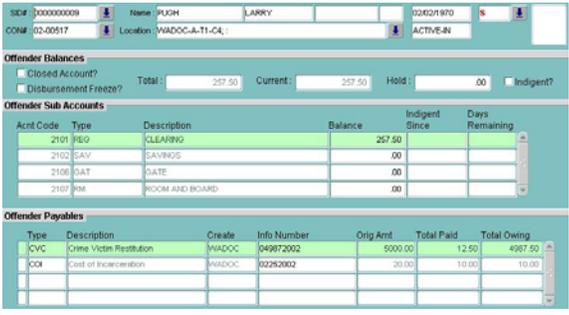
Attachment B-2 – Business & Technical Specifications

Ref. #	Functionality	Is This Supported?	
		Response	Vendor Comments
			<p>in batch that have been inactive for a user specified period of time and transfer the remaining balances to a payable account. Also, the date the offender is sent a notification letter regarding the inactive account can be recorded using this screen. You then have the option of closing only inactive accounts that have completed notification dates entered. An account is deemed to be inactive when an offender's status becomes inactive, i.e. when the offender is released or transferred to another facility, and their trust account is still open. When an offender is transferred to a facility under a different trust caseload, only the trust account in the caseload where they have become inactive will have the remaining funds cleared to a payable account and the account closed.</p> 
E-5.1.29	Ability to provide to detail pertaining to unclaimed property, including the inmate's name, address, amount, and dates.	YES	The TAG Trust system includes detailed functionality for the identification and tracking of inactive accounts with balances and transactional histories. An ad-hoc report can easily be developed from this data as required by the County.
E-5.1.30	System is able to search by inmate name, date of birth, social security, booking number or transaction number	YES	<p>The Offender Search screen (OSIOSEAR) is used to search for current or prior inmates.</p>  <p>Name searches can be on full name, partial name or soundex. The system also allows the user to set up name variations (such as "Rob", "Bob" or "Bobby" for "Robert".)</p> <p>This screen allows searches on ID#, booking# or any</p>

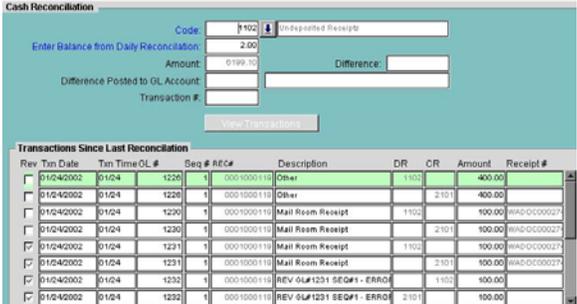
Attachment B-2 – Business & Technical Specifications

Ref. #	Functionality	Is This Supported?	
		Response	Vendor Comments
			other type of Personal Identifier that has been collected on the individual such as Social Insurance Number.
E-5.1.31	Ability to query and view all activity associated for a specific inmate, including past accounts.	YES	<p>The Display Trust Accounts screen (OTIDTACC) is used to view individual offender account information, including the account balance, transaction history, obligation and fee history, hold amount and account status.</p>  <p>Information shown on this screen is updated in real time as transactions occur.</p> <p>The Trust Summary block displays the transaction history for the offender, including any receipts, disbursements, and deductions. Transactions are ordered with the most recent transaction appearing at the bottom of the screen. This display includes all previous periods of incarceration.</p> 
E-5.1.32	System provides mechanism to “combine” or consolidate inmate accounts, e.g., after a newly booked inmate is positively identified as being the same person who was previously booked and released with a balance owing. In addition, the system must allow the data to be returned to its original state (reverse the “combine” or consolidation) to correct any identification or keying errors.	Partial	<p>The TAG Trust system provides an easy-to-use mechanism for automatically merging two or more Trust Accounts.</p> <p>Due to the complexity involved, the TAG Trust System does not allow the data to be returned to its original state (reverse the “combine” or consolidation) to correct any identification or keying errors.</p> <p><i>Subject to clarification during the PRIM process.</i></p>
(Cont.)	In your presentation, you state that to unmerge records, we would have to contact		Yes, data model training is available to MCSO staff to allow them to learn how to unmerge records.

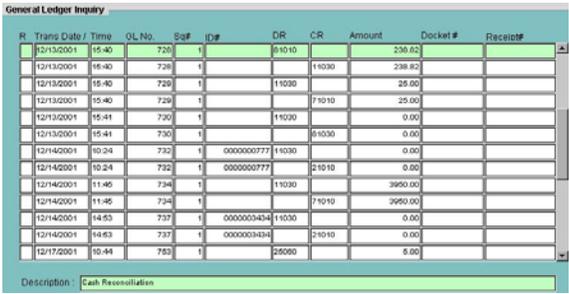
Attachment B-2 – Business & Technical Specifications

Ref. #	Functionality	Is This Supported?	
		Response	Vendor Comments
	<i>Support. Is there any way that can be accomplished by MCSO (unmerge of bookings/accounts)? (QA2-#27)</i>		<i>However, Syscon is currently endeavoring to automate the unmerge process for other clients. (QA2-#27)</i>
E-5.1.33	Inmate accounts can be “transferred” from one MCSO jail location to another via system entry, i.e., so that cash and/or check transactions are not required.	YES	Fully compliant
(Cont.)	<i>Can one facility accept money/checks for an inmate at another facility without having to transfer the inmate? (QA2-#2)</i>		<i>Yes, one facility can accept deposits for an inmate at another facility when both facilities are set up under the same business unit. The money is automatically credited to the offender’s account when the transaction is saved. (QA2-#2)</i>
E-5.2.1	Inmate account displays the following as separate amounts: amount needed to bond out, per diem owed, health service co-pay owed, litigation fees owed, money currently available for inmate to spend.	YES	The Display Trust Accounts screen (OTIDTACC) displays all sub-accounts and obligations as separate line items. 
E-5.2.2	System has ability to charge inmates on Work Furlough/ Work Release the \$30 for per diem and deduct \$1 per day only on days the inmate does not work. Example: John Doe booked on 2/6/03; system collects initial \$30. John Doe is on work release and works on Monday, Wednesday, and Friday. The system deducts \$1 per day only for the days John spends in jail, for a total of \$4 per week. On 3/27/03 John exhausts the initial \$30 deduction, and an additional \$30 is automatically collected.	Custom – Chargeable	The TAG Trust system does not currently meet this requirement. A nightly timer event would be required to calculate the balance on a daily basis and update an inmate sub account. This assumes the supply of verification information of the days worked by the inmate. This functionality will form part of the modification described for E-1.1.15 above. (Enhancement – Priced above)
E-6.0 Cash Accounting			
E-6.1.1	System can manage contraband money in accordance with laws and business rules described in Exhibit 4 of the RFP.	YES	Contraband funds can be deposited into a non-spendable sub-account.
E-6.1.2	System automatically provides data needed to balance cash drawers at various locations.	YES	The Cash Reconciliation screen (OCDASHR) is used to reconcile your cash drawer(s) at the end of a shift or the end of the day. If multiple staff members or multiple shifts use a cash drawer, this screen is useful for reconciling the cash every night or at the end of each shift. The balance since the last time the

Attachment B-2 – Business & Technical Specifications

Ref. #	Functionality	Is This Supported?	
		Response	Vendor Comments
			<p>drawer was reconciled displays as well as all of the transactions that have occurred since the last reconciliation.</p>  <p>The screenshot shows a 'Cash Reconciliation' window with fields for Code (102), Enter Balance from Daily Reconciliation (2.00), Amount (0.799.10), and Difference. Below is a table titled 'Transactions Since Last Reconciliation' with columns: Rev, Trn Date, Trn Time, OL #, Seq #, REC#, Description, DR, CR, Amount, Receipt #. The table lists several transactions, including 'Other' and 'Mail Room Receipt'.</p>
(Cont.)	Can we set up a user id for a safe as a cash storage location when officers transfer money? (QA2-#5)		Account(s) are set up for a safe or other storage location on the Maintain Chart of Accounts screen (OCMCOACT). More than one storage location or safe can be set up in TAG. Officers can transfer money to the safe using the Cash Transfers screen. (QA2-#5)
E-6.1.3	Ability to provide for the recording of cancelled checks on-line with automatic generation of the appropriate accounting entry.	YES	The TAG Trust system allows for the recording of cancelled checks along with the appropriate accounting entries.
E-6.2.1	System has screen to enter cash receipts and cash counts by coin and currency denominations.	Future - Free	<p>The TAG Trust system allows for detailed Cash reconciliation functionality (see E-6.1.2. above). However, the application does not at this time allow for the denominational breakdown of cash, nor does it include the supervisory controls mentioned in this section.</p> <p>Similar requirements are currently being prepared for our client Los Angeles County, and we anticipate that this functionality will be available in Q3, 2003.</p>
E-6.2.2	Cash drawer adjustments require supervisory approval.	Future - Free	<p>The TAG Trust system allows for detailed Cash reconciliation functionality (see E-6.1.2. above). However, the application does not at this time allow for the denominational breakdown of cash, nor does it include the supervisory controls mentioned in this section.</p> <p>Similar requirements are currently being prepared for our client Los Angeles County, and we anticipate that this functionality will be available in Q3, 2003.</p>
E-6.2.3	Cash drawer remains locked until the drawer has been balanced for the previous period.	Future - Free	<p>The TAG Trust system allows for detailed Cash reconciliation functionality (see E-6.1.2. above). However, the application does not at this time allow for the denominational breakdown of cash, nor does it include the supervisory controls mentioned in this section.</p> <p>Similar requirements are currently being prepared for</p>

Attachment B-2 – Business & Technical Specifications

Ref. #	Functionality	Is This Supported?	
		Response	Vendor Comments
			our client Los Angeles County, and we anticipate that this functionality will be available in Q3, 2003.
E-7.0 System User			
E-7.1.1	Provide for convenient, user-selected retrieval and/or query of general ledger information.	YES	<p>The General Ledger Inquiry/Reverse Transactions screen (OTDGLIRT) is used to review and/or reverse transactions. .</p> <p>There are many methods used to query a transaction on this screen. You can query a group of transactions using information such as the transaction date or you can query a specific transaction using the General Ledger Number and the Sequence Number.</p> 
E-7.1.2	Ability to view the chart of accounts, general ledger balances and inmate account balances on screen.	YES	The Chart of Accounts, General Ledger balances and individual inmate accounts are all viewable on screen.
E-7.1.3	System has appropriate controls on system activity at defined user levels, e.g., only certain users can modify the chart of accounts structure.	YES	The TAG system has extremely tight security based on the level of access the system administrator assigns to the various users. Access to TAG is on a need-to-know basis, based on the job functions of each "user". Users must secure access by obtaining a user identification code and password through a System Administrator, who also grants access to caseloads and screens as required. Specified privileges, access and capability for each user is controlled through login and password functions.
E-7.1.4	Ability to provide on-line query of account status and detail of charges and payments.	YES	Please see E-5.1.32 above for a full description of the Display Inmate Accounts screen.
E-7.1.5	Available drop-down lists are clearly and consistently identified on all screens.	YES	Drop-down lists (or LOVs in TAG terminology) are used extensively and consistently throughout the system to speed accurate entry of information.
E-7.1.6	Application screens and data input views are identical for all users. Example: A user at MCSO Finance is attempting to help a Detention user by phone and needs to see the exact screen the user at the jail is viewing while on the phone.	YES	The design of TAG screens is consistent throughout the application.
E-7.1.7	Function/command keys are consistent throughout program.	YES	All function and command keys are consistent throughout the TAG application.

Attachment B-2 – Business & Technical Specifications

Ref. #	Functionality	Is This Supported?	
		Response	Vendor Comments
E-7.1.8	Application is “user friendly” – inexperienced computer operators can use and understand the system with minimal training.	YES	<p>Ease of use is central to TAG design. TAG is a table-driven system consisting of pull-down menus. Numerous devices are in place to streamline movement through screens (through process workflows, etc.) and to minimize keystrokes (through hot-key screen access and code tables for data entry). To maximize efficiency and speed, system design has concentrated on minimizing the number of actions users must perform to carry out an operation, and maintaining a consistent, clear screen design to enable practiced officers to obtain required information efficiently. Users can also move to different operations with a minimum of activity. A safety feature ensures no essential data entry is lost when a user must abruptly switch to another operation.</p> <p>To help speed up data entry and also to limit mistakes, TAG employs code tables, or lists of values, wherever possible. In fields with an associated list of values, one keystroke accesses a window listing all valid entries (as maintained by the system administrator). Hint text indicates if a list of values is available.</p> <p>TAG contains rigid controls on data presentation (edit checks and format masks) to streamline operation and prevent entry of invalid data.</p> <p>Wherever normal procedure dictates a specific sequence of screens, client-determined workflows can be incorporated to allow screens to appear in sequence without returning to a menu. Only records of inmates active and in the institution can be updated. Error checks ensure that all mandatory fields are filled in, and a user cannot move to another screen without saving or canceling.</p> <p>Finally, many of the edit checks and display characteristics of TAG can be manipulated by your agency’s System Administration personnel through the use of client-specific system profiles.</p>
(Cont.)	Does the officer have to know what to debit and what to credit for each entry made? Or is this done behind the scenes at initial implementation and set up? (QA2-#3)		<p>Knowledge of the debit and credit accounts is not required to post transactions. The officer only needs to determine the type of transaction they are posting, i.e. cash deposit, check deposit, money order deposit. The officer selects the type of transaction from a list of values on the deposit/withdrawal screen. The list of values displays a transaction code and a description of the transaction code (e.g. CASH, Cash Deposit). All debit/credit information is set up by the Financial System Administrator on maintenance screens at the time of set up. (QA2-#3)</p>

Attachment B-2 – Business & Technical Specifications

Ref. #	Functionality	Is This Supported?	
		Response	Vendor Comments
(Cont.)	Does the Debit/credit screen pop up after every entry? If so, can it be hidden to the detention staff when inputting transactions? (QA2-#4)		No, a debit/credit screen does not pop-up after every entry. A confirmation message does display to alert the staff member that the transaction has been processed successfully. (QA2-#4)
E-7.2.1	Affirmative posting for user defined screens.	YES	Syscon takes this to mean that the user must make a positive confirmation prior to the posting of data.
E-7.2.2	** Deliberately Blank **		
E-8.0 Other System Requirements			
E-8.1.1	System provides options, shortcuts, or coding reduction techniques to significantly reduce the amount of data entry required on transactions and the likelihood of data entry errors.	YES	<p>Ease of use is central to TAG design. TAG is a table-driven system consisting of pull-down menus. Numerous devices are in place to streamline movement through screens (through process workflows, etc.) and to minimize keystrokes (through hot-key screen access and code tables for data entry). To maximize efficiency and speed, system design has concentrated on minimizing the number of actions users must perform to carry out an operation, and maintaining a consistent, clear screen design to enable practiced officers to obtain required information efficiently. Users can also move to different operations with a minimum of activity. A safety feature ensures no essential data entry is lost when a user must abruptly switch to another operation.</p> <p>To help speed up data entry and also to limit mistakes, TAG employs code tables, or lists of values, wherever possible. In fields with an associated list of values, one keystroke accesses a window listing all valid entries (as maintained by the system administrator). Hint text indicates if a list of values is available.</p> <p>TAG contains rigid controls on data presentation (edit checks and format masks) to streamline operation and prevent entry of invalid data.</p>
E-8.1.2	Interface with JMS to retrieve unique LEJIS number for each inmate	YES	TAG is compliant with the Interface defined in our responses to Attachment G of the RFP – see section 6 [Section G 1.0, Items G-1.1 thru G-1.2.3] below.
E-8.1.3	Administrator able to define user permissions and put into groups.	YES	The TAG system has extremely tight security based on the level of access the system administrator assigns to the various users. Access to TAG is on a need-to-know basis, based on the job functions of each "user". Users must secure access by obtaining a user identification code and password through a System Administrator, who also grants access to caseloads and screens as required. Specified privileges, access and capability for each user is controlled through login and password functions.

Attachment B-2 – Business & Technical Specifications

Ref. #	Functionality	Is This Supported?	
		Response	Vendor Comments
			<p>There are two types of clearance governing access to the TAG database. Users with update authority can make additions, deletions or changes to information on the database. Users with inquiry access can only inquire on information in the database, they cannot make any additions or changes to any offender record.</p> <p>TAG users are granted access to a user group (each of which comprises a set of screens built around specific job functions). Depending on a specific user’s assigned duties, the user can have access to more than one user group, with update authority for some and inquiry access only for others. The set of offenders administered by an institution is called a caseload.</p> <p>Update authority on a caseload is usually restricted to those people working at the institution. Users from other caseloads may be given inquiry access to other caseloads, but can only make updates to their own.</p>
E-8.1.4	Ability for multiple accounting periods to be open at the same time.	YES	The TAG Trust system allows for multiple accounting periods to be open at the same time.
E-8.1.5	Ability to provide unlimited user-defined accounting distributions.	YES	An unlimited number of user-defined distributions can be set up.
E-8.1.6	Ability to process stop payments and create a replacement check.	YES	TAG Trust includes the ability to stop a check and issue a replacement. Generally this is performed through the Void Check screen.
E-8.1.7	Ability to produce and display online a list of outstanding checks on a daily basis.	YES	Both the Check Register and Bank Reconciliation screens display all outstanding checks in real time.
E-8.1.8	Ability to produce and display online a list of outstanding deposits on a daily basis.	YES	The TAG Cash Reconciliation screen meets this functionality.
E-8.1.9	Provide ability to accommodate consolidated cash accounting for transactions of multiple funds that are accounted for in one centralized bank account	YES	The TAG Trust system allows for consolidated cash accounting for transactions of multiple funds that are accounted for in one centralized bank account
E-8.2.1	Ability to support a suspense file (transactions out of balance, funds not available, etc.) and produce exception reports for review.	PARTIAL	<p>The TAG Trust system enforces positive balancing of all transactions prior to commit. Therefore, no transactions can be posted that are out of balance. “Funds not available” situations are dealt with by creating credit obligations, thus maintaining the balance and integrity of the system.</p> <p>The TAG Cash Reconciliation screen allows shortages or overages of cash to be journaled in an efficient manner.</p> <p><i>Subject to clarification during the PRIM process.</i></p>
E-8.2.2	System allows for data export into other PC software products, e.g., Microsoft Excel or Access.	YES	TAG’s Oracle database is both SQL and ODBC compliant, allowing for easy access to data via industry-standard interfaces. Data can be accessed from WORD templates, MS Access, MS Excel,

Attachment B-2 – Business & Technical Specifications

Ref. #	Functionality	Is This Supported?	
		Response	Vendor Comments
			Seagate's Crystal Reports, Oracle Report Writer, Oracle Discoverer, Express, and a large number of other third party ad-hoc reporting tools.
E-8.2.3	An assigned key allows users to exit a screen without affecting anything on that screen.	YES	A safety feature ensures no essential data entry is lost when a user must abruptly switch to another operation.
E-8.2.4	Provides for identification of inmates deemed indigent.	YES	TAG Trust allows system administrators to determine at what level of funds an inmate is deemed indigent. Once that level has been reached, an indigent flag is set and is displayed on various screens such as the Display Inmate Trust Account screen.
(Cont.)	<i>Section 8.2.4 – Are credit obligations created automatically when “funds not available” e.g., for a canteen order? (QA1-#6)</i>		<i>Yes, if the County has determined that these transactions are entitled to such treatment. This is fully definable by the County. (QA1-#6)</i>
E-8.2.5	Ability to create ad-hoc or standard reports to obtain and display information on checks issued and deposits made on a daily basis.	YES	The information sought is available on screen in real time on an as-requested basis. Screen prints or ad-hoc reports can be created to print the same data.
E-8.2.6	System allows MCSO users to see details for all void transactions.	YES	The General Ledger Inquiry screen allows for the display of all transaction details, including all voided or reversed entries.
E-8.2.7	System provides detail to inmates for all corrections made to their account, except transactions reversed (zeroed out) by MCSO users due to data input errors.	YES	The TAG Trust system includes the ability to print an Offender Trust Account statement, with or without detailed transaction histories.
(Cont.)	<i>Section 8.2.7 – Does the detailed transaction history printed on inmate statements include transactions that were reversed (zeroed out)? (QA1-#7)</i>		<i>Yes. The transaction history details all transactions including those that were reversed or otherwise adjusted. (QA1-#7)</i>
E-8.2.8	Toolbars or menus are appropriate for displayed screen.	YES	Toolbars and menus are consistent across the entire TAG application.
Technical Requirements			
F-1.0 General – System-Wide			
F-1.1.1	Application is of modular design, such that: <ul style="list-style-type: none"> • Any module can operate as a “stand-alone” system, AND • When component modules are used together, functionality is fully integrated. 	YES	<p>Syscon’s TAG system is entirely modular in design. Beyond the core modules which create offender records (called Admission and Release for institutional use, and Intake for community corrections use), modules can be added as needed, or as budgets permit.</p> <p>Note that the TAG Trust system, when licensed separately, comes bundled with the core functionality to enable it to operate as a stand-alone application.</p> <p>The full list of TAG modules:</p> <ul style="list-style-type: none"> • Admissions and Release • Billing of Services • Case Management

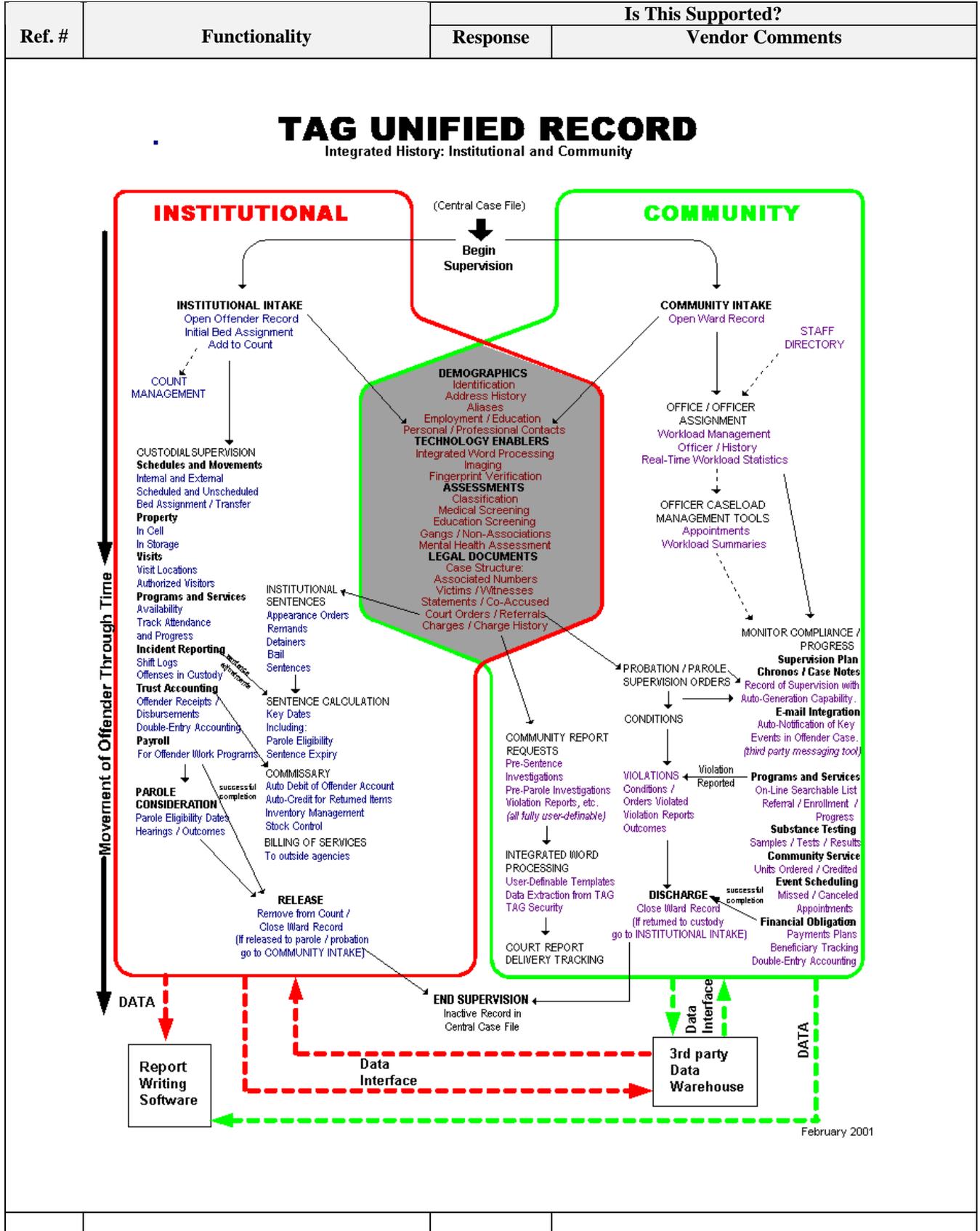
Attachment B-2 – Business & Technical Specifications

Ref. #	Functionality	Is This Supported?	
		Response	Vendor Comments
			<ul style="list-style-type: none"> • Classification & Assessment • Commissary • Community Financials • Gangs and Non-Associations • Image Capture • IDS (Lineups) • Intake • Integrated Word Processing • Legal Cases • Offences In Custody • Paper File Tracking • Programs & Services • Property/Personal Effects • Requests/Grievances • Schedules & Movements • Shift and Incident Logs • Trust Accounting • Visits Management • Workload Management <p>Each module is fully integrated with the next. The system’s insistence on common identifiers allows a tight integration of offender data across the entire spectrum of corrections functionality. The following diagram shows the high level conceptual design of Syscon’s TAG system, illustrating the interrelationships of TAG offender data in an integrated institutional / community corrections implementation.</p> <p>The diagram following represents the general chronology of events as each offender moves through the path (top to bottom) of the system.</p> <ul style="list-style-type: none"> • Items within the red line are TAG modules used for institutional offender management. • Items within the green line are TAG modules used for community offender management. <p>There is an overlapping section of modules that are used in both the institutional and community corrections environment (chiefly demographics, screening tools and legal documents). TAG maintains a unified offender record in which all institutional and community supervision can be carried out simultaneously on the same record.</p> <p>The solid line arrows show the general process flow from admission to release (institutional) and intake to</p>

Attachment B-2 – Business & Technical Specifications

Ref. #	Functionality	Is This Supported?	
		Response	Vendor Comments
			discharge (community). Dotted lines tie in other TAG administrative or officer tools.

Attachment B-2 – Business & Technical Specifications



Attachment B-2 – Business & Technical Specifications

Ref. #	Functionality	Is This Supported?	
		Response	Vendor Comments
(Cont.)	<p><i>Section 1.1.1; If the County purchases the Trust Accounting module, does it come with the Admissions & Release module? Or the Intake module? Or both? What is the difference between the Admissions & Release and Intake modules? (QA1-#8)</i></p>		<p><i>The “Core” functionality referred to in our response is merely functionality that will be active in the background, facilitating the interface between the existing JMS and our Trust package. The admissions information captured by the existing system will be sent to our TAG application and stored in our database for the purposes of initiating (opening) the inmates trust account.</i></p> <p><i>The TAG Intake module is used by Community Corrections jurisdictions to register offenders in a community setting. It is the Community equivalent of the Institutional Admission & Release module. (QA1-#8)</i></p>
(Cont.)	<p><i>During your vendor demonstration of the Trust Accounting System RFP 3015, we were shown several features of your system. For example, the ability to capture signatures electronically, to integrate word processing, and display photo’s of inmates. Which of these features were included in your proposal and what are the costs associated for the additional features not included, specifically the items below?</i></p> <p><i>a. Integrated word processing</i> <i>b. Signature capture</i> <i>c. Grievances</i> <i>d. Billing of Services</i> <i>e. Photo display</i> <i>(QA2-#1)</i></p>		<p><i>a. Integrated word processing</i> <i>- Included at no cost as an add-on to the financial modules.</i> <i>Inclusion of this module does have an impact on training.</i></p> <p><i>b. Signature capture</i> <i>- The cost of the signature capture tablets is \$ 315.00 USD each. We do not know how many would be placed throughout Maricopa County, therefore are unable to give a total cost for their deployment. In order to make use of the signature capture devices MS Word templates would have to be built by the County with signature capture bookmarks in place. Training for Integrated Word Processing will be discussed at the end of this section.</i></p> <p><i>There is no additional Syscon license cost for this function.</i></p> <p><i>Information on the signature capture tablets can be viewed at www.topazsystems.com</i></p> <p><i>c. Grievances</i> <i>- The Grievances module is a separately licensed module within the TAG application. The cost for a 60 concurrent user module license is \$ 18,556.00 USD. Also, an increase in the support cost of \$ 4,453.00 USD annually would have to be added.</i></p> <p><i>Inclusion of this module would require additional training and the interface requirement would have to be reviewed and in all likelihood the interface would have to be expanded.</i></p> <p><i>d. Billing of Services</i> <i>- The Billing Of Services module is also a separate module. The cost for this module is \$ 23,512.00 USD. An annual support increase of \$ 5,643.00USD</i></p>

Attachment B-2 – Business & Technical Specifications

Ref. #	Functionality	Is This Supported?	
		Response	Vendor Comments
	<p><i>NOTE: Pricing quoted here was revised in Syscon’s Best & Final Offer dated August 20, 2003.</i></p>		<p>would be added on an annual basis.</p> <p><i>Inclusion of this module would require additional training and the interface would have to be reviewed and potentially expanded to include data elements not required within the context of the RFP.</i></p> <p><i>e. Photo display</i> - The display of images is functionality that we will include as part of the financial solution at no additional cost.</p> <p><i>The interface with the existing JMS will have to be changed to include the passing of the current mug shots into the TAG application.</i></p> <p><i>The additional training required to add the Grievance and Billing of Service modules will be 10 days. The Syscon daily rate for training is \$ 950.00 per day. The cost for the additional training will be \$ 9,500.00 USD.</i></p> <p><i>The additional training for Integrated Word Processing will be 3 days. The cost will be \$ 2,850.00 USD.</i></p> <p><i>The additional cost for the changes to the interface between TAG (TRACS) and the existing JMS is impossible to estimate without additional detailed information. This cost would be derived from the interface PRIM. (QA2-#1)</i></p>
F-1.1.2	“Open” system that is ODBC compliant.	YES	TAG’s Oracle database is both SQL and ODBC compliant.
F-1.1.3	Uses relational database management technology.	YES	TAG is developed entirely around the industrial strength Oracle 9i RDBMS.
F-1.1.4	Runs on a preemptive multi-tasking operating system.	YES	The existing implementations are n-tier systems consisting of an Oracle RDBMS segment, a Windows NT application server segment and MS Windows 95/98 or NT workstation segment. However, the TAG application development is consistent with open standards and will run on any platform supported by Oracle. The network platform for the Oracle Database Server can be on any platform supported by Oracle (e.g. UNIX, NT, etc.) We recommend that the Forms Server be on Windows NT/Windows 2000.
(Cont.)	Page 17 of Syscon’s RFP response, you mention windows NT Application server, will it work on Windows 2000/2003? (QA1-#2)		Yes. We have completed our system testing using Windows 2000 and can confirm that this is now an approved OS. We are continuing to test Windows XP and we anticipate that, by Maricopa installation time, we will have approved the use of XP. (QA1-#2)
F-1.1.5	Allows for back-up procedures appropriate to an accounting system operated 24-hours/7-days per week.	YES	The TAG application makes full use of Oracle’s Enterprise DBA tools which allow your Database Administrator to manage all aspects of database

Attachment B-2 – Business & Technical Specifications

Ref. #	Functionality	Is This Supported?	
		Response	Vendor Comments
			maintenance. These tools include detailed backup and recovery utilities that enable either cold or hot backups.
F-1.1.6	Allows for archiving of inactive records (removal from the active database) at intervals determined by MCSO.	YES	The Oracle RDBMS allows for archiving as required. However, we would note that TAG allows for unlimited records within the system, the only limitation being available storage.
F-1.1.7	Records that were previously archived can be completely restored into the active database.	YES	
F-1.1.8	When a transaction aborts, the system must have the ability to "roll back" the database to a prior database commitment.	YES	The TAG Trust transactions utilize Oracle's rollback capabilities if they encounter a problem.
F-1.1.9	System uses a "master key" to uniquely identify inmate records and inmate account records for each incarceration. The "master key" must be associated with, or linked to, the inmate's booking number. This could be the inmate's booking number plus a sequence code for multiple accounts under the same booking. MCSO Scenario: When a person is booked into the jail he/she is assigned a "Booking Number" which is good only for that particular booking. An account is set up at this time and the monies on that person are deposited in the account. The inmate is not positively identified until hours, or even many days later. At the time of identification, the inmate is assigned a unique number (LEJIS number and State ID number). These numbers may or may not have been assigned to this inmate in the past. One inmate may, and most likely, will have many booking numbers but only one LEJIS number. The inmate may purchase items from canteen, bond out, etc. before a positive ID is made. There needs to be a method of moving account data from the initial booking account (before positive ID) into the inmate's account under the LEJIS number for that inmate (after positive ID).	YES	TAG attaches it's Trust Accounting records to a unique ID which allows for continuity in the administration of financial records over a number of bookings. In addition, the booking number is also stored against each offender transaction record for purposes of linking the transaction to a particular incarceration. At the time of booking, into the jail, a temporary Unique Id may be created within TAG until such time that the inmate is positively identified. This allows for the immediate creation of a trust account and proper administration of the record. Once the inmate has been positively identified, the temporary Unique Id may be changed (if it doesn't already exist) or it may be merged with an existing record if an historical inmate record already exists.
F-1.1.10	Data migrated from the current IFCS system must be consistent with all data created in the new system. The ability to audit and track "migrated data" must not be compromised.	YES	The Data Conversion interface described elsewhere in this proposal will ensure both consistency and traceability.
F-1.1.11	<i>The system shall include basic data editing and validation appropriate for the application. This includes, but is not limited to, range and tolerance edits, value edits, completeness and consistency edits,</i>	<i>PARTIAL</i>	<i>All of these requirements are met with the exception of the following: Syscon allows for the possibility of numbers to be entered into a name field on forms.</i>

Attachment B-2 – Business & Technical Specifications

Ref. #	Functionality	Is This Supported?	
		Response	Vendor Comments
	<p><i>alpha and numeric edits, cross-edits, system edits, etc. A few examples are:</i></p> <ul style="list-style-type: none"> • <i>Numbers cannot be entered into a name field</i> • <i>Date field will not allow an invalid date (02/30/03)</i> • <i>Standard time field (minutes-seconds) cannot be greater than 59 minutes, 59 seconds</i> • <i>Numeric field does not allow alpha characters</i> • <i>All required fields are entered</i> • <i>Value for Date of Birth field cannot be > today</i> • <i>If a value exists in a City field, then there must be a value in the State field</i> • <i>Value entered for Zip Code must match values allowed for the State</i> <p><i>(RFP Addendum #1, QA4-#1)</i></p>		<p><i>Currently the system does not enforce that a State field is entered each time a city field is entered. This would entail form modifications.</i></p> <p><i>Currently there is a custom zip code functionality that could be modified to match this requirement. (QA4-#1)</i></p> <p>Subject to clarification during the PRIM process.</p>
F-1.2.1	** Deliberately Blank **		
F-1.2.2	** Deliberately Blank **		
F-1.2.3	** Deliberately Blank **		
F-1.2.4	Each time a user logs on, the system checks the software version and automatically (with administrator's control) loads revisions if needed.	YES	Users always access the latest available versions of forms.
(Cont.)	Does the system notify users when an upgrade has been done and advise how to use the system after the upgrade? (QA2-#7)		<p><i>Upgrade and Patch Deliveries</i></p> <p><i>There are two types of deliveries at Syscon: patch deliveries and upgrade deliveries. Each uses a different notification process.</i></p> <p><i>Patches are used to make unscheduled modifications and fixes to the TAG system. The trigger for a patch delivery is either an issue notification to Syscon from the client, or Syscon notifying the client of a relevant issue that has been addressed internally or with another client. In either case, the client is informed of the patch via e-mail, and the patch is delivered via FTP. The patch is installed and implemented according to the instructions in the "read me" file included with each delivery. The delivery identification method we use helps make it easy for a client to identify and manage the issues relevant to them.</i></p> <p><i>The trigger for an upgrade is through the Customer Relations Manager, who is in regular contact with and constantly monitors the client's needs, how those needs change, and how they may be met by scheduled enhancements to the TAG product. Syscon then provides the client with release notes, including</i></p>

Attachment B-2 – Business & Technical Specifications

Ref. #	Functionality	Is This Supported?	
		Response	Vendor Comments
			<i>screen shots with an explanation of how the changes affect the client, prior to the release of the product. Syscon finds this personalized method of supporting the clients to be efficient and timely. (QA2-#7)</i>
F-1.2.5	** Deliberately Blank **		
F-1.2.6	System remains fully functional while back-ups are completed.	YES	The TAG application makes full use of Oracle’s Enterprise DBA tools which allow your. Database Administrator to manage all aspects of database maintenance. These tools include detailed backup and recovery utilities that enable either cold or hot backups.
F-1.2.7	Reference lists or other information defined by MCSO is available for all users (e.g., account codes, facility codes, status codes, etc.).	YES	To help speed up data entry and also to limit mistakes, TAG employs code tables, or lists of values, wherever possible. In fields with an associated list of values, one keystroke accesses a window listing all valid entries (as maintained by the system administrator). Hint text indicates if a list of values is available.
F-1.2.8	System provides audit and/or exception reports to identify possible duplicate or inaccurate data and records.	YES	All transactions within the TAG Trust system can be audited promptly.
F-1.2.9	System can continually log all transactions for system security and data integrity, to be saved in the form of removable media.	YES	Data collected in transaction journal (audit) tables can be exported to a file.
F-1.2.10	For database recovery purposes, has ability to "roll forward" or reprocess previously executed transactions from a transaction log file.	YES	<p>Oracle 9i server-managed backup and recovery provides a high level of backup and recovery functionality from within the Oracle Server. Oracle 9i maintains detailed information on when backups are performed, exactly which parts of the database are backed up, and where the files are stored. Should a recovery be necessary, Oracle 9i analyzes the state of the database, and determines the operations necessary to repair the database. Then, Oracle 9i automatically performs those operations, greatly simplifying the recovery for the administrator, and reducing the possibility of human error.</p> <p>A simple graphical user interface (GUI) within the Oracle Enterprise Manager controls backup and recovery. An application programming interface (API) is also available for third parties who want to provide an alternate interface. A media management layer interfaces with popular third party tape management products. Multi-level incremental backups greatly reduce the size of the backups since only the changed blocks are backed up. This also reduces the time required to backup a datafile.</p> <p>Oracle 9i includes the LogMiner™ feature, which allows DBAs to view the contents of the transaction log files. This allows them to view what SQL DML and DDL operations were executed, by whom, and at what time. It also creates the SQL necessary to</p>

Attachment B-2 – Business & Technical Specifications

Ref. #	Functionality	Is This Supported?	
		Response	Vendor Comments
			“backout” any DML operation that a user inadvertently executed. For example, Log Miner returns the necessary inserts statements to re-create records that were accidentally deleted from a table.
(Cont.)	<i>Section F-1.2.10 – References Oracle 8i, and elsewhere in the bid you reference Oracle 9i – which is correct? (QA1-#9)</i>		<i>The Oracle DBMS on which TAG is built is version 0i. The Oracle application server system is version 9i. Oracle does not attempt to “normalize” their version numbering between different products. (QA1-#9)</i>
F-1.2.11	Expected Response Times – For locations on Maricopa County’s fiber optics WAN and 10BT to the desktop (Downtown, District 1, Durango), 95% of the following transactions will be "real time" and executed in equal to or less than the times shown below: <ul style="list-style-type: none"> • Inmate Account Inquiry..... 3 seconds (Standard Singular Account Information) • All Add/Update Transactions 5 seconds • Complex* Record Searches 10 seconds (* Involving three (3) or more criteria or elements) • Standard Report Print outs 5 minutes. 	YES	Subject to network capabilities, TAG will meet or exceed the response times required.
F-1.2.12	The system will not allow duplication of any master key for any and all records / rows.	YES	The TAG system will not allow duplication of any master key for any and all records / rows.
F-1.2.13	"Soundex" functionality is provided to make searches of inmate name records easier, and can effectively handle Hispanic and Native American names.	YES	The TAG system allows for soundex searching of names, along with Full Name, Partial Name and Variant Name searches. Syscon has specific experience working with LA County to ensure that the soundex searches work with Hispanic and other ethnic names.
F-1.2.14	All deposits, bonds posted, cash storage locations, safe storage locations, and transfers have money breakdowns (e.g. \$0.01, \$0.05, \$0.10, \$0.25, \$0.50, \$1.00, \$5.00, \$10.00, \$20.00, \$50.00, \$100.00, other cash, checks, check amount, check number and other funds as applicable). This data will carry throughout the system database for tracking and reconciliation purposes.	PARTIAL	As described in more detail in E-6.2, The TAG Trust system will soon be able to manage denominational cash counts at the end of the day for reconciliation purposes. However, it is not possible to enable full denominational accounting of each individual transaction.
(Cont.)	<i>Can the system provide a screen that shows the denomination when taking money for individual deposits made on inmate accounts? (QA2-#12)</i>		<i>Currently, cash denominations are recorded only during the cash reconciliation process at the end of an officer’s shift. The recording of cash denominations for a deposit would require a minor modification to the Receive/Disburse Trust Funds</i>

Attachment B-2 – Business & Technical Specifications

Ref. #	Functionality	Is This Supported?	
		Response	Vendor Comments
			<i>screen (OTDRDTFU). (QA2-#12)</i>
F-1.2.15	Highly desirable that account numbers assigned to data migrated from the current IFCS system remain essentially unchanged.	YES	Syscon assumes that the Chart of Accounts and General Ledger accounts will be set up by the County system administrators in TAG in such a way as to accommodate this requirement.
F-1.2.16	Data that has been migrated from the current IFCS system will contain a flag, or some other notation, that this data was derived from IFCS.	YES	The data conversion scripts can populate a comment field for each transferred data element indicating that it's source was the data conversion.
F-2.0 User Interface			
F-2.1.1	System is provided with short-cuts, commands, function keys, and/or similar "hot keys" that allow users to jump quickly to other screens or tasks.	YES	Virtually all basic TAG functionality is managed through single-key toolbars. In addition, wherever normal procedure dictates a specific sequence of screens, client-determined workflows can be incorporated to allow screens to appear in sequence without returning to a menu.
(Cont.)	<i>Is "toolbar navigation functionality" already included in the application price? (QA2-#18)</i>		<i>Yes, toolbar navigation and workflow menus are included in the application price. (QA2-#18)</i>
F-2.1.2	Context sensitive on-line help is: <ul style="list-style-type: none"> • Pertinent to the current task • Accessible by a hotkey and/or minimal keystrokes or mouse-clicks • Provides prompts and instructions to aid the user. 	YES	Syscon has invested a large amount of time and effort in the development of a state of the art context-sensitive on-line help system utilizing the industry-leading RoboHELP technology. The help screens contain full and comprehensive documentation, examples and illustrations. These have been extensively tested by our development teams and clients for usability and user-friendliness. Each help screen can be viewed on line or printed, while every data entry screen and every feature of the TAG system is fully documented. In total, the help system comprises a body of information that is as detailed and comprehensive as the entire set of TAG user manuals.
F-2.1.3	Data entered at a single point is automatically propagated into other component modules and/or interfacing systems.	YES	TAG is designed as an integrated whole, allowing for once-only entry of all data.
F-2.1.4	Data entry can be completed using the keyboard only, or the operator can choose to use a mouse.	YES	TAG operations can be completed either through the keyboard or the mouse.
F-2.1.5	Provides "drop-down lists" or "pick lists" for frequently used codes and fields where this type of selection is available can be easily identified.	YES	To help speed up data entry and also to limit mistakes, TAG employs code tables, or lists of values, wherever possible. In fields with an associated list of values, one keystroke accesses a window listing all valid entries (as maintained by the system administrator). Hint text indicates if a list of values is available.

Attachment B-2 – Business & Technical Specifications

Ref. #	Functionality	Is This Supported?	
		Response	Vendor Comments
F-2.1.6	Input data is validated for accuracy and completeness, and when possible, allows the user to correct data viewed on the screen or form before the user deliberately saves or sends a transmit for the transaction (e.g. enter key or button).	YES	TAG contains rigid controls on data presentation (edit checks and format masks) to streamline operation and prevent entry of invalid data. Many of these edit checks and display characteristics of TAG can be manipulated by your agency’s System Administration personnel through the use of client-specific system profiles. All TAG operations require a positive “save” from the user prior to commit.
F-2.1.7	Automatic validation is done on data elements when possible (e.g., dates within bounds, birth dates within reasonable ranges, etc.).	YES	TAG contains edit checks, format masks and validation routines to prevent entry of invalid data.
F-2.1.8	Once completed (i.e., saved or transmitted), a transaction cannot be changed, but a correcting transaction can be entered.	YES	TAG Trust transactions cannot be deleted once committed. All reversals and corrections are made through adjusting entries.
F-2.1.9	Data entry screens or forms are cleared and/or initialized after data entry, or upon entering data into the first data field. Explain in Vendor Comments how “auto-fill” functionality described in Specification F-2.2.4 below is affected.	YES	
F-2.2.1	Graphical User Interface (GUI) with a look and feel similar to Microsoft Windows™.	YES	TAG is designed with a consistent screen design based on a Windows-like GUI. Please see examples of TAG screens throughout this Response.
F-2.2.2	Users can have multiple active windows, screens or tasks open concurrently.	PARTIAL	Multiple instances of TAG can be opened for this purpose <i>on one workstation, limited only by memory allocation.</i>
F-2.2.3	Screens for different users are similar in view and context. The non-ability to perform a particular task is a function of the user’s security level, but the function/transaction is still visible to the user and may be grayed out.	YES	Screens for different users are similar in view and context. Sections of screens that are not accessible to a user by virtue of their user role can be grayed out or made invisible to the user.
F-2.2.4	Populates fields during data entry: <ul style="list-style-type: none"> • Defaults certain fields to most commonly used value (e.g., State field defaults to Arizona, dates to today, etc.) • Allows for “smart fill” of fields (e.g., while entering "Ma" in a facility field it is filled with "Madison") • Searches the database and populates fields when enough data is entered to identify an existing (and unique) record (e.g., an inmate’s name entered into the system automatically populates additional fields which the user can then verify as correct). 	YES	Wherever it makes sense, TAG will default fields to allow for ease in data entry. For example, when completing address information, Arizona can be flagged in the setup table for states to default during the data entry process. All look-up values in TAG will smart fill if enough of the value has been entered to uniquely identify it. All inmate specific screens in TAG have a standard header which allow for a search on name, unique id, booking number etc. and will populate additional information associated with the inmate allowing confirmation of the correct record. Once the user moves to add additional information against the inmate, any field defaults will auto populate.
F-2.2.5	MCSO System Administrator can designate each field as “mandatory,” “desired,” or “if	PARTIAL	Some of TAG’s fields can be designated as “mandatory” via system administration maintenance

Attachment B-2 – Business & Technical Specifications

Ref. #	Functionality	Is This Supported?	
		Response	Vendor Comments
	available.”		setup. Others, those required for system integrity, are defined at the system or database level. <i>Subject to clarification during the PRIM process.</i>
F-2.2.6	If invalid data is entered, the system provides on-line help showing valid entries and/or data ranges and format.	YES	All TAG data entry fields have detailed edit checks, format masks and validation routines to prevent invalid entry. Hint texts help steer the user to the correct data entry type or range.
F-2.2.7	On-line help is: <ul style="list-style-type: none"> • Available down to the field level • Searchable by topic or key word • Linked to related references. 	YES	The TAG HELP system provides context sensitive assistance on all fields, screens and processes in TAG. The HELP system is searchable by topic or key word and cross references are provided in detail.
F-2.2.8	After selection of a record, additional detail can be displayed without leaving the current screen (e.g., when an inmate's account summary is displayed and user selects a particular transaction, detail of that transaction is displayed).	YES	On virtually all TAG Trust screens, child blocks display detailed information whenever a selection is made in a parent block.
F-2.2.9	Word processing functionality allows long text fields or memo fields to be easily spell checked and edited as desired.	Future – Free	Spell check of long text fields is being introduced into the TAG product. Anticipated delivery is Q3, 2003. <i>This functionality will be provided for specific fields as requested by Maricopa County.</i>
F-3.0 Queries			
F-3.1.1	Provides query functionality so that users without programming knowledge can easily search by: <ul style="list-style-type: none"> • Name, booking number, account number , or other data elements • Partial name, address, or other data elements, using wildcard characters for unspecified sections of a data element • Using combinations of data elements • Using logical operators to specify data ranges. 	PARTIAL	The system search capabilities meet these requirements with the exception of data range parameters. <i>Subject to clarification during the PRIM process.</i>
F-3.1.2	Query results are listed in table format, with scroll, page forward, and page back capability (for multiple pages).	YES	The format of the inquiry is dependant on the design of the specific inquiry screen. However, in all cases we believe that TAG meets the functionality required.
F-3.1.3	Users can move directly to a detail record of interest by a simple mouse click or keystroke.	YES	On virtually all TAG Trust screens, child blocks display detailed information whenever a selection is made in a parent block.
F-3.1.4	Query results are held so users can page back and forth between query results and detail records without having to re-run the query.	YES	All query results are held on every screen until such time that the user exits the screen or performs a new query. <i>Oracle Reports and Oracle Discoverer also have functionality to create reports with hyperlinks to meet this requirement.</i>

Attachment B-2 – Business & Technical Specifications

Ref. #	Functionality	Is This Supported?	
		Response	Vendor Comments
(Cont.)	Section G-3.1.4 – Does the user have to exit the query results screen in order to view detail records? (QA1-#10)		No. Most offender-specific inquiry screens are built on parent-child blocks in which the main type of information is in the parent block and additional detailed information is on a child block. Clicking on any line item of the parent block will display the detailed information for that item in the child block on the same screen. Non-offender inquiries usually respond with scrollable lists on the same screen. (QA1-#10)
F-3.1.5	When querying by name, booking number, or account number, the system provides the operator with a list of all pertinent data for that name, number, or event.	YES	The information display returned by the query is dependent on the specific screen from which the inquiry was launched.
F-3.2.1	Users can mark records listed in query results for inclusion in a final listing, with the ability to perform another search and join the resulting lists together in one list.	PARTIAL	This is a common feature on many report submissions where report parameters may have a hierarchy of searches to perform before the final list is compiled. Subject to clarification during the PRIM process.
F-3.2.2	Database can be searched on either a code or its literal translation (e.g., “AZ” or “Arizona”).	YES	
F-3.2.3	Database can be searched using “soundex” (sounds-alike) functionality for all last names and first names, including names of Hispanic and/or Native American origin.	YES	The TAG system allows for soundex searching of names, along with Full Name, Partial Name and Variant Name searches. Syscon has specific experience working with LA County to ensure that the soundex searches work with Hispanic and other ethnic names.
F-4.0 Reports			
F-4.1.1	Output can be directed to the user’s display screen and/or to a printer.	YES	Within the TAG Trust system, report output can be directed to the user’s display screen or to a printer.
F-4.1.2	Ad hoc reporting functionality is provided so that users without programming knowledge can easily: <ul style="list-style-type: none"> • Query on any data element • Use logical operators • Sort output as desired • Set the number of copies needed • Save report formats for later reuse. 	Third Party -- free	The openness of Syscon’s TAG database makes it ideally suited to the running of virtually all of the major commercially available ad-hoc report writers on the market. Syscon particularly recommends Oracle Reports™ that is specifically designed to work with the Oracle 9iAS software. Our proposal includes 2 user licenses for Oracle Reports Oracle Reports realizes the promise of the Internet and delivers “board room”, high quality information to all users in the Enterprise using a standard Internet browser. Data is served dynamically from the database in various reporting style formats : HTML with Cascading Style Sheets (CSS) which extends the HTML standard to support greater font

Attachment B-2 – Business & Technical Specifications

Ref. #	Functionality	Is This Supported?	
		Response	Vendor Comments
			<p>and image styles giving high-quality reporting from a web browser. Even higher-quality reporting through native generation of Adobe’s PDF (Portable Document Format). Reports are declaratively designed to provide users with an easy route to the information they require. Through data-driven table of contents and report hyperlinks, users view just the information they are interested in. All of this functionality is available in a secure environment that leverages the performance and scalability of the database.</p> <p>Oracle Reports provides endless ways in which to format information, be it a dynamically-generated personalized letter, or a matrix-style layout embedded within a tabular report that includes dynamic, data-driven charts. Reports include :</p> <p>Multiple report formats such as tabular, matrix, group style and graphical output or limitless combinations of all these. Multiple queries to select all the data required into one high-quality formatted report. Data access from any database including Microsoft SQL Server, Sybase, Informix, DB2, Rdb, Oracle and any other ODBC compliant data source. Reports are not banded which provides development with full flexibility over report formatting and allows easy production of essential standard business reports.</p> <p>Oracle Reports also provides a myriad of ways in which to deliver valuable information:</p> <p>Report Bursting allows a report to be run once, split into multiple sections and each section to be sent to a different destination. This reduces network traffic and enables one report run to service the needs of multiple users, thereby ensuring that the correct people see up-to-date information in the format that they require. One Pass Reporting produces multiple output styles e.g. PDF, HTML, Postscript from a single report run. This saves both time and system resources. Files are distributed to users using a variety of mechanisms such as printer, email and the Internet. High quality report formatting and distribution is available from within a powerful, declarative development environment which reduces development time.</p> <p>Oracle Reports provides the power organizations need to produce reports, through the unrivaled scalability of its centralized application server based</p>

Attachment B-2 – Business & Technical Specifications

Ref. #	Functionality	Is This Supported?	
		Response	Vendor Comments
			<p>environment.</p> <p>Report requests are automatically balanced across a heterogeneous reports server cluster. This allows organizations to easily add more users to their reporting environment as demand increases and the enterprise grows.</p> <p>The centralized, application server based reporting environment also allows users to :</p> <p>Schedule, batch, queue, view and reuse reports according to their needs. This saves both time and resources.</p> <p>Use an advanced reports cache that negates the need to re-run common reports for every user request. Users simply share the report run output which saves on report runtime per user and allows them to see information more rapidly.</p> <p>Obtain an automatic job finished notification via email.</p> <p>In addition, the application server based environment provides:</p> <p>Centralization of the reporting process, which in turn provides low maintenance reports management, thereby reducing the total cost of ownership of the computing environment.</p> <p>Thin clients, Internet browsers or an ActiveX control that can be embedded into third party applications and used to publish reports. This eliminates the need to install and maintain software on every user's PC.</p> <p>Oracle Reports is an integral part of Oracle's integrated business intelligence tools solution. Oracle provides Business Intelligence tools that span the full spectrum of user needs from enterprise reporting through ad-hoc query to advanced analysis.</p> <p>Oracle Reports integrates with Oracle Discoverer™, Oracle's award-winning, end-user, ad-hoc query and analysis tool. Oracle Discoverer users can perform ad-hoc queries and publish the results using the dynamic Internet reporting capabilities of Oracle Reports. This integration provides the most complete end-user and enterprise reporting environment: from powerful ad-hoc analysis to high-quality reports.</p> <p>Oracle Reports allows report developers to create standard enterprise reports against multidimensional data held in Oracle® Express. This brings powerful production reporting capabilities to the world's leading OLAP server.</p>

Attachment B-2 – Business & Technical Specifications

Ref. #	Functionality	Is This Supported?	
		Response	Vendor Comments
			<p>The reporting model provides all the advantages of an application server based, thin client deployment architecture. Reduced cost of ownership while meeting your user demands for information, in the format they require. Oracle Reports provides:</p> <p>High-quality Internet publishing that dynamically generates “board room” quality Web pages based on your corporate data.</p> <p>A powerful declarative development environment that allows sophisticated, unbounded reports to be created in a matter of minutes.</p> <p>Proven database-aware technology that provides tight integration with multiple data sources and easy, fast delivery of information via a browser, a thin client viewer or an Active-X control.</p> <p>Self-service, dynamic Internet publishing for Oracle Discoverer™ users, and multidimensional reporting for Oracle® Express</p> <p>Application server based reporting which provides a centralized, scalable, low cost of maintenance report deployment architecture.</p> <p>Oracle Reports provides the most powerful development environment to build and publish sophisticated high-quality database reports. Reports deployed in a centralized environment allow companies to reduce the cost of software installation and maintenance while taking advantage of the increased scalability and manageability of application server based reporting.</p>
F-4.1.3	Cross-tabulated reports can be constructed to present a range of data (e.g., by time, priority, etc.).	Third Party -- free	Please see F-4.1.2. above.
F-4.1.4	MCSO system administrator can develop and modify on-line forms and reports with no vendor customization required.	PARTIAL	<p>Reports can be created using Oracle Reports or another third-party ad-hoc report writer. However, the online forms can only be created or modified by the vendor.</p> <p><i>Subject to clarification during the PRIM process.</i></p>
F-4.1.5	Checks can be printed on preprinted check forms utilizing security measures such as control numbers.	YES	The TAG Trust system includes complete check writing and management functionality.
F-4.1.6	Users can print information displayed on their screen on the fly (i.e., “print screen” functionality at any time).	YES	
F-4.2.1	Reports with certain user-specified fields or “redacted” text can easily be printed for public dissemination.	Third Party – free	Reports created by the ad-hoc report writer can be designed to operate in the manner specified.
F-4.2.2	Data elements can be “decoded” for presentation in reports (e.g., the code “AZ” prints as “Arizona”).	Third Party – free	Reports created by the ad-hoc report writer can be designed to operate in the manner specified.

Attachment B-2 – Business & Technical Specifications

Ref. #	Functionality	Is This Supported?	
		Response	Vendor Comments
F-4.2.3	Database can be searched using key words, phrases, and partial keys.	YES	
F-4.2.4	Print “Confidential” or a user-defined confidential disclaimer on selected reports.	Third Party – free	Reports created by the ad-hoc report writer can be designed to operate in the manner specified.
F-4.2.5	Output can be sent to another user as an e-mail attachment.	Third Party – free	This is a specific feature of Oracle Reports.
F-4.2.6	Users can set-up and schedule reports to be run at a later time.	Custom – Free	TAG Trust reports are generally run on an as-required basis. Syscon will provide a method through the operating system event scheduler to enable pre-scheduling of reports.
F-4.2.7	Data can be extracted and downloaded for use with database, statistical, spreadsheet, and similar applications.	YES	TAG’s Oracle database is both SQL and ODBC compliant, allowing for easy access to data via industry-standard interfaces to produce the reports discussed. Data can be accessed from WORD templates, MS Access, Seagate's Crystal Reports, Oracle Report Writer, Oracle Discoverer, Express, and a large number of other third party ad-hoc reporting tools.
F-5.0 Security			
F-5.1.1	Application allows for a minimum of three (3) levels of system security: <ul style="list-style-type: none"> • Level 1 - Standard User • Level 2 - Supervisory User • Level 3 - Administrator. 	YES	The TAG system has extremely tight security based on the level of access the system administrator assigns to the various users. Access to TAG on a need-to-know basis, based on the job functions of each "user". Users must secure access by obtaining a user identification code and password through a System Administrator, who also grants access to caseloads and screens as required. Specified privileges, access and capability for each user is controlled through login and password functions.
F-5.1.2	Security levels can be customized by the Sheriff’s Office, including password control and transactions that can be performed by individuals or stations.	YES	
F-5.1.3	Unique User ID and password are required for logon, and password is not displayed during logon.	YES	
F-5.1.4	System maintains a complete audit trail by logging (journalizing) specified user activity – e.g., tracking the date, time, device, and user ID of persons adding, modifying or deleting a record, running a query, running a report, etc.	YES	Each table in the database has a journal (audit) table attached. The journal table can be switched on or off by the system administrator. The information collected in each journal table meets the MCSO requirements.
F-5.1.5	MCSO System Administrator has create, update, read, and delete access to all tables.	YES	Subject to user security privileges.
F-5.1.6	MCSO Supervisor User: <ul style="list-style-type: none"> • Can easily maintain the security system and make modifications within minutes without programming 	YES	Syscon recommends that security levels be maintained by system administrators only. However, this access privilege can be granted to supervisory users if required.

Attachment B-2 – Business & Technical Specifications

Ref. #	Functionality	Is This Supported?	
		Response	Vendor Comments
	knowledge <ul style="list-style-type: none"> Can define security on both an individual and a group level. 		
F-5.2.1	Users are automatically logged off the system after a period of inactivity determined by MCSO.	YES	
F-5.2.2.	Multiple levels of data security control access by station, terminal, or department and by transaction, function, file, and/or data element, such that employees in one department can be restricted from viewing or editing records of another department using the system.	PARTIAL	<p>The TAG system has extremely tight security based on the level of access the system administrator assigns to the various users. Access to TAG on a need-to-know basis, based on the job functions of each "user". Users must secure access by obtaining a user identification code and password through a System Administrator, who also grants access to caseloads and screens as required. Specified privileges, access and capability for each user is controlled through login and password functions.</p> <p>The system does not limit access by terminal or department. However, users are generally defined for security purposes by user roles, and each user role can have distinct security access definitions.</p> <p><i>Functionality for password expirations is also available in the system.</i></p>
F-5.2.3.	MCSO System Administrator can set different levels for audit trail (journalizing) and specify what to track.	YES	Each table in the database has a journal (audit) table attached. The journal table can be switched on or off by the system administrator.
System Interface Requirements			
G 1.0 General – System-Wide			
G-1.1.1	System can receive data from the current Jail Management System (JMS). Data includes demographic information on the inmate, booking number, LEJIS number (when available), bond amounts, fine amounts, inmate status, etc. Reference Exhibit 11 and Exhibit 12 of the RFP for current data elements.	Custom - Chargeable	<p>Syscon will use an XML switch to create a real time interface to transfer data between the Jail Management System and the TAG Kernel. The TAG Kernel is the area in which the data outlined in Section G-1.1.1 is stored.</p> <p>In order to synchronize the data between the two systems a data conversion must be performed to transfer the keystone information.</p> <p>After data conversion the process scripts in the XML switch will check to see if the data exists, is current or needs to be updated with the data be transferred from the JMS system.</p> <p>The data will be transferred on a real time basis as per the requirement in Section G-1.1.2 upon booking an inmate into the JMS system.</p> <p>As stated in Section G-1.1.4 “System can transfer</p>

Attachment B-2 – Business & Technical Specifications

Ref. #	Functionality	Is This Supported?	
		Response	Vendor Comments
			<p><i>data between JMS and TRACS. Development of actual data and means of the transfer will be a co-operative effort between vendor and MCSO Technology Bureau.” Syscon will provide a XML schema and MCSO will provide the data in this format.</i></p> <p>Syscon will modify a current TAG interface that meets the requirements above. The current interface performs the following functions:</p> <ul style="list-style-type: none"> • Intake is done on the LEGACY system. • When record is completed (all LEGACY mandatory fields have been entered) the file is uploaded from the local drive to the LEGACY server. • An export file is create and store on Oracle Tables. • The export file will be filtered not to include (Sealed Records, Deleted Records and Duplicate Records). • The Export tables are mirrored in the TAG database schema and will include all the mirrored records. • The TAG table will not be purged but the LEGACY export table will. • Purge by a script after 72 hours or triggering mechanism can be created after the record has been uploaded to a Mirror table. • The record will then be brought into the XML middleware by adding a SOAP header and addressing information, transposing it into XML format, creating an envelope and transporting it to the XML port. • The record will then be logged, validated, translated (based on the Stylesheets), logged again, an XML confirmation message or error report will be created and sent back to LEGACY. • In the case of an error, confirmation will be displayed on the TAG screen that the record has been entered in LEGACY system but the following errors occurred which is preventing it from being processed in TAG. • The record then can be modified and reprocessed through the middleware and processed in TAG. • The XML middleware will then process the data through TAG. • This process will be aided with all the information that is relevant to TAG being electronically being processed into TAG and be

Attachment B-2 – Business & Technical Specifications

Ref. #	Functionality	Is This Supported?	
		Response	Vendor Comments
			<p>available to the User in a seamless manner.</p> <p>This interface is used to synchronize the Offender information. It will create/update the TAG kernel with the keystone data from the JMS system, which is utilized by the Trust Accounting and Commissary systems.</p> <p>If the TAG commissary system is not utilized, then this interface will be modified to send back the Offender identifier and balance information to the JMS system.</p> <p><i>Custom Modification – Priced in E-4.2.4 above.</i></p>
G-1.1.2	Data transfers from JMS must occur in real time or within seconds of the actual booking.	Custom - Chargeable	<p>See G-1.1.1 above</p> <p><i>Custom Modification – Priced in E-4.2.4 above.</i></p>
G-1.1.3	An inmate’s account is established at the time of booking.	YES	
G-1.1.4	System can transfer data between JMS and TRACS. Development of actual data and means of the transfer will be a co-operative effort between vendor and MCSO Technology Bureau. Reference Exhibit 11 and Exhibit 12 of the RFP for current data elements that are shared between systems.	Custom - Chargeable	<p>See G-1.1.1 above</p> <p><i>Custom Modification – Priced in E-4.2.4 above.</i></p>
(Cont.)	Can the system run independently when JMS is down? (QA2-#13)		<p><i>Yes, the TAG system is operated independently from JMS. However, transactions in TAG will only be available for inmate data transferred from the JMS prior to the point when the JMS goes down. (QA2-#13)</i></p>
(Cont.)	If proposed system goes down, how will it recover the missing data from JMS? (QA2-#14)		<p><i>Should the TAG system go down, the JMS will continue to feed relevant data to the export file described in section 6 1.1.1. of the original Response. Once the TAG system comes back up, the XML switch will immediately process the JMS export file in the normal fashion. (QA2-#14)</i></p>
G-1.1.5	** Deliberately Blank **		
G-1.1.6	** Deliberately Blank **		
G-1.1.7	** Deliberately Blank **		
G-1.1.8	Bonds and Fines payments start on the Jail Management System, but accountability for monies received (denomination of bills and coins as well as type of payment) occurs in TRACS as verification. Amount received must be automatically compared to JMS data download for accuracy.	Custom - Chargeable	<p>See G-1.1.1 above</p> <p><i>Custom Modification – Priced in E-4.2.4 above.</i></p>
G-1.2.1	** Deliberately Blank **		
G-1.2.2	** Deliberately Blank **		
G-1.2.3	Development of data transfers require minimal redesign and rework being done on both JMS and IFCS.	YES	

Attachment B-2 – Business & Technical Specifications

Ref. #	Functionality	Is This Supported?	
		Response	Vendor Comments
	Miscellaneous Specs		
	M1.0 Miscellaneous Business & Technical Specifications		
M-1.1	The system must operate in an environment that includes a network of systems and PC workstations. Currently, all MCSO systems can be accessed using TCP/IP on the County’s ethernet backbone (wide area network). (RFP 3.2.1)		No Exception Noted in Syscon’s Response to the RFP, dated May 9 2003.
M-1.2	The vendor shall be responsible for specifying minimum and recommended configuration requirements for all hardware and software needed for the trust accounting and commissary systems. To the extent possible, the Sheriff’s Office plans to use existing PC workstations, cash drawers, and network printers; the vendor shall be responsible for providing all other software, hardware, and equipment. However, Maricopa County reserves the right to purchase hardware and operating software off existing contracts with other vendors. (RFP 3.2.2)		No Exception Noted in Syscon’s Response to the RFP, dated May 9 2003.
M-1.3	The vendor must provide complete and detailed specifications for the standard items of their solution, including: <ul style="list-style-type: none"> • Minimum specifications for the application server, PC workstations, cash drawers, and network printers. • Hardware systems and/or alternative equipment that are certified by the vendor for production use with the TRACS system. (RFP 3.2.3, 3.2.3.1, & 3.2.3.2) 		No Exception Noted in Syscon’s Response to the RFP, dated May 9 2003.
(Cont.)	<i>Please provide detailed hardware configuration(s) that are recommended to meet our business and technical requirements as described in the RFP – i.e., exactly what hardware and operating software will we need to purchase to successfully run your application? (QA3-#3)</i>		<i>Please see attachments labeled “Configuration Guide” and “Configuration Recommendations”. (QA3-#3)</i> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  "Configuration Guide.doc" </div> <div style="text-align: center;">  "Configuration Recommendations.doc" </div> </div>
M-1.4	All hardware and software systems shall be of the latest manufacture and must be state-of-the-art. For compatibility, the system shall include only standard equipment and operating systems, thus avoiding any		No Exception Noted in Syscon’s Response to the RFP, dated May 9 2003.

Attachment B-2 – Business & Technical Specifications

Ref. #	Functionality	Is This Supported?	
		Response	Vendor Comments
	proprietary architecture. (RFP 3.2.3.3)		
M-1.5	The system shall be directly expandable by adding, not replacing hardware. The vendor must describe how the TRACS system is expandable in terms of processors, main computer memory, disk drives, peripheral devices, etc. (RFP 3.2.3.4)		No Exception Noted in Syscon’s Response to the RFP, dated May 9 2003.
M-1.6	Disk storage shall be sized so that all users have on-line access to historical financial transactions. The system must also provide and maintain on-line access to archived inmate account information as needed. (RFP 3.2.3.5)		No Exception Noted in Syscon’s Response to the RFP, dated May 9 2003.
M-1.7	All data from the current IFCS system must be migrated (converted) into the new system’s database. Data migration will be completed by the vendor’s technical staff, with assistance from the MCSO Technology Bureau. The system must address and treat this “migrated data” the same as data that is created by transactions within the new system. (RFP 3.2.3.6)		No Exception Noted in Syscon’s Response to the RFP, dated May 9 2003.
M-1.8	The vendor shall provide the Sheriff’s Office with a minimum of three (3) sets of all available system documentation. This documentation may be reproduced, at no cost to our office, for internal use only. Desired documentation includes, but is not limited to: <ul style="list-style-type: none"> • Database structure manuals/diagrams. • Operational instructions and procedures, including backup and recovery, troubleshooting, maintenance, downloading data for off-line storage, retrieving off-line data, purging files, etc. • Operating system manuals/diagrams. • User manuals for the system, including ad hoc reporting and queries. • Interface documentation, including diagrams, manuals, etc. • Any additional documentation the vendor or Maricopa County considers applicable. (RFP 3.4.1-All)		No Exception Noted in Syscon’s Response to the RFP, dated May 9 2003.
M-1.9	The vendor shall provide detailed documentation on system support. Documentation must specifically cover, but is not limited to, the following: <ul style="list-style-type: none"> • Detailed explanation of system design, database structure, communications 		No Exception Noted in Syscon’s Response to the RFP, dated May 9 2003.

Attachment B-2 – Business & Technical Specifications

Ref. #	Functionality	Is This Supported?	
		Response	Vendor Comments
	<p>network structure, how to modify and/or add new programs, database schema, program-to-program interfaces, system interfaces/data feeds, and applicable mathematical models and algorithms.</p> <ul style="list-style-type: none"> Detailed explanation of operational backup, recovery, and restart procedures, diagnostics, how to add and/or modify functions of the operating system, and how to perform diagnostics on the operating system and address performance issues. <p>(RFP 3.4.3, 3.4.3.1, & 3.4.3.2)</p>		
M-1.10	The vendor shall identify and provide pricing and documentation for any performance tools that would assist in supporting the system, both hardware and software. (RFP 3.4.3.3)		No Exception Noted in Syscon’s Response to the RFP, dated May 9 2003.
M-1.11	The vendor shall provide detailed documentation for all user procedures. (RFP 3.4.4)		No Exception Noted in Syscon’s Response to the RFP, dated May 9 2003.
M-1.12	The vendor shall provide detailed instructions for printing, adding, and/or modifying reports. (RFP 3.4.5)		No Exception Noted in Syscon’s Response to the RFP, dated May 9 2003.
M-1.13	The Vendor shall clearly outline the educational and technical skills needed of Sheriff’s Office employees to maintain and program the new trust accounting and commissary systems. (RFP 3.6.1)		No Exception Noted in Syscon’s Response to the RFP, dated May 9 2003.
M-1.14	The vendor is required to provide a list of any test or diagnostic equipment required to maintain the hardware. The vendor must also provide itemized pricing information for this equipment. The Sheriff’s Office may purchase the equipment as part of the system or exercise the option to obtain the equipment through other sources. (RFP 3.6.2)		No Exception Noted in Syscon’s Response to the RFP, dated May 9 2003.
M-1.15	The vendor must provide a means for the Sheriff’s Office to receive source code for the software purchased or licensed, should the vendor fail to support their products, be sold, merge, or go out-of-business. (RFP 3.6.3)		<p>EXCEPTION NOTED in Syscon’s Response to the RFP, dated May 9, 2003:</p> <p>“The vendor will deliver and maintain Source Code in an escrow account for the benefit of the Sheriff’s Office in the event Vendor fails to support (without cause) it’s products or goes out-of-business. A sale or merger will not constitute a condition of release.”</p>
M-1.16	The vendor must provide information about the number of versions/releases of the software that will be supported (i.e., the vendor’s most current release and how many prior releases). (RFP 3.6.4)		No Exception Noted in Syscon’s Response to the RFP, dated May 9 2003.
M-1.17	The vendor must provide training designed		No Exception Noted in Syscon’s Response to the

Attachment B-2 – Business & Technical Specifications

Ref. #	Functionality	Is This Supported?	
		Response	Vendor Comments
	<p>to meet the needs of the Maricopa County Sheriff’s Office during TRACS implementation. The training plan may include on-site training, web-based training, train-the-trainer sessions, or any combination of services that fulfill training needs. The following information shall be addressed in the vendor’s training plan:</p> <ul style="list-style-type: none"> • MCSO will provide locations and workstation equipment for on-site training. Proposed class sizes will be 10-15 persons per class, with locations and dates to be determined by MCSO. • Field Training Officers (FTOs), supervisors, administrative staff, and others will require on-site training on multiple shifts during roll-out of the TRACS. “Train-the-Trainer” is an acceptable approach. • Up to three system administrators will need specialized technical training to support the TRACS. This training can be provided either on-site or off-site at the vendor’s location. • The vendor shall include any other types of training that may be useful in system roll-out and implementation. (RFP 3.7.1-All) 		RFP, dated May 9 2003.
(Cont.)	How many classes for each level are included in your training plan? (QA2-#22)		Syscon’s proposal includes one (1) System Administration class, and one (1) Technical Training class. We have also proposed three (3) Train the Trainer classes for 8-10 Trainers each. (QA2-#22)
(Cont.)	How long is each class for each level? (QA2-#23)		Syscon’s System Administration training course for Trust Accounting is scheduled for five (5) days. Syscon’s Technical Training course is similarly of five (5) day’s duration. Each of the three (3) identical Train the Trainer classes are of five (5) days in length. (QA2-#23)
M-1.18	The vendor shall provide lesson plans for the various training sessions. (RFP 3.7.2.1)		No Exception Noted in Syscon’s Response to the RFP, dated May 9 2003.
M-1.19	Training must be conducted by qualified instructors. Instructors shall ensure that each participant has a clear understanding of the material covered during the training session and is capable of performing the various functions unassisted. The vendor shall provide a list of personnel who will train Sheriff’s Office employees, and the qualifications of each trainer. (RFP 3.7.3)		No Exception Noted in Syscon’s Response to the RFP, dated May 9 2003.
	** END **		

ATTACHMENT B-3 – SOFTWARE LICENSE AGREEMENT

OFFENDER MANAGEMENT SYSTEM

SOFTWARE LICENSE AGREEMENT

CONTRACT IDENTIFIER:
CONTRACT AGREEMENT NUMBER:

This Software License Agreement made as of the 18th day of August, 2004

BETWEEN

**SYSCON JUSTICE SYSTEMS LTD.
230-8211 Sea Island Way
Richmond, British Columbia
V6X 2W3
("Syscon")**

AND

**MARICOPA COUNTY,
A Political Subdivision of the State of Arizona
Maricopa County Sheriff's Office
100 West Washington Street
19th Floor
Phoenix, Arizona
85003
(the "Customer")**

WHEREAS

Syscon and the Customer hereby agree as follows:

ATTACHMENT B-3 – SOFTWARE LICENSE AGREEMENT

SOFTWARE LICENSE AGREEMENT

1. **SCOPE**

1.1 The terms and conditions set forth in this Agreement shall apply to the software programs known as the TAG Offender Management System as well as any related materials and documentation.

1.2 Syscon shall be solely responsible to provide Customer with all levels of Product support. Any and all services relating to the support and maintenance of the Product shall be governed by a separate Customer Support Agreement between Customer and Syscon or it's nominee.

1.3 All other services including (without limitation) configuration, modification, implementation, integration, testing, consulting, management, acceptance testing, and training to be provided by Syscon to Customer shall be governed by a separate Professional Services Agreement between Customer and Syscon or it's nominee.

1.4 Any software other than the Product (as hereinafter defined) provided by Syscon to Customer shall be governed by separate license or sublicense agreements.

2. **DEFINITIONS** As used in this Agreement:

2.1 ACCEPTANCE means the earlier of: (1) your notice of Acceptance of the Product or, (2) you commence Live Processing of the Product or any modules thereof. "Live Processing means the first day upon which the Product is installed, brought on line, and used to perform or process your data or functions in actual operations.

2.2 PRODUCT means the software application programs (in object code form) known as the TAG Offender Management System including enhancements and modifications thereto and related materials and documentation as listed in Schedule A.

3. **GRANT OF LICENSE**

3.1 Syscon hereby grants to Customer a non-exclusive, non-transferable license of indefinite term to use the Product subject to the terms and conditions set forth in this Agreement.

3.2 This Agreement shall be executed in writing by Customer and provided to Syscon as soon as reasonably possible following execution and delivered, at Syscon's expense, by courier.

3.3 Nothing herein shall permit Customer to reverse engineer, disassemble or decompile the Product (or any portion thereof) or develop derivative works thereof. Customer shall not copy (except for archival and back-up purposes), transfer, display or use the Product except as expressly authorized in this Agreement nor shall Customer permit any other systems owned by or providing services to Customer to write to the Product database.

4. **CHARGES AND PAYMENTS**

4.1 Customer shall pay to Syscon license fees in accordance with Schedule A. Syscon shall invoice Customer in accordance with Schedule A and all such invoices shall be payable within 30 days of the invoice date.

4.2 Syscon shall bill and Customer shall pay all applicable sales, use, withholding and excise taxes, and any other assessments against the Customer in the nature of taxes, duties or charges however designated on the Product or its license to use, on or resulting from this Agreement, exclusive of taxes based on the net income of Syscon.

ATTACHMENT B-3 – SOFTWARE LICENSE AGREEMENT

5. OWNERSHIP OF PRODUCT

- 5.1 Warranty of Title - Syscon warrants that it has all rights necessary to make the grant of license herein by having all right, title and interest in and to the Product or as licensee of all such necessary rights from the owner thereof.
- 5.2 Retention of Rights by Syscon - All proprietary and intellectual property rights, title and interest including copyright in and to the original and copies of the Product and the documentation or any changes or modifications to the product shall be and remain that of Syscon or its licensor as the case may be. Customer has no proprietary or intellectual property rights, title or interest in or to the Product, or any portion thereof, except as granted herein and Customer shall not, at any time, whether before or after the termination of this Agreement, contest or aid others in contesting, or doing anything which otherwise impairs the validity of any proprietary or intellectual property rights, title or interest of Syscon in and to the Product, or any portion thereof. Customer shall not, at any time, whether before or after termination of this Agreement, disclose, furnish, or make accessible to anyone any confidential information received from Syscon, which confidential information is deemed to include the Product.
- 5.3 Notices - Customer shall not obliterate, alter or remove any proprietary or intellectual property notices from the Product and, to the extent this Agreement permits Customer to make copies of the Product, Customer shall reproduce such notices as they appear on the Product.
- 5.4 Archive and Back-Up Copies - Customer shall be entitled to make copies of the Product for archive purposes and back-up purposes, provided that Customer ensures that all such copies include screen displays of Syscon's proprietary or intellectual property notices as recorded on the original copy provided by Syscon.

6. LIMITED WARRANTY AND LIMITATION OF LIABILITY

- 6.1 Limited Warranty of the Product – Syscon warrants that, for a period of one (1) year from the date of Functional Acceptance (as defined in Paragraph 9.1 (a) of that certain Professional Services Agreement) by Customer, the Product shall conform, as to all substantial operational features, to Syscon's current published specifications when installed and be free from defects that substantially affect system performance. Syscon's sole obligation and liability hereunder shall be to use reasonable efforts to remedy any such functional non-conformance which is reported to Syscon in writing by Customer within this warranty period. In the event Syscon is unable to remedy such non-conformance using reasonable efforts, Syscon shall be entitled to, in its sole discretion, refund to Customer the license fees paid by Customer to Syscon and this Agreement shall automatically be terminated.
- 6.2 SPECIFIC EXCLUSION OF OTHER WARRANTIES - THE WARRANTIES SET OUT IN SECTION 5.1 AND 6.1 ARE IN LIEU OF ALL OTHER WARRANTIES, AND THERE ARE NO OTHER WARRANTIES, REPRESENTATIONS, CONDITIONS, OR GUARANTEES OF ANY KIND WHATSOEVER, EITHER EXPRESS OR IMPLIED BY LAW (IN CONTRACT OR TORT) OR CUSTOM, INCLUDING, BUT NOT LIMITED TO THOSE REGARDING MERCHANTABILITY, FITNESS FOR PURPOSE, CORRESPONDENCE TO SAMPLE, TITLE, DESIGN, CONDITION, OR QUALITY, NOR ARE ANY WARRANTIES GRANTED BY SYSCON'S LICENSOR. WITHOUT LIMITING THE ABOVE, SYSCON AND IT'S LICENSOR DOES NOT WARRANT THAT THE OPERATION OF THE PRODUCT SHALL BE FREE FROM INTERRUPTION OR ERRORS WHICH DO NOT ADVERSELY IMPACT THE PRODUCT'S WRITTEN WARRANTED FUNCTIONALITY.

ATTACHMENT B-3 – SOFTWARE LICENSE AGREEMENT

- 6.3 RESTRICTIONS ON WARRANTY - SYSCON SHALL HAVE NO OBLIGATION TO REPAIR OR REPLACE THE PRODUCT:
- (a) DAMAGED BY ACCIDENT OR OTHER EXTERNAL CAUSE; OR
 - (b) DAMAGED THROUGH THE FAULT OR NEGLIGENCE OF ANY PARTY OTHER THAN SYSCON; OR
 - (c) USED IN OTHER THAN ITS NORMAL AND CUSTOMARY MANNER; OR
 - (d) SUBJECTED TO MISUSE; OR
 - (e) SUBJECTED TO MODIFICATIONS BY THE CUSTOMER OR BY ANY PARTY OTHER THAN SYSCON WITHOUT THE PRIOR WRITTEN CONSENT OF SYSCON.
- 6.4 NO INDIRECT DAMAGES - IN NO EVENT SHALL SYSCON OR ITS LICENSOR BE LIABLE TO CUSTOMER OR TO ANY OTHER PARTY FOR INDIRECT DAMAGES OR LOSSES (IN CONTRACT OR TORT) IN CONNECTION WITH THE PRODUCT OR THIS AGREEMENT, INCLUDING BUT NOT LIMITED TO DAMAGES FOR LOST PROFITS, LOST SAVINGS, OR INCIDENTAL, CONSEQUENTIAL, OR SPECIAL DAMAGES, EVEN IF CAUSED BY SYSCON'S NEGLIGENCE AND EVEN IF SYSCON HAS KNOWLEDGE OF THE POSSIBILITY OF SUCH POTENTIAL LOSS OR DAMAGE.
- 6.5 LIMITS ON LIABILITY - IF FOR ANY REASON, SYSCON OR ITS LICENSOR BECOME LIABLE TO CUSTOMER OR ANY OTHER PARTY FOR DIRECT OR ANY OTHER DAMAGES FOR ANY CAUSE WHATSOEVER, AND REGARDLESS OF THE FORM OF ACTION (IN CONTRACT OR TORT), INCURRED IN CONNECTION WITH THIS AGREEMENT OR THE PRODUCT, THEN THE AGGREGATE LIABILITY OF SYSCON AND LICENSOR FOR ALL DAMAGES, INJURY, AND LIABILITY INCURRED BY CUSTOMER AND ALL OTHER PARTIES IN CONNECTION WITH THE PRODUCT, SHALL BE LIMITED TO AN AMOUNT EQUAL TO THE CHARGES AND FEES PAID TO SYSCON FOR THE PRODUCT WHICH GAVE RISE TO THE CLAIM FOR DAMAGES.
- 6.6 SEPARATE ENFORCEABILITY - SECTIONS 6.2, 6.3, 6.4 AND 6.5 ARE TO BE CONSTRUED AS SEPARATE PROVISIONS AND SHALL EACH BE INDIVIDUALLY ENFORCEABLE.
- 7. TERMINATION**
- 7.1 Termination - This Agreement and the license granted hereby shall terminate in each of the following events;
- (a) at the option of either party if the other party becomes insolvent or bankrupt or makes an assignment for the benefit of creditors, or if a receiver or trustee in bankruptcy is appointed for the other party, or if any proceeding in bankruptcy, receivership, or liquidation is instituted against the other party and is not dismissed within 30 days following commencement thereof; or
 - (b) at the option of either party if the other party materially defaults in the performance or observance of any of its obligations hereunder and fails to remedy the default within 30 days after receiving written demand therefor; or
 - (c) if the Customer breaches sections 3.1 hereof; or
 - (d) if the Customer breaches the prohibition against disclosure of confidential information set out in section 5.2 hereof; or
 - (e) if payment of any applicable license fee is not made when due, provided that Syscon has first given the Customer not less than thirty (30) days written notice of its intention to rely on this clause, which notice may not be given with respect of any particular invoice for license fees until sixty (60) days following the date of the particular invoice; or

ATTACHMENT B-3 – SOFTWARE LICENSE AGREEMENT

(f) if the Customer makes any proprietary claim to any software provided or developed by Syscon hereunder or contests or aids others in contesting, or does anything which impairs the validity of any proprietary or intellectual property rights, title or interest of Syscon in and to any software provided or developed in accordance with this Agreement,

provided that this right of termination shall be in addition to all other rights and remedies available to the parties for default or wrong-doing by the other.

7.2 Suspension of Obligations - If either party should default in the performance or observance of any of its obligations hereunder, then, in addition to all other rights and remedies available to the non-defaulting party, the non-defaulting party may suspend performance and observance of any or all of its obligations under this Agreement, without liability, until the other party’s default is remedied, but this section shall not permit Customer to suspend its obligation to make payments owing in respect of any undisputed sums and amounts owing in respect of the Product.

7.3 Return of the Product - If Customer discontinues use of the Product or in the event of termination of this Agreement by either party, Customer shall immediately return to Syscon the Product and all copies thereof and certify, in writing, to Syscon that Customer has done so.

8. GENERAL

8.1 Complete Agreement

The agreement between Customer and Syscon consists of the Contract Pursuant to RFP (Serial 03015), Exhibit A, and Exhibit B, including Attachments B-1 through B-5 with referenced Schedules. The foregoing documents shall collectively form the “Agreement” between the parties.

8.2 Force Majeure

Dates or times by which either party is required to perform under this Agreement excepting the payment of any fees or charges due hereunder shall be postponed automatically to the extent that any party is prevented from meeting them by causes beyond its reasonable control.

8.3 Notices

All notices and requests in connection with this Agreement shall be delivered to the respective parties in writing and shall be deemed to be given on the day following the day such notice is delivered to the receiving party at the following address(es):

Syscon:

The President
Syscon Justice Systems Ltd.
230-8211 Sea Island Way
Richmond, British Columbia
V6X 2W3

Customer:

Director of Purchasing
Maricopa County
Department of Materials Management
320 West Lincoln Street
Phoenix, Arizona 85003

Mr. Joe Frausto
Maricopa County Sheriff’s Office
301 South 4th Avenue – 3rd Floor
Phoenix, Arizona 85003

Chief Financial Officer
Maricopa County Sheriff’s Office

ATTACHMENT B-3 – SOFTWARE LICENSE AGREEMENT

100 West Washington Street, 19th Floor
Phoenix, Arizona 85003

8.4 Governing Law

This Agreement and performance hereunder shall be governed by the laws of the State of Arizona. Any suit or proceeding hereunder shall be brought in Superior Court sitting in Maricopa County.

ATTACHMENT B-3 – SOFTWARE LICENSE AGREEMENT

- 8.5 Enforceability
If any provision of this Agreement shall be held to be invalid, illegal or unenforceable under any applicable statute or rule of law, the validity, legality and enforceability of the remaining provisions shall in no way be affected or impaired thereby.
- 8.6 Non-Assignment
Customer may not assign its rights, duties or obligations under this Agreement, without the prior written consent of Syscon. The Customer's obligation to pay any fees or charges due hereunder is not assignable.
- 8.7 Non-Waiver
The waiver or failure of either party to exercise, in any respect, any right provided for herein shall not be deemed a waiver of any further right hereunder.
- 8.8 No Agency
The parties acknowledge that each is an independent contractor and nothing herein constitutes a joint venture or partnership and neither party has the right to bind nor act for the other as agent or in any other capacity.
- 8.9 Enurement
All covenants, representations, warranties and agreements of the parties contained herein shall be binding upon and shall enure to the benefit of the parties and their respective successors and permitted assigns.
- 8.10 Survival
Sections 3.2, 4.1, 4.2, 5.2, 6.1, 6.2, 6.3, 6.4, 6.5, 6.6 and 8.10 shall survive termination and expiration of this Agreement.
- 8.11 Interlocutory Remedy
Both parties acknowledge that irreparable harm may result to the other if either breaches their obligations under sections 3 and 5 and both parties acknowledge that such breach would not be properly compensable by an award of damages. Accordingly, each party agrees that remedies for any such breach may include, in addition to other available remedies and damages, injunctive relief or other equitable relief enjoining such breach at the earliest possible date.

IN WITNESS WHEREOF the parties thereto have executed this Agreement, through their respective officers, duly authorized for such purpose, as they so declare and represent, as of the date set out at the beginning of this Agreement.

ATTACHMENT B-3 – SOFTWARE LICENSE AGREEMENT

Syscon Justice Systems Ltd.:

Signed: _____

Name: _____

Title: _____

Date: _____

MARICOPA COUNTY

Signed: _____

Signed: _____

Name: _____

Name: _____

Title: Director, Materials Management

Title: Chairman, Board of Supervisors

Date: _____

Date: _____

ATTESTED:

APPROVED AS TO FORM:

Signed: _____

Signed: _____

Name: _____

Name: _____

Title: Clerk of the Board

Title: Maricopa County Attorney

Date: _____

Date: _____

ATTACHMENT B-3 – SOFTWARE LICENSE AGREEMENT

**OFFENDER MANAGEMENT SYSTEM
LICENSE AGREEMENT**

SCHEDULE A

LICENSED SOFTWARE AND FEES

PRODUCT		
NAME	QTY/USERS	LICENSE FEE
iTAG Trust Accounting Kernel	1	11,000
Trust Accounting Users	E	75,320
ITAG Commissary Kernel	1	Inc.
Commissary Users	E	67,662
XML Interchange Module	1	25,000
Integrated Word Processing	E	N/C
Image Display Module	E	N/C
Signature Capture Interface	E	N/C

Total License Fees: 178,982.00

(“E”) The Products denoted above by an “E” are licensed to the Maricopa County Sheriff’s Department on an “Enterprise” basis. The Enterprise form of licensing permits the Sheriff’s Department, through its employees, agents and representatives to have an undefined number of concurrent users of the Product. Syscon’s grant of [Enterprise] license and calculation of the Enterprise license fees are based upon the particular agency(s) identified/existing as of the date of execution of this Agreement, to the exclusion of any other agency/entity that may, by merger, amalgamation or otherwise, be added. In the event any County employees, agents, representatives or any other entity outside of the Sheriff’s Department wish to use the Product, additional license fees may apply.

(“E”) The Integrated Word Processing (“IWP”) module is being provided on a restricted “enterprise” license basis. That is, the number of permitted IWP users is unlimited within the Sheriff’s Department Trust or Commissary user community. In the event the Sheriff’s Department procures any further Syscon modules, additional IWP license fees may apply.

PAYMENT TERMS

Unless otherwise agreed in writing, Customer shall pay license fees as follows:

1. Within thirty (30) days following issuance of a purchase order for the software programs contemplated hereby, Customer shall pay the sum of \$ 35,796.40 (representing 20% of the aggregate license fees); and
2. Within thirty (30) days following delivery and installation of the Product, Customer shall pay the sum of \$ 35,796.40 (representing 20% of the aggregate license fees); and

ATTACHMENT B-3 – SOFTWARE LICENSE AGREEMENT

3. Within thirty (30) days following Functional Acceptance (as defined in Section 9.1 (a) of the Professional Services Agreement) Customer shall pay the sum of \$ 71,592.80 (representing 40% of the aggregate license fees); and
4. Within thirty (30) days following Go-Live (as defined in Section 1.10 of the Professional Services Agreement) Customer shall pay the sum of \$ 17,898.20 (representing 10% of the aggregate license fees); and
5. Within thirty (30) days following Production Acceptance (as defined in Section 9.1 (b) of the Professional Services Agreement) Customer shall pay the sum of \$ 17,898.20 (representing 10% of the aggregate license fees).

ATTACHMENT B-4 – CUSTOMER SUPPORT AGREEMENT

**SYSCON JUSTICE SYSTEMS LTD.
CUSTOMER SUPPORT AGREEMENT**

CONTRACT IDENTIFIER:
CONTRACT AGREEMENT NUMBER:

This Agreement made as of the 18th day of August, 2004

BETWEEN

**SYSCON JUSTICE SYSTEMS LTD.
230-8211 Sea Island Way
Richmond, British Columbia
V6X 2W3
("Syscon")**

AND

**MARICOPA COUNTY
A Political Subdivision of the State of Arizona
Maricopa County Sheriff's Office
100 West Washington Street
19th Floor
Phoenix, Arizona
85003
(the "Customer")**

WHEREAS

- A. The Customer is a user of certain Syscon software application programs (the "Product") and Syscon has the experience and expertise necessary to enable it to provide support and maintenance services for the Product; and
- B. The Customer wishes to have Syscon provide the support and maintenance services pursuant to the terms and conditions of this Agreement.

NOW THEREFORE, In consideration of the mutual covenants contained herein, the parties agree as follows:

ATTACHMENT B-4 – CUSTOMER SUPPORT AGREEMENT

1. **DEFINITIONS** As used in this Agreement:

- 1.1 APPLICATION PACKAGE PROGRAMS means the Product and any Custom Modifications listed in Schedule A together with the Database.
- 1.2 BUSINESS RULES means the procedures for the use of the Product in the manner and for the purpose of which it was originally intended by Syscon as reflected in its design and having regard to the business practices of Customer both of which are established in system administration training provided by Syscon.
- 1.3 CUSTOM MODIFICATION means, unless otherwise specifically varied herein, any changes or modifications made to the Application Package Programs by Syscon (including, but not limited to, tables, columns, reports, interfaces to third party hardware or software, data conversion, screens and Sentence Calculation algorithms) exclusively for the Customer, as listed in Schedule A.
- 1.4 CURRENT TECHNOLOGY means the version of Database, design, development and other tools utilized by Syscon in its latest Product and Technological Release.
- 1.5 DATABASE means the Oracle® Programs licensed to Customer by Oracle® for the purpose of using the Product.
- 1.6 DEFECT means a failure of the application to perform the designed functionality caused by an error in the application.
- 1.7 DELIVERY PLATFORM means a computer environment at the Customer site that will functionally reflect the Production System and contain, at a minimum, a representative sample of current offender data and whereupon Customer shall install all Support Releases, Technological Releases, associated patches and Defect corrections; and which will be used by Customer for acceptance validation and regression testing (as appropriate) prior to promotion to the Production System.
- 1.8 DOCUMENTATION means user manuals, reference guides, training materials, release notes, on-line help and other materials in printed or electronic form, which facilitate use of the Product or Custom Modifications.
- 1.9 *GO LIVE means start up of production use of the Product.*
- 1.10 *MAINTENANCE means Support Releases and Technological Releases as provided by Syscon, without further license fees, in conjunction with Migration Services. Maintenance does not include Support, New Product, Migration Services or any installation, project management, training or upgrades to Custom Modifications.*
- 1.11 *MIGRATION SERVICES means the services required (including, but not limited to, data conversion, installation, project management, training) by Customer to give full effect to the Maintenance provided hereunder.*
- 1.12 *NEW PRODUCT means software developed to work in concert with the Product, but performing new and different functions and which Syscon licenses or sub-licenses separately, or which is marketed as new or different software programs from those listed in Schedule A.*

ATTACHMENT B-4 – CUSTOMER SUPPORT AGREEMENT

- 1.13 *PRODUCT* means the software application programs known as the TAG Offender Management System including Documentation as listed in Schedule A, specifically excluding Custom Modifications.
- 1.14 *PRODUCTION SYSTEM* means the computer operating system(s) and Application Package Programs used by Customer in the live processing of its offender data.
- 1.15 *SUPPORT* means: (a) responding to inquiries concerning a reported Defect(s) in the Product; and (b) correction to problems diagnosed as Defects in the currently supported version of the Product. In the resolution of Defects Syscon may respond with a written response, CD ROM or diskette, supplementary documentation, a temporary means of circumventing the problem pending a Support Release, or other correctional aids.
- 1.16 *SUPPORT RELEASE* means the improved releases of the Product, which are generally made available to supported customers. Support Releases may contain modifications, refinements and enhancements that Syscon elects to incorporate into and make a part of the Product and does not separately price or market and may include resolution to known problems.
- 1.17 *TECHNOLOGICAL RELEASE* means technological improvements required to allow the Product to operate in conformance with Current Technology.

2 SERVICES

2.1.1 *Syscon shall provide Support to the Customer by telephone, e-mail, facsimile, modem or an Internet connection (as appropriate) during the times as recited in Schedule B.*

2.2 *Syscon shall provide Maintenance from time to time.*

2.3 *In the provision of Support, Syscon shall adhere to the following response standards:*

Level	Definition	Response Time	Resolution Time	Resolution
One	The Application Package Programs do not permit use of core functionality (such as intake and Release and/or processing of transactions) on a system wide basis and a bypass or workaround is not available.	Response Time: Syscon shall respond by telephone or electronic means to the Customer within one (1) hour of initial notification to Syscon.	Syscon shall provide its best efforts to effect a resolution within twelve (12) hours of the initial notification.	Syscon shall provide a program correction or program patch to the Customer in order to resume operations. Syscon shall treat error correction activity of this nature a highest priority basis, until a program correction or patch is provided.
Two	Significant portions of the Application Package Programs are severely impaired to the extent that major functions are inoperative. Major functions being classified as comparable to whole modules of the application (i.e. Visits, Classification).	Syscon shall respond by telephone or electronic means to the Customer within two (2) hours of initial notification to Syscon. If the initial notification was not by telephone or not during Syscon's business hours, this response time shall start when the notification is received by Support personnel.	Syscon shall provide its best efforts to effect a resolution within twenty-four (24) hours of initial notification to Syscon.	Syscon shall provide the Customer with a program correction, program patch or a procedure to bypass or work around the error condition in order to continue operations. If a bypass procedure is utilized, Syscon shall continue error correction activity until a program correction or program patch is provided.
Three	The Application Package Programs are impaired to the extent that one or	Syscon shall respond by telephone to the Customer within four (4) hours of initial	Syscon shall provide its best efforts to effect a resolution within seventy-	Syscon shall provide the Customer with a program correction, program patch or a

ATTACHMENT B-4 – CUSTOMER SUPPORT AGREEMENT

	more critical functions are not operating. Critical functions are classified as processing activities other than forms or reports that shape part of a major function, but does not impair the major function to be totally inoperative.	notification to Syscon. If the initial notification was not by telephone or not during Syscon's business hours, this response time shall start when the notification is received by Support personnel.	two (72) hours of initial notification to Syscon.	procedure to bypass or work around the error condition in order to continue operations. If a bypass procedure is utilized, Syscon shall continue error correction activity until a program correction or program patch is provided.
Four	The Application Package Programs are impaired to the extent that some non-critical functions are not operating. Non-critical functions are classified as forms or reports that shape part of a major function, but does not impair the major function to be totally inoperative.	Syscon shall respond by telephone to the Customer within twelve (12) hours of initial notification to Syscon. If the initial notification was not by telephone or not during Syscon's business hours, this response time shall start when the notification is received by Support personnel.	Syscon shall provide its best efforts to effect a resolution within thirty (30) days of initial notification to Syscon.	Syscon shall provide resolution in the form of CD-ROM, diskette or electronic file transfer.
Five	This Severity Level represents cosmetic defects that do not affect the functionality, but do affect the general look and feel of the application/product.	Syscon shall respond to the Customer within twenty-four (24) hours of the initial notification to Syscon. If the initial notification was not by telephone or not during Syscon's business hours, this response shall start when the notification is received by Syscon personnel.	Syscon shall provide its best efforts to effect a resolution within a Support or Technological Release.	Syscon shall provide Support Releases (and any Technological Releases) in the form of CD-ROM, diskette or electronic file transfer.

- 2.4 *Unless otherwise specifically provided in Schedule A and/or B hereof, support services provided under this Agreement are limited to Support of the Product (as defined in Sec. 1.15 and 1.13 respectively) to the exclusion of the Database or any other third party software systems.*
- 2.5 *Syscon shall endeavour to assist with all inquiries made to Support personnel. However, if the inquiry is not related to a problem with the Product, Syscon shall be entitled to reasonably charge the Customer on a time and materials basis at the rates set forth in Schedule B (hereinafter "T&M") pursuant to the conditions of Section 3.1 hereof.*
- 2.6 If Syscon fails to respond or effect a resolution of a Severity Level One, Two, Three, or Four incident within the response standards described herein, Syscon will credit the Customer 1/365th of the annual support fee (as described in Schedule B. § 2 of this Agreement) for each twenty-four (24) hour period beyond the applicable response or resolution standard until Syscon effects the resolution of the Severity Level Incident.

ATTACHMENT B-4 – CUSTOMER SUPPORT AGREEMENT

3 COMPENSATION

- 3.1 *For the Support and Maintenance provided pursuant to this Agreement, the Customer shall pay Syscon the fees specified in Schedule B (the "Fees"). For all other services (including, but not limited to, Migration Services, support related to Sentence Calculation algorithms, interfaces or data conversion, Database recovery or remedy to failures due to operator errors) to the Customer, Syscon shall charge the Customer on a T&M basis. These additional services and charges must be authorized (in advance) by the appropriate Customer representative having authority to approve additional expenditures under this Agreement. The names and titles of such authorized parties are listed in Schedule B.*
- 3.2 *All sums and amounts due on account of support services provided for Custom Modifications (excluding Sentence Calculation algorithms, interfaces or data conversion) shall be calculated at fifteen percent (15%) of the original development cost and added to each applicable invoice provided by Syscon to Customer on each anniversary of Go-Live throughout the five (5) year term hereof.*
- 3.3 *Unless otherwise specifically provided in Schedule B, Syscon shall be reimbursed by the Customer for all reasonable expenses necessarily and actually incurred by Syscon in the performance of the Support, Maintenance and/or any Migration Services provided that Syscon submits detailed invoices and supporting documentation. Reasonable expenses shall include, but not be limited to, delivery, telecommunication and/or media charges. If Syscon employees are required to provide any services at locations other than at the premises of Syscon, reasonable expenses shall also include travel, accommodation and per diem expenses of such employees. Expenses on account of accommodation and per diem shall be reimbursed in accordance with terms of the General Travel Policy currently in effect for employees of Maricopa County.*
- 3.4 *In the event that the Customer is in breach of its covenants contained in Article 4 and, as a result, additional services are rendered by Syscon to the Customer, Syscon shall charge the Customer for such services on a T&M basis.*
- 3.5 *Syscon shall invoice the Customer for the Fees annually in advance. Any expenses on account of delivery, telecommunications and/or media costs shall be billed annually in arrears and any other expenses referred to in Section 3.3 shall be invoiced monthly. All such invoices shall be payable within 30 days of the date of each such invoice.*
- 3.6 *The Fees for Support and Maintenance are exclusive of any federal, state or provincial tariffs, duties or sales taxes, or gross receipts taxes which shall be billed by Syscon and paid by the Customer.*

ATTACHMENT B-4 – CUSTOMER SUPPORT AGREEMENT

4 CUSTOMER RESPONSIBILITIES

- 4.1 *Without cost to Syscon, the Customer shall provide to Syscon full co-operation and assistance to enable Syscon to provide the Support and Maintenance or any Migration Services contemplated hereby. In particular, and without limiting the generality of the foregoing, the Customer shall:*
- 4.1.1.1 establish and maintain an internal support desk whereby all end user reported defects in the Product would be first diagnosed and confirmed as bona fide defects before logging a support call with Syscon. All Support calls must be channelled through certain individuals designated by Customer. The designated individual(s) are set out in Schedule B;
 - 4.1.1.2 provide and maintain, at all times, a separate, functional Delivery Platform (whereby all software deliverables provided by Syscon to Customer shall be validated and tested) and, subject to Customer procedures and requirements established to maintain security, grant Syscon access thereto;
 - 4.1.1.3 perform any and all Database administrative duties as may be required for the continuing operation, speed and optimal performance of the Product that includes, without limitation, backup and recovery, monitoring table space and disk usage levels, object extents;
 - 4.1.1.4 supply all pertinent data and information (including Database dumps, as requested);
 - 4.1.1.5 make available such employees of the Customer as Syscon may reasonably request;
 - 4.1.1.6 report problems or faults within such time, on such forms and with such degrees of particularity as Syscon may, from time to time, request.;
 - 4.1.1.7 in the event of an emergency or crisis, and at the specific request of Customer, provide Syscon with electronic or other access to the Production System for purposes of applying a Database or data corruption fix on the understanding that, except for wilful negligence on the part of Syscon, Syscon assumes no liability resulting from such emergency or crisis access.
 - 4.1.1.8 ensure that its personnel are fully trained in the use and operation of the Product or any Custom Modifications; and
 - 4.1.1.9 use the Product in accordance with the Business Rules.
- 4.2 *Customer understands and agrees that all Defect corrections, Support Releases and Technological Releases (and any related Database scripts) should be promptly implemented in the Production System. The Customer acknowledges that its failure to so implement such Defect corrections, Support Releases and Technological Releases may render the Product unusable or non-conforming to Documentation. The Customer agrees to install and put into production use (a) corrections to Defects within thirty (30) days of delivery by Syscon and, (b) Support Releases and Technological Releases within such reasonable time as Syscon may specify. Failure by the Customer to install and put into production use (or request Syscon to do so on a T&M basis) all Defect corrections, Support Releases and Technological Releases within the prescribed period will entitle Syscon to charge the Customer for all services required as a result of such failure.*
- 4.3 *In no event shall the Support or Maintenance services be construed as a source of training or a source of consulting. Misuse of the Support services may result in direct billing, on a T&M basis, for any such training or consulting services.*

ATTACHMENT B-4 – CUSTOMER SUPPORT AGREEMENT

- 4.4 *Customer acknowledges and agrees that maintenance of all computer hardware, communications equipment and/or software, cabling, peripherals and any other hardware equipment necessary and required for the operation of the Product, shall be the exclusive obligation of the Customer. In particular, and without limiting the generality of the foregoing, Syscon shall not be held responsible for the provision of any assistance (under the terms of this Agreement) required as a result of any;*
- 4.4.1.1 modification, change or upgrade to any hardware or software (other than any modification, change or upgrade made by Syscon to the Application Package Programs); or
- 4.4.1.2 damage to the Application Package Programs by accident or other external cause, the fault or negligence of any party other than Syscon, or use by Customer in other than its normal and customary manner; or
- 4.4.1.3 as a result of any modification made by Customer or any party other than Syscon, even if Syscon has knowledge of the possibility of such potential loss or damage. If, as a result of one or more of the foregoing circumstances Customer requires assistance, Syscon shall agree to provide such assistance on a T&M basis.

5 WARRANTIES AND LIMITATION OF LIABILITY

- 5.1 *Syscon warrants that it shall perform the Support in accordance with the standard of care and diligence normally practised by software firms performing services of a similar nature and with the performance criteria set forth in Section 2.3.*
- 5.2 *THE FOREGOING WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES OR CONDITIONS. SYSCON MAKES NO OTHER WARRANTY OR CONDITION, EXPRESS OR IMPLIED, AND THERE ARE EXPRESSLY EXCLUDED ALL IMPLIED OR STATUTORY WARRANTIES OR CONDITIONS OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND THOSE ARISING BY STATUTE OR OTHERWISE IN LAW OR FROM A COURSE OF DEALING OR USAGE OF TRADE. THE FOREGOING WARRANTY IS IN LIEU OF ALL LIABILITIES OR OBLIGATIONS FOR DAMAGES ARISING OUT OF OR IN CONNECTION WITH THE PERFORMANCE, DELIVERY OR USE OF THE SUPPORT OR ANY PRODUCT DEVELOPED BY THE PROVISION OF THE SUPPORT.*
- 5.3 *IN NO EVENT WHATSOEVER SHALL SYSCON BE LIABLE FOR INDIRECT, CONSEQUENTIAL, EXEMPLARY, INCIDENTAL, SPECIAL, OR OTHER DAMAGES INCLUDING BUT NOT LIMITED TO LOST PROFITS, LOST DATA, LOST BUSINESS REVENUE, FAILURE TO REALIZE EXPECTED SAVINGS, OTHER COMMERCIAL OR ECONOMIC LOSS OF ANY KIND OR ANY CLAIM AGAINST THE CUSTOMER BY ANY PARTY ARISING OUT OF OR IN CONNECTION WITH THE PERFORMANCE OF, DELIVERY OF OR USE OF THE SUPPORT OR ANY PRODUCT DEVELOPED BY THE PROVISION OF THE SUPPORT OR ANY BREACH OF THIS AGREEMENT, EVEN IF SYSCON HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.*
- 5.4 *Syscon's liability arising out of this Agreement shall not exceed the amount paid by the Customer to Syscon under this Agreement. The limitations of liability contained in this Agreement shall not apply to claims for injury to persons or damages to property caused by the negligence or fault of Syscon.*

ATTACHMENT B-4 – CUSTOMER SUPPORT AGREEMENT

6 CONFIDENTIALITY

- 6.1 *During the course of its relationship with Syscon, the Customer may disclose certain proprietary or confidential information to Syscon and its employees, agents or consultants. The proprietary or confidential information may be oral or written, may be of a technical or commercial nature, may take the form of software, plans, drawings, processes, formulae, schedules, reports, projections, analyses, programs, prints, recordings, lists or other compilations of information, and may relate to the Customer, its vendors, employees or customers. All of such proprietary information and confidential information is herein collectively called the "Customer Confidential Information".*
- 6.2 *All Customer Confidential Information obtained by Syscon shall be considered confidential and shall not be disclosed by Syscon to any person without the prior written consent of the Customer.*
- 6.3 *During the course of its relationship with the Customer, Syscon or its employees, agents or consultants may disclose certain proprietary or confidential information to the Customer or its employees, agents or consultants. The proprietary or confidential information may be oral or written, may be of a technical or commercial nature, may take the form of software, plans, drawings, processes, formulae, schedules, reports, projections, analyses, programs, prints, recordings, lists or other compilations of information, and may relate to Syscon, its vendors, employees, stockholders or customers. All of such proprietary information and confidential information is herein collectively called the "Syscon Confidential Information".*
- 6.4 *All Syscon Confidential Information obtained by the Customer shall be considered confidential and shall not be disclosed by the Customer to any person without the prior written consent of Syscon.*
- 6.5 *The foregoing restrictions do not apply to:*
- 6.5.1.1 information which at the time of disclosure was in the public domain as evidenced by a printed publication or otherwise;
 - 6.5.1.2 information which after disclosure becomes part of the public domain by publication or otherwise, other than by action of the disclosing party;
 - 6.5.1.3 information which was in the possession of the disclosing party at the time of disclosure by the disclosing party and was not acquired, directly or indirectly, from the non-disclosing party; or
 - 6.5.1.4 information which the disclosing party rightfully receives from an independent third party who did not receive such information, directly or indirectly, from the other party with limitation or restriction on its use.
- 6.6 *Notwithstanding any provision in this Agreement to the contrary:*
- 6.6.1.1 Customer shall not be responsible to Syscon in the event disclosure of any Syscon Confidential Information is ordered by a court of competent jurisdiction; and
 - 6.6.1.2 Syscon shall not be responsible to Customer in the event disclosure of any Customer Confidential Information is ordered by a court of competent jurisdiction.
- 6.7 *The obligations contained in this Article 6 shall survive the termination of this Agreement.*

ATTACHMENT B-4 – CUSTOMER SUPPORT AGREEMENT

7 PROPERTY RIGHTS

7.1 Any ideas, concepts, know-how, techniques or software acquired or developed during the term of this Agreement (including, but not limited to, Support Releases and Technological Releases, written materials, programs, documentation and designs) are and shall remain the exclusive property of Syscon. All physical media provided pursuant to this Agreement shall be and remain the property of the Customer. This Agreement does not grant Customer any proprietary or intellectual property rights, title or interest in or to the Product, Custom Modifications or any portions thereof, except as granted herein and Customer shall not, at any time, whether before or after the termination of this Agreement, contest or aid others in contesting, or doing anything which otherwise impairs the validity of any proprietary or intellectual property rights, title or interest of Syscon in and to the Products, Custom Modifications or any portion thereof. Except as required by auditors or law, Customer shall not, at any time, whether before or after termination of this Agreement, disclose, furnish, or make accessible to anyone any confidential information received from Syscon, which confidential information is deemed to include the Product and any Custom Modifications.

8 TERM, DEFAULT AND TERMINATION

- 8.1 Subject to the terms and conditions hereof, including Section 8.2 and 9.9, the term of this Agreement shall commence on the Go-Live date, and continue for a period of five (5) years, and further provided the Customer is not in breach of Section 4.2, and all sums and amounts due under Section 3.5 and Schedule B are paid when due.
- 8.2 Customer reserves the right to terminate this Agreement without penalty or future liability at its fiscal year end due to lack of appropriations. In the event of termination, the Customer agrees that any and all sums and amounts reimbursable under the terms of this Agreement, including expenses incurred by Syscon, prior to the notification of termination under this Section 8.2 shall be payable by Customer forthwith.
- 8.3 If, after termination of this Agreement, Customer requests Support, Syscon may agree to provide such Support and Customer shall pay for same forthwith on a T&M basis at Syscons then current rates.
- 8.4 In the event that either party (the "Defaulting Party") shall neglect, fail or refuse to perform under any of the provisions of this Agreement, then the other party (the "Non-Defaulting Party") may deliver to the Defaulting Party notice of intention to terminate this Agreement which notice shall specify the alleged neglect, failure or refusal and, if within 30 days after the date of delivery of such notice, the Defaulting Party shall not have fully cured all the defaults indicated therein, or presented a plan acceptable to the Non-Defaulting Party to cure such defaults, then upon expiration of such 30 days, the Non-Defaulting Party may, at its option, elect to terminate this Agreement.
- 8.5 Notwithstanding Clause 8.4, if the Customer fails to pay Syscon as required by this Agreement, Syscon shall not be required to provide Support or Maintenance forthwith after delivery of written notice to that effect to the Customer, and may pursue any other remedies which it may have at law or under this Agreement.

ATTACHMENT B-4 – CUSTOMER SUPPORT AGREEMENT

9 GENERAL TERMS

9.1 Force Majeure: Neither party shall be responsible for any failure to perform hereunder due to unforeseen circumstances or causes beyond the non-performing party's reasonable control, including, without limitation acts of God, war, riots, embargoes, acts of government, civil or military authorities, catastrophe, fire, floods, accidents, strikes, shortages of transportation, facilities, fuel, energy, labour or material acts of a public enemy. This paragraph does not apply to excuse a failure to make payments when due. Except as expressly provided otherwise in this Agreement, dates and times by which Syscon is required to render performance under this Agreement on a T&M basis (as contemplated in Sec. 2.4, 3.1, 3.4, 4.2, 4.3, 4.4 and 8.3) shall be postponed automatically to the extent and for the period of time that Syscon is prevented from meeting them by reason of the provisions of Section 3.1. If and when a problem arises that is subject to T&M charges, Syscon shall immediately notify Customer of the nature of the problem and that it's performance is subject to the provisions of Sec. 3.1. Syscon shall not be held responsible to Customer for any delay in services that would otherwise be provided forthwith but for the provisions of Section 3.1.

9.2 Notices: All notices required by this Agreement shall be delivered to Syscon and to the Customer at their respective addresses noted below or to such other address as the party to receive such notice or request so designates by written notice to the other. Such notices shall be deemed given on the date of delivery.

Syscon:

Syscon Justice Systems Ltd.
230-8211 Sea Island Way
Richmond, British Columbia
Canada V6X 2W3
Fax: 604-606-7654

The Customer:

Mr. Joe Frausto
Maricopa County Sheriff's Office
301 South 4th Avenue – 3rd Floor
Phoenix, Arizona 85003

Director of Purchasing
Maricopa County
Department of Materials Management
320 West Lincoln Street
Phoenix, Arizona 85003

Chief Financial Officer
Maricopa County Sheriff's Office
100 West Washington, 19th Floor
Phoenix, Arizona 85003

9.3 Currency: All references to dollars in this Agreement shall be deemed to be US currency.

9.4 Construction: The agreement between Customer and Syscon consists of the Contract Pursuant to RFP (Serial 03015), Exhibit A, and Exhibit B, including Attachments B-1 through B-5 with referenced Schedules. The foregoing documents collectively form the "Agreement" between the parties, and sets forth the entire understanding between the parties and supersedes all prior agreements, proposals, representations, warranties and all other communications between Syscon and the Customer relating to the subject matter hereof. There are no other oral or written conditions, representations, warranties, undertakings or agreements between Syscon and the Customer. No modifications to this Agreement shall be binding unless

ATTACHMENT B-4 – CUSTOMER SUPPORT AGREEMENT

executed in writing by the parties. No waiver of any provision of this Agreement shall be construed as a waiver of any other provision hereof nor shall such a waiver be construed as a continuing waiver. This Agreement shall be governed by the laws of the State of Arizona and any suit or proceeding hereunder shall be brought in Superior Court sitting in Maricopa County. If any clause or provision of this Agreement is declared invalid or unenforceable, the remainder of this Agreement shall remain in full force and effect. Headings used in this Agreement are for reference purposes only and shall not be deemed to be a part of this Agreement. This Agreement shall not be construed as creating a partnership, joint venture or agency relationship between the parties or any other form of legal association which would impose liability upon one party for any act or failure to act by the other party.

- 9.5 Assignment. *Neither party may assign its rights, duties or obligations under this Agreement, without the prior written consent of the other party, which consent shall not be unreasonably withheld.*
- 9.6 Syscon's Representatives: *Each party agrees that unless it has received the prior written consent of the other, it shall not make any offer of employment to, nor enter into a consulting relation with, any person representing the other party within two years of such person's engagement.*
- 9.7 Enurement: *Subject to the limitation set forth in Section 9.5 this Agreement shall enure to the benefit of and be binding upon the parties and their respective successors and permitted assigns*
- 9.8 Support Restrictions: *Nothing herein shall permit Customer to reverse engineer, disassemble or decompile the Product (or any portion thereof). In addition, it is expressly understood that Customer shall not amend, change or alter any application/module libraries, Oracle Forms or database schema including, but not limited to, table structure, indexes, views, referential constraints or synonyms, without Syscon's written permission. To the extent Syscon permits Customer to modify, amend, change or alter any part of the Application Package Programs, Syscon shall have no obligation to cure any Defects resulting from any such modification, amendment or change.*
- 9.9 De-Support: *Syscon shall provide Support for the current release of the Product and no more than two (2) releases preceding the current release (for the purposes of this paragraph only, the "Current Release"). In the event Customer is unable or unwilling to maintain a Current Release of the Application Package Programs on its Production System Syscon may provide Customer with twelve (12) months advance written notice of its intention to de-support such obsolete version(s) at the end of such twelve (12) month period.*

ATTACHMENT B-4 – CUSTOMER SUPPORT AGREEMENT

IN WITNESS WHEREOF the parties have executed this Agreement as at the day specified on page one of this Agreement.

Syscon Justice Systems Ltd.:

Signed: _____

Name: _____

Title: _____

Date: _____

MARICOPA COUNTY

Signed: _____

Name: _____

Title: Director, Materials Management

Date: _____

Signed: _____

Name: _____

Title: Chairman, Board of Supervisors

Date: _____

ATTESTED:

Signed: _____

Name: _____

Title: Clerk of the Board

Date: _____

APPROVED AS TO FORM:

Signed: _____

Name: _____

Title: Maricopa County Attorney

Date: _____

ATTACHMENT B-4 – CUSTOMER SUPPORT AGREEMENT

**SYSCON JUSTICE SYSTEMS LTD.
CUSTOMER SUPPORT AGREEMENT**

SCHEDULE A

PRODUCT

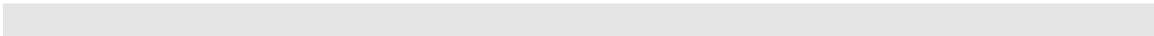
iTAG Trust Accounting Kernel
Trust Accounting Users

iTAG Commissary Kernel
Commissary Users

XML Interchange Module

Integrated Word Processing

Image Display Module



CUSTOM MODIFICATIONS - (Services provided on a T&M Basis (Sec 3.1))

InterfacePackage to JMS
Interface Package to Bank One of Arizona
Data Conversion
Interface to Optical Mark/Character Recognition System
Interface to Signature Capture

CUSTOM MODIFICATIONS - (Services provided at an Annual Flat Rate (Sec 3.2))

None identified as of the date of contract execution.



During the term, any further Custom Modifications identified in a written Change Order are hereby incorporated by reference and made a part of this Agreement.

ATTACHMENT B-4 – CUSTOMER SUPPORT AGREEMENT

**SYSCON JUSTICE SYSTEMS LTD.
CUSTOMER SUPPORT AGREEMENT**

SCHEDULE B

FEES AND COVERAGE

1. Support service is for the following periods (Sec 2.1):

- 24 hours per day
- 7 days per week

Fees (Sec 3.1) for Support of the Product for the initial annual period commencing on Go-Live and continuing for 365 days (Sec 8.1) shall be the sum of \$28,113.00 (such initial fees reflect an amount pro-rated for nine (9) months, and have been waived on account of the extended warranty period of one year). The annualized fee (\$37,484.00) is the basis for calculation of any penalties/credits assessed by the Customer as described in Section 2.6 hereof. Thereafter, the annual fees for Support of the Product shall be:

- Year 2: \$39,331.00
- Year 3: \$41,298.00
- Year 4: \$43,363.00
- Year 5: \$45,531.00

- 3. Annual flat rate for Custom Modifications (Sec 3.2) will be defined in each specific Change Order.
- 4. Annual Oracle Sublicense Support is \$10,022.50 for Oracle products as listed in Exhibit A – Final Pricing.
- 5. The telephone number is 1-888-4SYSCON (Sec 2.1)
- 6. Designated Individuals (Sec. 4.1.1):

NAME	TELEPHONE	E-MAIL ADDRESS
David Adams	602-876-4068	d_adams@mcso.maricopa.gov
Joe Frausto	602-876-4056	j_frausto@mcso.maricopa.gov
Jan Houston	602-876-4045	j_houston@mcso.maricopa.gov
Jeanne Vaughn	602-876-4011	j_vaughn@mcso.maricopa.gov

7. The following person(s) are authorized to approve additional expenditures (Sec. 3.1) under this Agreement:

NAME	TITLE	TELEPHONE	E-MAIL
Loretta Barkell	CFO	602-876-5495	l_barkell@mcso.maricopa.gov

8. Any and all services that may be provided outside of the scope of this Agreement, (as referenced in Sec. 2.4, 3.1, 3.4, 4.2, 4.3, 4.4 and 8.3) shall be provided on a T&M basis at rates current when such services are performed and will be billed annually in arrears. The current rate (for Year 1) is \$119.00 per hour. The T&M rate for Years 2, 3, 4 and 5 shall be \$125.00, \$131.00, \$138.00 and \$145.00 respectively.

ATTACHMENT B-3 – SOFTWARE LICENSE AGREEMENT

**SYSCON JUSTICE SYSTEMS LTD.
PROFESSIONAL SERVICES AGREEMENT**

CONTRACT IDENTIFIER:

CONTRACT AGREEMENT NUMBER:

This Agreement is made effective the 18th day of August, 2004 (the “Effective Date”)

BETWEEN

**SYSCON JUSTICE SYSTEMS LTD.
230-8211 Sea Island Way
Richmond, British Columbia
V6X 2W3
("Syscon")**

**MARICOPA COUNTY
A Political Subdivision of the State of Arizona
Maricopa County Sheriff's Office
100 West Washington Street
19th Floor
Phoenix, Arizona
85003-2494
(the “Customer”)**

WHEREAS

- A. The Customer requires certain services for the purpose of achieving full production use of the Product (hereinafter defined); and
- B. Syscon has the experience and expertise necessary to enable it to provide the services.

NOW THEREFORE, In consideration of the mutual covenants contained herein, the parties agree as follows:

ATTACHMENT B-4 – CUSTOMER SUPPORT AGREEMENT

1. **DEFINITIONS** As used in this Agreement:

- 1.1 *ACCEPTANCE* means the earlier of: (1) your notice of Acceptance of the Product as set in Section 9, or (2) use of the Product or any modules thereof in a production environment.
- 1.2 *APPLICATION PACKAGE PROGRAMS* means the Product and any Custom Modifications or Enhancements as listed in Schedule A, together with the Database.
- 1.3 *BUSINESS RULES* means the procedures for the use of the Product in the manner and for the purpose of which it was originally intended by Syscon as reflected in its design and having regard to the business practices of Customer both of which are established in system administration training provided by Syscon.
- 1.4 *CUSTOM MODIFICATION(S)* means any changes or modifications made to the Application Package Programs by Syscon (including, but not limited to, tables, columns, reports, interfaces to third party hardware or software, data conversion, screens and Sentence Calculation algorithms) exclusively for the Customer, as listed in Schedule A.
- 1.5 *DATABASE* means the Oracle® Programs licensed to Customer by Oracle® for the purpose of using the Product.
- 1.6 *DATA CONVERSION* means the transfer of data from the Customer's existing in-house and service bureau systems to the Product.
- 1.7 *DELIVERABLES* means the Product (including any applicable Enhancements, or Custom Modifications) and the Services delivered in accordance with and in the priority of:
1.7.1 mutually agreed upon, written updates to the Project Plan and PRIM;
1.7.2 the Project Plan incorporated by reference herein; and
1.7.3 the PRIM documentation incorporated by reference herein.
- 1.8 *DOCUMENTATION* means user manuals, reference guides, training materials, release notes, on-line help and other materials in printed or electronic form, which facilitate use of the Product, Enhancements or Custom Modifications.
- 1.9 *ENHANCEMENTS* means modifications to the Product which may increase the speed, efficiency, or ease of operation or otherwise improve the functions of the Product and which Syscon elects to incorporate into the standard product line, as listed in Schedule A.
- 1.10 *GO-LIVE* means the start up of full production use of the Product.
- 1.11 *PRIM* means the pre-implementation study between Customer and Syscon, to be incorporated by reference herein.
- 1.12 *PROJECT PLAN* means the document (incorporated by reference herein) which sets forth the tasks and responsibilities of Customer and Syscon for the delivery, installation and implementation of the Product and any applicable Enhancements or Custom Modifications, as well as time frames associated thereto.
- 1.13 *PRODUCT* means the software application programs known as the TAG Offender Management System including documentation as listed in Schedule A.

ATTACHMENT B-4 – CUSTOMER SUPPORT AGREEMENT

1.14	<i>SERVICES means :</i>	
	<u>1.14.1</u>	<u>Prepare and install the Product;</u>
	<u>1.14.2</u>	<u>Prepare and install any applicable Enhancements or Custom Modifications;</u>
	<u>1.14.3</u>	<u>Project Management;</u>
	<u>1.14.4</u>	<u>Customer training;</u>
	<u>1.14.5</u>	<u>GO-LIVE support and assistance,</u>

as set forth in the Project Plan.

2. SERVICES AND SCOPE OF WORK

- 2.1 *Syscon shall, if it has not already done so, conduct a PRIM study with Customer prior to providing any product or services contemplated in this Agreement.*
- 2.2 *On the terms and conditions contained in this Agreement, which consists of the Contract Pursuant to RFP (Serial 03015), Exhibit A, and Exhibit B, including Attachments B-1 through B-5 with referenced Schedules (collectively known as the "Agreement"), Syscon agrees to provide Customer the Deliverables.*
- 2.3 *Syscon shall notify the Customer Project Manager, (described in sub-clause 4.1.1) in writing, when the Product (including any applicable Enhancements or Custom Modifications) have been satisfactorily completed, in Syscon's opinion, and is ready for Acceptance by the Customer.*
- 2.4 *In the event Customer requests any changes to the scope of the Deliverables (including, but not limited to, Enhancements or Custom Modifications), in addition to those identified in the PRIM documentation and/or Project Plan, Syscon and the Customer shall execute a separate written Change Order which shall incorporate the terms and conditions of this Agreement.*
- 2.5 *Syscon agrees to provide qualified staff for training of Customer pursuant to this Agreement and the Project Plan incorporated by reference herein.*
- 2.6 *Syscon shall provide its reasonable best efforts to minimize disruption at the Customer site during its performance of the Services.*
- 2.7 *Syscon shall perform all Services in a skillful, competent, professional manner and in accordance with this Agreement and the Project Plan incorporated by reference herein.*

3. COMPENSATION

- 3.1 *In consideration of Syscon providing the Deliverables, Customer shall pay Syscon the fees (the "Fees") in accordance with Schedule B.*
- 3.2 *For all other services or products (including, but not limited to, any services or products to be provided under paragraph 2.4) to Customer, Customer shall pay Syscon on a time and materials basis, unless otherwise agreed to in writing.*

ATTACHMENT B-4 – CUSTOMER SUPPORT AGREEMENT

- 3.3 *Unless otherwise specifically provided in Schedule B, Syscon shall be reimbursed by the Customer for all reasonable expenses necessarily and actually incurred by Syscon in the performance of the Services, provided that Syscon submits detailed invoices and supporting documentation. Reasonable expenses shall include, but not be limited to, delivery, telecommunication or media charges. If Syscon employees are required to provide services at locations other than the premises of Syscon reasonable expenses shall also include travel, accommodation and per diem expenses of such employees. The expenses referred to in this paragraph 3.3 may be invoiced weekly or monthly, in arrears. Expenses on account of accommodation and per diem shall be reimbursed in accordance with terms in the General Travel Policy in effect for employees of Maricopa County. All such invoices shall be payable within 30 days of the date of each such invoice.*
- 3.4 *Syscon shall bill and Customer shall pay all applicable sales, use, withholding and excise taxes, and any other assessments against the Customer in the nature of taxes, duties or charges however designated on the Product or its license to use, on or resulting from this Agreement, exclusive of taxes based on the net income of Syscon.*

4. CUSTOMER RESPONSIBILITIES

- 4.1 *Without cost to Syscon, Customer shall provide to Syscon full co-operation and assistance to enable Syscon to provide the Deliverables. In particular, and without limiting the generality of the foregoing, Customer shall:*
- 4.1.1 designate a project manager (the “Customer Project Manager”).
- 4.1.2 provide the workspace reasonably requested by Syscon;
- 4.1.3 provide a classroom setting with a dedicated terminal (or other Product accessible devices) per trainee for training purposes;
- 4.1.4 designate a minimum of one (1) fully trained individual for each shift during the GO-LIVE;
- 4.1.5 provide electronic access to the Application Package Programs either through a modem or an Internet connection to be used solely for the purpose of Services and/or support (as described in clause 5.2) as may be required pursuant to this Agreement; and
- 4.1.6 properly maintain the Customer equipment to be used by Syscon in providing Services hereunder.

5. SYSCON RESPONSIBILITIES

- 5.1 *Under the terms and conditions contained in this Agreement, Syscon shall:*
- 5.1.1 designate a project manager (the “Syscon Project Manager”).
- 5.1.2 make its reasonable best efforts to adhere to the Project Plan and updates thereto;
- 5.1.3 complete any and all data conversions prior to GO-LIVE.
- 5.2 *During the term of this Agreement, Syscon shall provide support services necessary to remedy any programming error which is attributed to the Product and which significantly affects use of the system. Such support services shall be promptly accomplished after Customer has identified and notified Syscon in writing of any such error.*
- 5.3 *Syscon shall provide Customer with Documentation (in electronic form) and hereby grants Customer the right to copy (at the expense of Customer) or otherwise reproduce manuals and documentation furnished pursuant to this provision, at no additional charge.*

ATTACHMENT B-4 – CUSTOMER SUPPORT AGREEMENT

6. WARRANTIES AND LIMITATION OF LIABILITY

- 6.1 Syscon warrants that all Services shall be performed in a workmanlike manner and in accordance with the specifications and description of such Services as set forth in this Agreement and the Project Plan incorporated by reference herein. EXCEPT AS SET FORTH IN THIS SECTION 6.1, SYSCON MAKES NO WARRANTIES WITH RESPECT TO ITS SERVICES OR WORK PRODUCT HEREUNDER, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.
- 6.2 IN NO EVENT WHATSOEVER SHALL SYSCON BE LIABLE FOR INDIRECT, CONSEQUENTIAL, EXEMPLARY, INCIDENTAL, SPECIAL, OR OTHER DAMAGES INCLUDING BUT NOT LIMITED TO LOST PROFITS, LOST BUSINESS REVENUE, FAILURE TO REALIZE EXPECTED SAVINGS, OTHER COMMERCIAL OR ECONOMIC LOSS OF ANY KIND OR ANY CLAIM AGAINST CUSTOMER BY ANY PARTY ARISING OUT OF OR IN CONNECTION WITH THE PERFORMANCE OF, DELIVERY OF OR USE OF THE SERVICES OR ANY PRODUCT DEVELOPED BY THE PROVISION OF THE SERVICES OR ANY BREACH OF THIS AGREEMENT, EVEN IF SYSCON HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES
- 6.3 SYSCON'S LIABILITY ARISING OUT OF THIS AGREEMENT SHALL NOT EXCEED THE AMOUNT PAID BY CUSTOMER TO SYSCON UNDER THIS AGREEMENT. THE LIMITATIONS OF LIABILITY CONTAINED IN THIS AGREEMENT SHALL NOT APPLY TO CLAIMS FOR INJURY TO PERSONS OR DAMAGES TO PROPERTY CAUSED BY THE NEGLIGENCE OR FAULT OF SYSCON.
- 6.4 Customer agrees that, to the extent its failure to meet its obligations set forth in Clause 4.1 adversely affects the ability of Syscon to perform its obligations under this Agreement, Syscon shall be relieved of such obligations and such failure may give rise to additional fees payable by Customer to Syscon should Customer request Syscon to continue to perform under this Agreement.

7. CONFIDENTIALITY

- 7.1 During the course of its relationship with Syscon, Customer may disclose certain proprietary or confidential information to Syscon and its employees, agents or consultants. The proprietary or confidential information may be oral or written, may be of a technical or commercial nature, may take the form of software, plans, drawings, processes, formulae, schedules, reports, projections, analyses, programs, prints, recordings, lists or other compilations of information, and may relate to Customer, its vendors, employees or customers. All of such proprietary information and confidential information is herein collectively called the "Customer Confidential Information".
- 7.2 All Customer Confidential Information obtained by Syscon shall be considered confidential and shall not be disclosed by Syscon to any person without the prior written consent of Customer.
- 7.3 During the course of its relationship with Customer, Syscon or its employees, agents or consultants may disclose certain proprietary or confidential information to Customer or its employees, agents or consultants. The proprietary or confidential information may be oral or written, may be of a technical or commercial nature, may take the form of software, plans, drawings, processes, formulae, schedules, reports, projections, analyses, programs, prints, recordings, lists or other compilations of information, and may relate to Syscon, its vendors, employees, stockholders or customers. All of such proprietary information and confidential information is herein collectively called the "Syscon Confidential Information".

ATTACHMENT B-4 – CUSTOMER SUPPORT AGREEMENT

- 7.4 *All Syscon Confidential Information obtained by Customer shall be considered confidential and shall not be disclosed by Customer to any person without the prior written consent of Syscon.*
- 7.5 *The foregoing restrictions do not apply to:*
- 7.5.1 information which at the time of disclosure was in the public domain as evidenced by a printed publication or otherwise;
- 7.5.2 information which after disclosure becomes part of the public domain by publication or otherwise, other than by action of the disclosing party;
- 7.5.3 information which was in the possession of the disclosing party at the time of disclosure by the disclosing party and was not acquired, directly or indirectly, from the non-disclosing party; or
- 7.5.4 information which the disclosing party rightfully receives from an independent third party who did not receive such information, directly or indirectly, from the other party with limitation or restriction on its use.
- 7.6 *The obligations contained in this Section 7 shall survive the termination of this Agreement.*

8. PROPERTY RIGHTS

- 8.1 *Any ideas, concepts, know-how or techniques acquired or developed during the term of this Agreement and all Product provided to Customer pursuant to this Agreement (including, but not limited to, Enhancements, Custom Modifications, written materials, programs, Documentation and designs are and shall remain the exclusive property of Syscon. This Agreement does not grant Customer any proprietary or intellectual property rights, title or interest in or to the Product (including any Enhancements or Custom Modifications) or any portion thereof and Customer shall not, at any time, whether before or after the termination of this Agreement, contest or aid others in contesting, or doing anything which otherwise impairs the validity of any proprietary or intellectual property rights, title or interest of Syscon in and to the Product, or any portion thereof. Except as required by auditors or law Customer shall not, at any time, whether before or after termination of this Agreement, disclose, furnish, or make accessible to anyone any confidential information received from Syscon, which confidential information is deemed to include the Product and any Enhancements or Custom Modifications.*

9. ACCEPTANCE OF PRODUCT

- 9.1 The Customer shall perform acceptance testing of the Product (and, for the purposes of this section Product shall include any applicable Enhancements or Custom Modifications) as follows:
- (a) Functional Acceptance: After Syscon has installed the Product, the Customer shall have a period of thirty (30) calendar days (“Acceptance Testing Period”) to verify that the licensed software substantially performs to its written Specifications (“Specifications” may include product literature, requirement/design documentation, the PRIM analysis or proposal information) and is suitable to be put into production use (the “Functional Acceptance”). The acceptance criteria for the Product (the “Acceptance Criteria”) shall be jointly developed and mutually agreed in writing by the Customer and Syscon no later than thirty (30) days in advance of the scheduled Acceptance Testing Period. If, during the Acceptance Testing Period, the Customer determines that the Product does not meet the agreed upon Acceptance Criteria, the Customer shall notify Syscon in writing, and Syscon shall modify or correct the Product so that it satisfies the Acceptance Criteria within the Acceptance Testing Period, unless both parties agree an extension is necessary. As part of the Functional Acceptance, Syscon and the Customer will agree upon a firm Go-Live date. In the event the Customer has provided its Functional Acceptance but chooses not to implement the Product on that date, the Customer agrees and acknowledges that all services performed and any reasonable expenses necessarily and actually incurred by Syscon between the scheduled Go-Live date and the actual Go-Live date shall be considered a change order and subject to time and materials charges.

ATTACHMENT B-4 – CUSTOMER SUPPORT AGREEMENT

(b) Production Acceptance: In the event the Product or any modules thereof has been put into production use for a period of forty-five (45) calendar days and the Customer has not reported any Severity Level 1 or 2 (as defined in the Customer Support Agreement) incidents to Syscon, the Customer shall, within the following five (5) business days certify in writing its final acceptance. In the absence of certification or reported Severity Level 1 or 2 incidents, the Product shall be deemed to be finally accepted (the "Final Acceptance"). If, during this forty-five (45) day period any bona fide Severity Level 1 or 2 incidents do occur, the parties agree that the forty-five (45) day period shall be extended only by the number of calendar days of which the reported Severity Level 1 or 2 incidents are unresolved.

10. TERM, DEFAULT AND TERMINATION

- 10.1 *The term of this Agreement commences on the Effective Date and shall continue in full force and effect thereafter unless and until terminated in accordance with the provisions of this Agreement or upon Final Acceptance.*
- 10.2 *This Agreement shall terminate in each of the following events:*
at the option of either party if the other party becomes insolvent or bankrupt or makes an assignment for the benefit of creditors, or if a receiver or trustee in bankruptcy is appointed for the other party, or if any proceedings in bankruptcy, receivership, or liquidation is instituted by the other party and is not dismissed within 30 days following commencement thereof; or
at the option of Syscon if Customer breaches either sections 3.1, 3.2, 3.3, 3.4, 7.4 or 8.1 of this Agreement.
- 10.3 *In the event that either party (the "Defaulting Party") shall neglect, fail or refuse to perform under any of the provisions of this Agreement, then the other party (the "Non-Defaulting Party") may deliver to the Defaulting Party notice of intention to terminate this Agreement which notice shall specify the alleged neglect, failure or refusal and, if within 30 days after the date of delivery of such notice, the Defaulting Party shall not have fully cured all the defaults indicated therein, or presented a plan acceptable to the Non-Defaulting Party to cure such defaults, then upon expiration of such 30 days, the Non-Defaulting Party may, at its option, elect to terminate this Agreement.*
- 10.4 *In the event of termination of this Agreement by Customer, prior to Final Acceptance, Customer agrees that any and all outstanding Fees and expenses as described in Section 3 shall be payable by Customer forthwith. Any and all outstanding costs necessarily and actually accrued by Syscon, working towards outstanding Deliverables, prior to termination, shall be payable by Customer forthwith.*
- 10.5 *Notwithstanding paragraph 10.3, if Customer fails to pay Syscon as required by this Agreement, Syscon shall not be required to provide the then remaining Deliverables forthwith after delivery of written notice to that effect to Customer, and may pursue any other remedies which it may have at law or under this Agreement.*

11. GENERAL TERMS

- 11.1 Force Majeure: *Neither party shall be responsible for any failure to perform hereunder due to unforeseen circumstances or causes beyond the non-performing party's reasonable control, including, without limitation acts of God, war, riots, embargoes, acts of government, civil or military authorities, catastrophe, fire, floods, accidents, strikes, shortages of transportation, facilities, fuel, energy, labour or material acts of a public enemy. This paragraph does not apply to excuse a failure to make payments when due.*

ATTACHMENT B-4 – CUSTOMER SUPPORT AGREEMENT

11.2 Survival: Sections 6, 7 and 8 shall survive termination of this Agreement.

11.3 Notices: All notices required by this Agreement shall be delivered to Syscon and to Customer at their respective addresses noted below or to such other address as the parties to receive such notice or request so designates by written notice to the other. Such notices shall be deemed given on the date of delivery.

Syscon:

Syscon Justice Systems Ltd.
230-8211 Sea Island Way,
Richmond, B.C.,
Canada, V6X 2W3
Fax: 604-606-7654

Customer:

Mr. Joe Frausto
Maricopa County Sheriff's Office
301 South 4th Avenue – 3rd Floor
Phoenix, Arizona 85003

Director of Purchasing
Maricopa County
Department of Materials Management
320 West Lincoln Street
Phoenix, Arizona 85003

Chief Financial Officer
Maricopa County Sheriff's Office
100 West Washington Street, 19th Floor
Phoenix, Arizona 85003

11.4 Currency: All references to dollars in this Agreement shall be deemed to be US currency.

11.5 Construction: The agreement between Customer and Syscon consists of the Contract Pursuant to RFP (Serial 03015), Exhibit A, and Exhibit B, including Attachments B-1 through B-5 with referenced Schedules. The foregoing documents collectively form the "Agreement" between the parties, and sets forth the entire understanding between the parties and supersedes all prior agreements, proposals, representations, warranties and all other communications between Syscon and Customer relating to the subject matter hereof. There are no oral or written conditions, representations, warranties, undertakings or agreements between Syscon and Customer. No modifications to this Agreement shall be binding unless executed in writing by the parties. No waiver of any provision of this Agreement shall be construed as a waiver of any other provision hereof nor shall such a waiver be construed as a continuing waiver. If any clause or provision of this Agreement is declared invalid or unenforceable, the remainder of this Agreement shall remain in full force and effect. Headings used in this Agreement are for reference purposes only and shall not be deemed to be a part of this Agreement. This Agreement shall not be construed as creating a partnership, joint venture or agency relationship between the parties or any other form of legal association which would impose liability upon one party for any act or failure to act by the other party.

11.6 Assignment: Customer may not assign its rights, duties or obligations under this Agreement, without the prior written consent of Syscon, which consent shall not be unreasonably withheld.

11.7 Enurement: This Agreement shall enure to the benefit of and be binding upon the parties and their respective successors and permitted assigns.

11.8 Governing Law: This Agreement shall be governed by the laws of the State of Arizona any suit or proceeding hereunder shall be brought in Superior Court sitting in Maricopa County.

ATTACHMENT B-4 – CUSTOMER SUPPORT AGREEMENT

- 11.9 General Assurances: The parties hereto agree to promptly do or execute all such further acts, or documents as another party hereto may reasonably request for the purpose of giving effect to this Agreement provided that the requesting party shall be responsible for and shall pay any and all costs reasonably incurred by the responding party regarding the request.
- 11.10 Order of Precedence: To the extent any inconsistency exists between these Sections and any specifications or other documents which are made a part hereof either as an attachment, by reference or otherwise, this Agreement including all Schedules and Exhibits shall prevail. In the event of a conflict related to the definition of functionality to be delivered by Syscon, the PRIM shall control.
- 11.11 Changes to Scope: The parties hereto agree and acknowledge that the Project Plan (incorporated by reference herein) may, from time to time, be changed with the agreement of both parties. Any additional services identified in a written Change Order are hereby incorporated by reference and made a part of this Agreement.

IN WITNESS WHEREOF the parties have executed this Agreement as at the day specified on page one of this Agreement.

SYSCON JUSTICE SYSTEMS LTD.:

Signed: _____

Name: _____

Title: _____

Date: _____

MARICOPA COUNTY

Signed: _____

Name: _____

Title: Director, Materials Management

Date: _____

Signed: _____

Name: _____

Title: Chairman, Board of Supervisors

Date: _____

ATTESTED:

Signed: _____

Name: _____

Title: Clerk of the Board

Date: _____

APPROVED AS TO FORM:

Signed: _____

Name: _____

Title: Maricopa County Attorney

Date: _____

ATTACHMENT B-4 – CUSTOMER SUPPORT AGREEMENT

**SYSCON JUSTICE SYSTEMS LTD.
PROFESSIONAL SERVICES AGREEMENT**

SCHEDULE A

DELIVERABLES

SOFTWARE DELIVERABLES

iTAG Trust Accounting Kernel
Commissary Kernel
XML Interchange Module
Integrated Word Processing
Image Display Module
Signature Capture Interface
Interface to Scantron

SOFTWARE DELIVERABLES – ENHANCEMENTS

Inmate Account Per Diem deduction
Print Trust Receipts Search expansion
Bonds & Fines Report
Bond/Fine over 10K
Bond/Fine Print Receipts modification
Additional Receipt Information
Self Bonds Direct Debit

REFERENCE/ID

RFP 1.1.15, 5.1.4, 5.1.24 and 5.2.2
RFP 1.2.3
RFP 3.1.5
BFO # e.
BFO # f.
BFO # g.
BFO # h.

SOFTWARE DELIVERABLES – CUSTOM MODIFICATIONS

Interface to JMS
Data Conversion
Interface to Bank One of Arizona
Signature Capture Interface
Interface to Scantron

RFP
RFP
BFO # d.
Clarifications
Clarifications

SOFTWARE DELIVERABLES – OTHER

Oracle Database Sublicense
Oracle Application Server (9IAS) Sublicense

SERVICE DELIVERABLES

Project Management
PRIM – Trust Accounting & Commissary Modules
PRIM – Conversion planning and definition
PRIM – Interface definitions – JMS
Implementation services
Database Training (at Syscon offices)
Train the Trainer – All Modules
System Administration Training – All Modules
Go-Live Support – All Modules
Warranty Support & Maintenance Extension
Oracle Sublicense Support Services
PRIM – Smart Card Interface

ATTACHMENT B-4 – CUSTOMER SUPPORT AGREEMENT

**SYSCON JUSTICE SYSTEMS LTD.
PROFESSIONAL SERVICES AGREEMENT**

SCHEDULE B

FEES

SOFTWARE DELIVERABLES – PRODUCT	ALLOCATION QTY/DAYS	TOTAL PAYABLE
iTAG Trust Accounting Kernel	Fixed	11,000
Trust Accounting Users	Fixed	75,320
iTAG Commissary Kernel	Fixed	Inc.
Commissary Users	Fixed	67,662
XML Interchange Module	Fixed	25,000
Integrated Word Processing	Fixed	N/C
Image Display Module	Fixed	N/C
SOFTWARE DELIVERABLES – ENHANCEMENTS**		
Inmate Account Per Diem deduction	25	20,000.00
Print Trust Receipts Search expansion	10	8,000.00
Bonds & Fines Report	7	5,600.00
Bond/Fine over 10K	8.5	6,800.00
Bond/Fine Print Receipts modification	10.5	8,400.00
Additional Receipt Information	6.5	5,200.00
Self Bonds Direct Debit	24	19,200.00
Canteen Enhancements	16	12,800.00
SOFTWARE DELIVERABLES – CUSTOM MODIFICATIONS**		
Interface to JMS (estimate)	25	22,500.00
Data Conversion (estimate)	20	18,000.00
Interface to Bank One of Arizona	17.5	14,000.00
Interface to Optical Mark/Character Recognition System	Fixed	10,000.00
Signature Capture Interface	Fixed	N/C
SOFTWARE DELIVERABLES – OTHER		
Oracle RDBMS EE License (See Exhibit A)	Fixed	36,000.00
Oracle 9iAS EE Application Servers (See Exhibit A)	Fixed	11,000.00
Oracle 9iAS Java Edition (See Exhibit A)	Fixed	2,500.00
Oracle IDS License (See Exhibit A)	Fixed	2,250.00
Oracle Discoverer Licenses (See Exhibit A)	Fixed	1,000.00
Warranty Support & Maintenance Extension	Fixed	28,113.00
Oracle Sublicense Support Services	Fixed	10,022.50
** Procurement of the above noted “Enhancements,” “Custom Modifications,” and “Other” are options, and not obligations of Customer.		
SERVICE DELIVERABLES		
PRIM - Trust Accounting & Commissary Modules	20	18,000.00
PRIM - Interface definitions - JMS	10	9,000.00
PRIM - Conversion planning & definition	15	13,500.00
PRIM - Smart Card Interface	10	9,000.00
Train the Trainer - All Modules	15	13,500.00
System Administration – All Modules	10	9,000.00
Database Training	5	4,500.00
Implementation services	5	4,500.00
Go-Live Support – All Modules	20	18,000.00
Project Management (Not-to-exceed days)	55	49,500.00
Expenses (Not-to-exceed dollars)		28,700.00

ATTACHMENT B-4 – CUSTOMER SUPPORT AGREEMENT

**SYSCON JUSTICE SYSTEMS LTD.
PROFESSIONAL SERVICES AGREEMENT**

SCHEDULE B (Cont.)

PAYMENT TERMS

- ◆ Payment on account of license fees shall be made as follows:

EVENT

- a) Within thirty (30) days following issuance of a purchase order for the software programs contemplated hereby, Customer shall pay the sum of \$35,796.40 (representing 20% of the aggregate license fees); and
- b) Within thirty (30) days following delivery and installation of the Product, Customer shall pay the sum of \$ 35,796.40 (representing 20% of the aggregate license fees); and
- c) Within thirty (30) days following Functional Acceptance (as defined in Section 9.1 (a) of the Professional Services Agreement) Customer shall pay the sum of \$ 71,592.80 (representing 40% of the aggregate license fees); and
- d) Within thirty (30) days following Go-Live (as defined in Section 1.10 of the Professional Services Agreement) Customer shall pay the sum of \$ 17,898.20 (representing 10% of the aggregate license fees); and
- e) Within thirty (30) days following Production Acceptance (as defined in Section 9.1 (b) of the Professional Services Agreement) Customer shall pay the sum of \$ 17,898.20 (representing 10% of the aggregate license fees).

- ◆ Payment on account of each Enhancement and Custom Modification shall be made as follows:

EVENT

AMOUNT PAYABLE

Within 30 days following delivery and installation of the:

Inmate Account Per Diem deduction	10,000.00
Print Trust Receipts Search expansion	4,000.00
Bonds & Fines Report	2,800.00
Bond/Fine over 10K	3,400.00
Bond/Fine Print Receipts modification	4,200.00
Additional Receipt Information	2,600.00
Self Bonds Direct Debit	9,600.00
Interface to JMS	11,250.00
Data Conversion (estimate)	9,000.00
Interface to Bank One of America	7,000.00
Interface to Optical Mark/Character Recognition System	5,000.00
Canteen Enhancements	6,400.00

(The amount payable represents 50% of the associated fee)

ATTACHMENT B-4 – CUSTOMER SUPPORT AGREEMENT

**SYSCON JUSTICE SYSTEMS LTD.
PROFESSIONAL SERVICES AGREEMENT**

SCHEDULE B (Cont.)

EVENT	AMOUNT PAYABLE
Within 30 days following completion of the Functional Acceptance testing set out in Section 9.1 (a) hereof:	
Inmate Account Per Diem deduction	5,000.00
Print Trust Receipts Search expansion	2,000.00
Bonds & Fines Report	1,400.00
Bond/Fine over 10K	1,700.00
Bond/Fine Print Receipts modification	2,100.00
Additional Receipt Information	1,300.00
Self Bonds Direct Debit	4,800.00
Interface to JMS	5,625.00
Data Conversion (estimate)	4,500.00
Interface to Bank One of America	3,500.00
Interface to Optical Mark/Character Recognition System	2,500.00
Canteen Enhancements	3,200.00
(The amounts payable represent 25% of the associated fee)	

EVENT	AMOUNT PAYABLE
Within 30 days following completion of the Final Acceptance testing set out in Section 9.1 (b) hereof:	
Inmate Account Per Diem deduction	5,000.00
Print Trust Receipts Search expansion	2,000.00
Bonds & Fines Report	1,400.00
Bond/Fine over 10K	1,700.00
Bond/Fine Print Receipts modification	2,100.00
Additional Receipt Information	1,300.00
Self Bonds Direct Debit	4,800.00
Interface to JMS	5,625.00
Data Conversion (estimate)	4,500.00
Interface to Bank One of America	3,500.00
Interface to Optical Mark/Character Recognition System	2,500.00
Canteen Enhancements	3,200.00
(The amounts payable represent 25% of the associated fee)	

- ◆ Payment on account of all Service Deliverables listed above shall be made monthly in arrears. Expenses shall be invoiced as incurred in accordance with paragraph 3.3 of this Agreement.

- ◆ Payment on account of the Oracle Sublicenses in the amount of \$ 52,750.00 and the Oracle Sublicenses Support fee in the amount of \$10,022.50 shall be made within thirty (30) days following delivery and installation of the Product.

ORIGINAL

Serial 03015-RFP

MCSO TRACS Project Change Request Form		
Change Request ID: M001	Business Area: ¹ Finance	Product Module: RFDs for Finance Gaps
Submitted By: Len Voth	Project Name: Trust Accounting & Commissary System (TRACS)	
Date: November 25, 2005	Project Manager: Dave Adams	
Change Request Description:² The Finance PRIM process resulted in the determination that there are 8 Gaps which will require the development of Requirements Functional Definitions (RFD) to determine the detail requirements and the development cost estimates.		
Impact on Project: ³ High	Additional Funding?: ⁴ Yes Amount: \$16,000.	
Scope: Gap 1 – 5 days Deposit and Disbursement Receipt Copies Gap 2 – See note 1 – Per Diem Gap 3 – 3 days Unique ID Number Gap 4 – 2 days Check Stub Supplemental List Report Gap 5 – 4 days Daily Trial Balance By Facility Report Gap 6 – Included in Gap 1 - Transaction Record – Open Cash Drawer Trigger Gap 7 – 6 days Notification Date Gap 8 – See note 2 – Litigation Report Total additional days for billable RFDs resulting from Finance PRIM – 20 days		
Notes: 1. The RFD for Gap 2 is included in the original estimate of effort for this Gap as identified specifically in the TRACS Contract 2. Gap 8 requires further analysis for RFD effort estimation and will appear on a separate Change Request Form 3. The rate of \$800. per diem is quoted as consistent with the TRACS Project Contract which specifies this rate for work performed by Syscon for Customization work during development outside of the scope of the original agreement		
Recommended Actions:⁵ Proceed with RFD development upon receipt of approval that RFD's are required for these Gaps.		

¹ Hardware / Networking / Finance / Canteen /Detention / Custom / Training

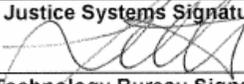
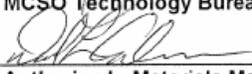
² Add a brief description of the Change Request

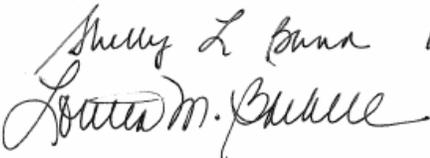
³ Choose either Low / Medium / High

⁴ Choose either Yes / No

⁵ Add a brief description of any actions taken to make the change

RECEIVED
 DEC 28 2005
 CIO'S OFFICE

Supporting Documentation: ⁸ Detailed Summary of Finance PRIM Gaps	
PLEASE FORWARD TO THE PROJECT MANAGERS FOR REVIEW	
Syscon Justice Systems Signature: 	Date: Dec 15/05
MCSO Technology Bureau Signature:  	Date: 12-15-05
Authorized - Materials Management:	Budget Approval:
Completed:	Date:

 ^{21 816} 12/19/05

 1/30/06

⁸ Add any documentation references which may substantiate this change

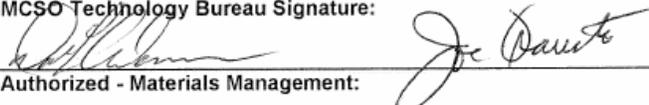
ORIGINAL

Serial 03015 - RFP

<h2>MCSO TRACS Project Change Request Form</h2>		
Change Request ID: M002	Business Area: ¹ Finance	Product Module: RFDs for Finance Gaps
Submitted By: Len Voith	Project Name: Trust Accounting & Commissary System (TRACS)	
Date: December 7, 2005	Project Manager: Dave Adams	
Change Request Description:² The Finance PRIM process resulted in the determination that there are 8 Gaps which will require the development of Requirements Functional Definitions (RFD) to determine the detail requirements and the development cost estimates. Seven of the eight gaps were summarized and included in the scope of Change Order 1. This change request is for the final RFD in this set - Litigation Report.		
Impact on Project: ³ High	Additional Funding?: ⁴ Yes Amount: \$1,600.	
Scope: Billable RFD development work resulting from Finance PRIM – 2 days @ \$800 Per Diem (see Note 1) Gap 8 – 2 days Litigation Report Notes: 1. The Per Diem rate of \$800. is quoted as consistent with the TRACS Project Contract which specifies this rate for work performed by Syscon for Customization work during development outside of the scope of the original agreement.		
Recommended Actions:⁵ Proceed with RFD development upon receipt of approval that this RFD is required for this Gap.		
Supporting Documentation:⁶ Detailed Summary of Finance PRIM Gaps		
PLEASE FORWARD TO THE PROJECT MANAGERS FOR REVIEW		
Syscon Justice Systems Signature: 		Date: Dec 15 / 05

¹ Hardware / Networking / Finance / Canteen / Detention / Custom / Training
² Add a brief description of the Change Request
³ Choose either Low / Medium / High
⁴ Choose either Yes / No
⁵ Add a brief description of any actions taken to make the change
⁶ Add any documentation references which may substantiate this change

RECEIVED
 DEC 20 2005
 CIO'S OFFICE

MCSO Technology Bureau Signature:	Date:
	12/15/05
Authorized - Materials Management:	Budget Approval:
Completed:	Date:

Shirley L. Brown 12/21/05
Louisa M. Beckell
Dominic Curran 1/3/06

ORIGINAL

Serial 03015-RFP

 <h2 style="text-align: center;">MCSO TRACS Project Change Request Form</h2>		
Change Request ID: M003	Business Area: ¹ Finance	Product Module: RFDs for Commissary Gaps - 1 (See Note 5)
Submitted By: Len Voth	Project Name: Trust Accounting & Commissary System (TRACS)	
Date: January 3, 2006	Project Manager: Dave Adams	
Change Request Description:² The Commissary PRIM process resulted in the determination that there are 11 Gaps (not including the Bubble Sheet Gaps) that will require the development of Requirements Functional Definitions (RFDs) to determine the detail requirements and the development cost estimates.		
Impact on Project: ³ High	Additional Funding?: ⁴ Yes Amount: \$25,200. (See Note 3)	
Scope: Gap 1 – 5 days Inventory Valuation Gap 2 – 2.5 days Inventory Counts (See Note 4) Gap 3 – 0 days Vendor Information (See Note 2) Gap 4 – 1 days Spending Limit Exclusion Gap 5 – 2 days Commissary Restrictions Gap 6 – 5 days Purchase Orders Gap 7 – 2 days Inmate Sales Receipts Gap 8 – 4 days Sales Discounts Gap 9 – 7 days Inmate Returns Gap 10 – 3 days Inmate Sales History Gap 11 – 0 days Conversion of Historical Sales Details (See Note 1)		
Total additional days for billable RFDs resulting from Commissary PRIM Gaps excluding Bubble Sheet Gaps– 31.5 days		
Notes: <ol style="list-style-type: none"> 1. The analysis for Gap 11 will be included in the estimate of Data Conversion effort identified for conversion of Legacy/Historical data to be imported into TAG 2. Gap 3 can be closed if Maricopa accepts Syscon's recommendation to use the TAG generated Vendor ID # in place of the vendor's Federal ID # 3. The rate of \$800. per diem is quoted as consistent with the TRACS Project Contract which specifies this rate for work performed by Syscon for Customization work during development outside of the scope of the original agreement 4. An alternative option would require a 15-day RFD, but would result in handling multiple case sizes for a single item code. 5. This C/R is for all gaps excluding Bubble Sheet Gaps. A separate C/R addresses Bubble Sheet Gaps. 		

¹ Hardware / Networking / Finance / Canteen /Detention / Custom / Training
² Add a brief description of the Change Request
³ Choose either Low / Medium / High
⁴ Choose either Yes / No

Recommended Actions: ⁵ Proceed with RFD development upon receipt of approval that RFD's are required for these Gaps.	
Supporting Documentation: ⁶ Detailed Summary of Commissary PRIM Gaps	
PLEASE FORWARD TO THE PROJECT MANAGERS FOR REVIEW	
Syscon Justice Systems Signature:	Date: January 12/06
MCSO Technology Bureau Signature:	Date: 1-17-06
Authorized - Materials Management:	Budget Approval: <i>Louisa M. Buehler</i>
Completed:	Date:

Shirley L. Bunn
1/20/06

Mark 1/30/06

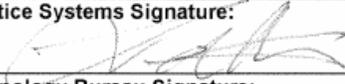
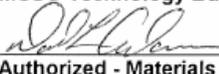
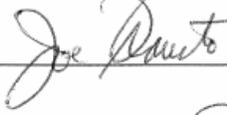
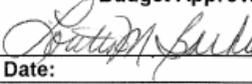
⁵ Add a brief description of any actions taken to make the change
⁶ Add any documentation references which may substantiate this change

ORIGINAL

Serial 03015-RFP

			<h2>MCSO TRACS Project Change Request Form</h2>		
Change Request ID: M004		Business Area: ¹ Finance		Product Module: RFDs for Commissary Gaps 2 - Bubble Sheet (See Note 2)	
Submitted By: Len Voth			Project Name: Trust Accounting & Commissary System (TRACS)		
Date: January 10, 2006			Project Manager: Dave Adams		
Change Request Description:² The Commissary PRIM process resulted in the determination that there are 6 Gaps relating to the Bubble Sheet Gaps that will require the development of Requirements Functional Definitions (RFDs) to determine the detailed requirements and the development cost estimates.					
Impact on Project: ³ High			Additional Funding?: ⁴ Yes Amount: \$13,600. (See Note 1)		
Scope: Gap 11 – 3 days Exception Reporting sorting Gap 12 – 2 days Sales order sort order Gap 13 – 3 days Eliminate Barcode Login and Process Pick list form Gap 14 – 4 days Receipts Gap 15 – 2 days Rejected stock items Gap 16 – 3 days Sales Manifest form changes Total additional days for billable RFDs resulting from Commissary PRIM Bubble Sheet Gaps– 17 days					
Notes: 1. The rate of \$800. Per diem is quoted as consistent with the TRACS Project Contract which specifies this rate for work performed by Syscon for Customization work during development outside of the scope of the original agreement. 2. This C/R is for all Bubble Sheet Gaps. C/R #003 addresses Commissary non Bubble Sheet Gaps.					
Recommended Actions:⁵ Proceed with RFD development upon receipt of approval that RFD's are required for these Gaps.					
Supporting Documentation:⁶ Detailed Summary of Commissary PRIM Bubble Sheet related Gaps					

¹ Hardware / Networking / Finance / Canteen /Detention / Custom / Training
² Add a brief description of the Change Request
³ Choose either Low / Medium / High
⁴ Choose either Yes / No
⁵ Add a brief description of any actions taken to make the change

PLEASE FORWARD TO THE PROJECT MANAGERS FOR REVIEW	
Syscon Justice Systems Signature: 	Date: January 12/06
MCSO Technology Bureau Signature:  01/17/06  1-17-06	Date:
Authorized - Materials Management:	Budget Approval:  1/20/06
Completed:	Date:



1/20/06



1/30/06

⁸ Add any documentation references which may substantiate this change

**SYSCON JUSTICE SYSTEMS LTD, UNIT 230-8211 SEA ISLAND WAY, RICHMOND BRITISH COLUMBIA,
CANADA V6X 2W3**

NIGP CODES: 9201402, 9201403

Terms: 2% 10 Days Net 30

Vendor Number: **W000001813 X**

Telephone Number: 604/606-7650

Fax Number: ~~604/656-8700~~ **604/606-7654**

Contact Person: ~~Jerry Baker~~ **Lorette Carriere**

E-mail Address: JerryBaker@syscon.net Lorettecarriere@syscon.net

Company Web Site: www.syscon.net

Certificates of Insurance Required

Performance Bond Required \$100,000.00

Contract Period: To cover the period ending **August 31, 2009.**