



CONTRACT TO THE PRESCOTT VALLEY CITY ATTORNEY

Contract Expiration Date: October 31, 2010

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Pricing Proposal

Prescott Valley City Attorney 7501 E. Civic Circle Prescott Valley, AZ 86314	Proposal Number: QT-2505/3 Proposal Creation Date: September 22, 2010 Quoting Period: July 1, 2010-September 30, 2010 Proposal Expiration Date: October 31, 2010
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Services		List Price	Item Rebate	Discount	Travel Per Diem		
4 hours	JusticeBroker Training - Online	\$190.00	(\$20.00)	(\$80.00)			\$680.00
	Project Management		(\$20.00)	(\$240.00)			\$2,040.00
2 hours	Project Documentation Services	\$125.00	(\$30.00)	(\$60.00)			\$190.00

Total Software Discount: \$380.00 Total Services: \$2,910.00

Custom Development		List Price	Item Rebate	Discount			
	JusticeBroker exchange development—inbound interface statement of work.rtf	\$225.00	(\$45.00)	(\$3,600.00)			\$14,400.00

Total Software Discount: \$3,600.00 Total Custom Development: \$14,400.00

Support & Subscription Fees		List Price	Item Rebate	Discount			
	JusticeBroker exchange support	\$56.00	(\$12.00)	(\$960.00)			\$3,520.00
	JusticeBroker Support and Upgrades	\$1,499.00	(\$539.00)	(\$539.00)			\$960.00

Total Support & Subscription Discount: \$1,499.00 Total Support & Subscription Fees: \$4,480.00

Total Volume Purchase Discount: \$5,479.00

Total Proposal Cost: \$21,790.00

Payment Terms

	Total	Contract Signing	90 Days after Contract Signing
JusticeBroker exchange development - inbound interface statement of work.rtf	\$14,400.00	\$7,200.00	\$7,200.00
JusticeBroker Training - Online	\$680.00	\$340.00	\$340.00
Project Management	\$2,040.00	\$1,020.00	\$1,020.00
Project Documentation Services	\$190.00	\$95.00	\$95.00
	Total	July 2011	Annually Recurring
JusticeBroker Support and Upgrades	\$960.00	\$960.00	\$960.00
JusticeBroker exchange support	\$3,520.00	\$3,520.00	\$3,520.00

Total due—Contract Signing: \$8,655.00

Total due—90 Days after Contract Signing: \$8,655.00

Total due— July 2011: \$4,480.00

Annually Recurring: \$4,480.00

Contract Signing Invoice

Remit Payment To: New Dawn Technologies
 843 South 100 West
 Logan, Utah 84321
 1.877.587.8927



<p>Bill To: Prescott Valley City Attorney 7501 E. Civic Circle Prescott Valley, AZ 86314</p>	<p>Invoice Number: QT-2505/3- INV1 Invoice Date: September 22, 2010 Terms: Due on Receipt Account Executive: Scott Jardine</p>
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Item	Total
JusticeBroker exchange development - inbound interface statement of work.rtf	7,200.00
JusticeBroker Training - Online	340.00
Project Management	1,020.00
Project Documentation Services	95.00
Contract Signing Amount	\$8,655.00

Unless specified otherwise, project Start Meeting, and start of project will occur after the receipt of the first payment.
 Thank you for your business. We look forward to working with you.



Change Control Management

This Change Management Control Agreement is made this day, by and between New Dawn Technologies hereinafter referred to as New Dawn, and the Prescott Valley City Attorney hereinafter referred to as “Customer”. Either party (the ‘Initiating Party’) may initiate changes to the referenced Statement of Work in this Contract by submitting a Change Control Form to the other party (the ‘Receiving Party’) as described in this Agreement.

Using the Change Control Form, the Receiving Party will review any change requests, research all solutions, conduct an impact analysis, propose alternative approaches, if any, and advise the Initiating Party of the findings with all associated additional fees and schedule impacts within five (5) working days of the Receiving Party’s receipt of any such Change Control Form.

Changes shall be made as amendments to the Statement of Work and shall set out the nature of the change, the new fee and schedule, and any other agreed upon services. Amendments shall only be effective when signed by the Customer and New Dawn pursuant to:

1. Change Initiation

The Change Initiation step will be used to begin the process. Anyone involved in the engagement effort - such as a Customer representative, a New Dawn team member, or an external party team member - can initiate a Change Request Form. The originator gives the form to the New Dawn Project Manager for log entry. The completeness of the information provided will be checked, and will be assigned a unique number to the change request.

2. Change Validation

The Change Validation step is performed by the individual designated by the New Dawn Project Manager. The evaluation will be completed as either a change request (significant enough to impact cost, schedule, or resources) or be placed on the project issue log. If the item is placed on the project issue log, the evaluator selects the impact level (1=major, no work around identified, 2=major, with work around, 3=minor) and the source of the defect (baseline source code, Customer data, or Customer specific code)..

3. Initial Impact Analysis

The Initial Impact Analysis step is performed by the individual designated by the New Dawn Project Manager. The following are outlined: Affected Requirements, Proposed Alternatives, Impact on Cost, Impact on Schedule, Impact on Resources, and Estimated Cost of Detailed Impact Analysis.

4. Initial Review Results and Approvals

The Initial Review Results step will be completed by the Customer Project Manager and the New Dawn Project Manager. Agreement can be reached for one of four optional next steps:

- a. If the initial impact analysis is of sufficient detail, the change can be approved and forwarded to the New Dawn Project Manager for implementation.
- b. If insufficient detail was provided for a final decision but the change request needs additional study or justification, the change will be forwarded for assignment and detailed analysis.
- c. The request can be deferred to a future date, or the request can be rejected and closed.

5. Detailed Impact Analysis

- a. A Detailed Impact Analysis step will be completed by the assigned evaluator(s) for each proposed option in recommended priority order (i.e., 1 of 3 is the recommended solution, 3 of 3 is the least desirable).
- b. The Affected Requirements should include all known documents and components that will need to be updated when the change is implemented including scope, Software Requirement, Software Design, form and reports, test plans, etc.
- c. The Proposed Alternative includes a description of the proposed change (one per sheet).
- d. The Impact on Cost is entered as hours of estimated work by resource (programmers, analysts, testers, technical writers, etc.).
- e. The Impact on Schedule reflects any anticipated project delays that are anticipated as a result of implementing the request - it should be noted if time delays can be mitigated with additional resources.
- f. The Impact on Resources reflects any special resource requirement that is currently not available (i.e. hardware, staff experience, etc.).

6. Detailed Review Results and Approvals

The Detailed Review Results are completed by the Customer Project Manager and the New Dawn Project Manager. Agreement at this stage of the process can be reached for one of three optional next steps:

- a. The change can be approved and forwarded to the New Dawn Project Manager for implementation.
- b. The request can be deferred to a future date.
- c. The request can be rejected and closed.

7. Implementation

The Implementation section is completed when implementation is approved and assigned as work. The New Dawn Project Manager will be responsible for keeping the New Dawn Project Plan up-to-date.

8. Verification and Closure

When the New Dawn Project Manager is notified that the change has been successfully implemented, the status of the request in the Change Control Log will be updated, the change related documentation will be archived, and the request closed. The Customer Project Manager and/or the New Dawn Project Manager, as applicable, will include a report of the status time period that lists all new change requests, open change requests (indicating their status), and closed change requests. The New Dawn Project Manager and the Customer Project Manager shall mutually agree on signoff criteria for change control items.

Contract Signing

Prescott Valley Town Manager, Title and Date

New Dawn Authorized Signature, Title and Date

Appendix A - Statement of Work

This Statement of Work (SOW) defines the principal activities and responsibilities of all parties for the implementation of the quoted products and services to support Prescott Valley City Attorney (“Customer”) operations.

New Dawn reserves the right, as part of the requirements stated herein, to provide products and services of equal or better quality, of comparable value and certified for operation with New Dawn systems that are available at the time of installation or delivery. These substitutions will be at no additional cost to the Customer, unless the scope of the project is modified by change order. Deviations and changes to this SOW are subject to mutual agreement between New Dawn and the Customer as described in the Change Control Management Agreement.

Unless otherwise indicated from the context in which it is used, the word “system” will be used herein to refer to the compilation of the foregoing subsystems, interfaces and ancillary systems. The work required by this SOW is divided into the following tasks and deliverables:

1. JusticeBroker Training - Online

1.1 Units

Not to exceed 4 hour(s) of online instructional training to be provided by New Dawn trainers. Training is conducted after the installation, completion and acceptance of the JusticeBroker exchange. Training will be provided in blocks of time of 4 hours per day as arranged by Customer and assigned Project Manager.

1.2 Description

The objective of this task is to provide online instruction to Customer personnel on the management of each New Dawn developed JusticeBroker exchange.

1.3 New Dawn Responsibilities

- a. Instruct designated Customer personnel on the use, setup, and maintenance of each JusticeBroker exchange.
- b. Instruct designate Customer personnel on how the JusticeBroker exchange will affect the input and output of JustWare information.
- c. The assigned New Dawn trainer or Project Manager will track the number of hours used and remaining.

1.4 Customer Responsibilities

- a. Assign appropriate personnel to attend online training course.
- b. Provide a facility with a speakerphone or phone headset for each attendee.
- c. Provide a facility with one computer for each attendee. These computers must have network connectivity to the JustWare Server, JusticeBroker server(s), have Internet access and have all software installed prior to beginning of Training. This facility must be removed from the day-to-day operations of the Customer and remain available for the duration of Training.
- d. If training has been scheduled, cancellation of training must occur 2 business days in advance of that training. If cancellation of the training occurs less than 48 hours prior to the training, the allocated training time will be billed to the Customer.

1.5 Completion Criteria

This task is considered complete when New Dawn has provided the described training to Customer personnel.

This deliverable will expire one (1) year from the **Contract Signing Date** unless scheduled as part of the **Project Plan**. Any changes to the **Project Plan**, as it affects this deliverable, are subject to cancellation after one (1) year.

2. Project Management

2.1 Description

New Dawn shall provide a Project Manager to oversee the services provided under this Statement of Work. The New Dawn Project Manager shall work closely with the Prescott Valley City Attorney Project Manager to coordinate project activities and resources, to provide project status reporting, and to ensure quality of New Dawn deliverables. Project management services shall include:

Project Planning and Organization

Project Planning and Organization tasks include the establishment of the New Dawn project team and the provision of a Project Kickoff Meeting. During the Project Kickoff Meeting, New Dawn shall meet with Prescott Valley City Attorney project team members and stakeholders to provide a project overview, to discuss project expectations, and to review intended outcomes. This activity also identifies and communicates specific project tasks to be undertaken by New Dawn and the Prescott Valley City Attorney. Timeframes shall be established for the development of project management deliverables under this Statement of Work, including Project Plan, Communication Plan, Responsibility Matrix, and Risk Management Plan.

Project Plan

The New Dawn Project Manager shall manage New Dawn activities through a New Dawn Project Plan. The New Dawn Project Plan shall describe tasks, estimated duration, task dependencies and estimated completion dates for work accomplished within the statement of work set forth in this Statement of Work. The New Dawn Project Plan shall describe the elements and define associated deliverables and resources.

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

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

Communication Plan

The New Dawn Project Manager may develop a Communication Plan defining the various forms of communication utilized throughout the project. The Communication Plan will provide a comprehensive list of communication tools used to manage the project. For each form of communication, this plan will define the method of communication, the frequency of communication, and each team member's role in communication. The Communication Plan will be maintained and revised throughout the course of the project, as necessary.

Responsibility Matrix

The New Dawn Project Manager may develop a Responsibility Matrix as part of the Project Plan defining the various project activities and deliverables. For each project activity and deliverable, this document shall define each New Dawn project team member's responsibility and each Prescott Valley City Attorney project team

member's responsibility. The Responsibility Matrix shall be maintained and revised throughout the course of the project, as necessary.

Risk Management Plan

The New Dawn Project Manager may establish a Risk Management Plan, which shall be used to evaluate and monitor those items that have the potential of impacting project cost or schedule. Once an item is identified as a potential risk, it shall be assessed for criticality. If deemed critical, mitigation plans shall be developed and reviewed with the Prescott Valley City Attorney Project Manager.

Change Control Management Plan

The Change Control Management plan may be established by the New Dawn Project Manager, as defined in the Change Control Management Agreement, to provide the means to control and validate changes that may impact any aspect of the New Dawn Project Plan.

Status Reports

The New Dawn Project Manager may submit status reports to the Prescott Valley City Attorney Project Manager on a not less than monthly basis, using a standard status report format. The status report format shall be reviewed with the Prescott Valley City Attorney Project Manager and may be modified to respond to specific, reasonably defined reporting requirements. The status reports shall provide information regarding activities completed during the reporting period, activities in progress, activities planned during the next reporting period, and outstanding issues and action items.

Additional Communication

The New Dawn Project Manager shall work with the Prescott Valley City Attorney Project Manager on issues relating to project status, justifications for variances in schedule, recommendations for changes, and technical information. Should any implementation issues occur which cannot be resolved by the New Dawn Project Manager and the Prescott Valley City Attorney Project Manager, the issue resolution procedure defined hereafter shall be followed to facilitate timely resolution of such issues.

Deliverable Management (Review and Approval)

New Dawn may use a milestone deliverable approach to this project. Each milestone deliverable shall be subject to Customer acceptance, based upon acceptance criteria to be mutually agreed to by New Dawn and the Prescott Valley City Attorney. The Prescott Valley City Attorney Project Manager shall be responsible for facilitating the Customer review of applicable deliverables and providing documented approval of applicable deliverables to New Dawn. The New Dawn Project Manager shall be responsible for ensuring required Prescott Valley City Attorney approval of applicable deliverables.

The Prescott Valley City Attorney agrees that the review process is vital and important to the successful and timely completion of project deliverables. Therefore, the Prescott Valley City Attorney agrees to take the time necessary to review each New Dawn deliverable thoroughly, in its entirety, prior to returning to New Dawn. By doing so, the Prescott Valley City Attorney is avoiding unnecessary delays in approval and will be assisting New Dawn with achieving timely project delivery.

New Dawn shall be responsible for the submission of applicable deliverables to the Customer for review and approval. The Prescott Valley City Attorney shall provide formal written acceptance or rejection of each deliverable within ten(10) business days following the receipt of the deliverable by the Prescott Valley City Attorney, unless otherwise mutually agreed to by the New Dawn Project Manager and the Prescott Valley City Attorney Project Manager or listed otherwise in this Statement of Work.

After reviewing the deliverable, the Prescott Valley City Attorney may reject a deliverable only if it fails to materially comply with the respective approval criteria agreed to by the parties. The Prescott Valley City Attorney will provide all comments in writing (via email, letter, or fax) on the deliverables in accordance with the time frames and requirements described below, providing reasonable detail sufficient to identify any deviation from the agreed upon acceptance criteria. New Dawn shall use all reasonable effort to correct any deficiencies or non-conformities and resubmit the rejected items as promptly as possible, following the same process as set forth below. Should the parties be unable to agree upon whether a deliverable materially satisfies the agreed acceptance criteria, both parties agree to utilize the issue resolution procedures defined hereafter.

If the Prescott Valley City Attorney rejects a deliverable in accordance with the above, then New Dawn shall re-deliver a corrected deliverable, and the Prescott Valley City Attorney shall have ten (10) business days to accept or reject such deliverable in accordance with the above. Failure to respond within any applicable ten (10) business day period will result in initiation of the issue resolution procedures defined hereafter.

Issue Resolution

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

1. If an issue, controversy or claim should arise, the Prescott Valley City Attorney Project Manager and the New Dawn Project Manager shall meet at least once and shall attempt to resolve the matter. Either project manager may request the other to meet in person within seven (7) days, at a mutually agreed date, time, and place.
2. If the matter has not been resolved within five (5) days of their first meeting, the New Dawn Project Manager and the Prescott Valley City Attorney Project Manager shall refer the matter to parties independent from the project, including the Customer's Department of Finance/Purchasing and a New Dawn senior executive. Thereafter, the project managers shall promptly prepare and exchange memoranda stating (a) the issues in dispute and respective positions, summarizing supporting evidence and arguments, the negotiations which have taken place, and attaching relevant documents, and (b) the name and title of the independent parties who will represent that party. The independent parties shall meet in person for negotiations at a mutually agreed date, time, and place within seven (7) days of the end of the initial five (5) day period and, thereafter, as often as reasonably deemed necessary to exchange relevant information and to attempt to resolve the issue.
3. At the mutual agreement of the independent parties, if the matter has not been resolved within fourteen (14) days of the initial meeting of the independent parties or in such time frame as is mutually agreed to by the parties, or if either party has not meet within fourteen (14) days of the end of the five (5) day period referred to in the preceding paragraph, the parties will attempt in good faith to resolve the issue, controversy, or claim by non-binding mediation.

All deadlines specified in the issue resolution process may be extended by mutual agreement of the New Dawn Project Manager and the Prescott Valley City Attorney Project Manager.

2.2 New Dawn Responsibilities

- a. Designate a Project Manager who will direct New Dawn's efforts and serve as the primary point of contact for the Customer.

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

2.3 Customer Responsibilities

- a. Designate a Project Manager who will direct the Customer efforts and serve as the primary contact for the New Dawn Project Manager.
- b. Coordinate appropriate Customer personnel to attend the Project Kickoff Meeting.
- c. Approve and implement the Communication Management Plan.
- d. Participate in the development of the Project Plan.
- e. Review the final Project Plan and identify in writing any specific changes necessary within ten (10) business days of receipt.
- f. Approve and implement the Change Management Plan.
- g. Coordinate Customer resources according to the SOW and Project Plan.
- h. Participate in scheduled status meetings with New Dawn's Project Manager.
- i. Work with the New Dawn Project Manager in submitting and approving Change Order requests on all items deviating from the Project Plan, SOW or Contract as outlined in the Change Control Management Plan.
- j. Act as liaison and coordinate with other governmental agencies and the Customer's vendors, contractors, and common carriers.
- k. Approve and release payments in a timely manner according to the payment milestones.

2.4 Completion Criteria

Project management is considered complete upon successful delivery or completion of all line items in this contract.

At this time the New Dawn Project Manager will conduct a Project Closure Meeting, verifying and validating that the project terms and conditions have been met and all parties recognize the end of the project.

New Dawn will:

- a. Provide customer an overview of each contract line item, dates it was delivered, invoiced and paid (if Applicable), and approved changes documented in the Change Management Plan.
- b. Discuss any remaining contract items and provide the customer with a schedule for completion.
- c. Provide a clear explanation of the New Dawn terms and conditions of ongoing support and begin hand off of support questions to the New Dawn Support department.

Customer agrees to:

- a. Ensure that all contract items have been delivered, invoiced, and paid.

- b. Discuss and agree to any plan put forth by the project manager to ensure the completion of any outstanding contract items.
- c. Begin utilizing the New Dawn support department for questions and assistance according to the conditions of the Support Agreement(s).

3. Project Documentation Services

3.1 Units

2 billable hour(s) of documentation completed by a New Dawn Technologies' Technical Writer and coordinated by New Dawn assigned Project Manager.

3.2 Description

Project Documentation Services are provided to Customers by a New Dawn Technical Writer for the development of Customer specific administrator and end-user manuals. Manuals will be configured to include workflow, procedures, and other detailed Customer information.

3.3 New Dawn Responsibilities

- a. Project Manager will provide assistance to Customer for definition scope of documentation.
- b. Technical Writer will document code tables, security profiles, data partitioning, code partitioning, business rules, JFXML screens, and any other JustWare configurations defined for the Customer.
- c. Documentation items may include Customer specific administration manual, end-user manual, quick-reference guides, training manuals, or other documentation defined by Customer and New Dawn Project Manager to best fit the needs of the Customer within contracted documentation hours.
- d. New Dawn will provide the finished work product in Adobe Acrobat and Microsoft Rich Text Format

3.4 Customer Responsibilities

- a. Assign staff member or members who are familiar with the policies, procedures and workflow in all departments in the office.
- b. Review documentation to ensure work completed matches the JustWare configurations, workflows, and business rules for the customer.
- c.

3.5 Completion Criteria

This task is considered complete when billable hour(s) of documentation purchased by Customer have been used. Customer may ask for a report of used and remaining hours at any time.

This deliverable will expire one (1) year from the **Contract Signing Date** unless scheduled as part of the **Project Plan**. Any changes to the **Project Plan**, as it affects this deliverable, are subject to cancellation after one (1) year.

4. JusticeBroker exchange development—inbound interface statement of work.rtf

4.1 Description

New Dawn will develop a custom JusticeBroker exchange to the following specifications:

New Dawn Technologies will implement an inbound JusticeBroker Data Exchange accepting the information

(Date violation occurred)

Month
Day
Year
Time

(Location of offense)

Street
Cross Street
City

(Charges)

State Code (ARS/ or Town Code Section)
State Code/or Town Code Written
Description
Domestic Violence Case

(Case Type)

Criminal
Criminal Traffic
Municipal Code
Civil Traffic
Petty Offense

Victim and Witnesses

(Name)

First
Middle
Last
DOB

(Address)

Residential Address
City
State
Zip
Telephone #

(Work if applicable)

Business Address
City

State
Zip
Telephone

Evidence: (ADSI Property Supplemental Page)

Type
Description

This JusticeBroker Data Exchange implementation will be divided into the phases listed below.

On-Site Specification Development

New Dawn Technologies will come on-site and work with the customer to develop a specifications document containing field mappings and any relevant business process for the Data Exchange.

Iteration 1 Development

New Dawn Technologies will develop and test the first iteration of the Data Exchange.

IT Configuration for Test Environment

New Dawn Technologies will assist the Judiciary staff in setting up the necessary connections for actual test data to be posted between New Dawn Technologies' Test JusticeBroker Transformation and Routing Service environment and a JustWare server installed at the Judiciary.

Iteration 1 Review

New Dawn will generate many sample records to be used by the interfacing agency to verify each data element. Any necessary adjustments are made to the JusticeBroker Data Exchange at this time. New Dawn suggests that the Customer review each of the data elements over a broad sampling of cases to ensure all data is correctly represented where possible. This review process will last for 15 business days during which a list of any issues discovered will be compiled for development in Iteration 2.

Iteration 2 Development

New Dawn Technologies will make correction to address any issues discovered during the Iteration 1 Review process.

Iteration 2 Review

New Dawn will generate many sample records to be used by the interfacing agency to verify each data element. Any necessary adjustments are made to the JusticeBroker Data Exchange at this time. New Dawn suggests that the Customer review each of the data elements over a broad sampling of cases to ensure all data is correctly represented where possible. This review process will last for 10 business days during which a list of any issues discovered will be compiled for development in Iteration 3.

Iteration 3 Development

New Dawn Technologies will make correction to address any issues discovered during the Iteration 2 Review process.

Iteration 3 Review

New Dawn will generate many sample records to be used by the interfacing agency to verify each data element. Any necessary adjustments are made to the JusticeBroker Data Exchange at this time. New Dawn suggests that the Customer review each of the data elements over a broad sampling of cases to ensure all data is correctly represented where possible. This review process will last for 10 business days during which a list of any issues discovered will be compiled for development in the final development iteration.

Final Development Iteration

New Dawn Technologies will make correction to address any issues discovered during the Iteration 3 Review process.

Final Iteration Review

New Dawn will generate many sample records to be used by the interfacing agency to verify each data element. Any necessary adjustments are made to the JusticeBroker Data Exchange at this time. New Dawn suggests that the Customer review each of the data elements over a broad sampling of cases to ensure all data is correctly represented where possible. This review process will last for 10 business days during which the Customer will validate that any issues brought up have been addressed. If they have not they will be fixed but no new issues should be brought up at this time.

IT Configuration for Live Environment

New Dawn Technologies will assist the Judiciary staff in setting up the necessary connections for actual data to be posted between New Dawn Technologies' JusticeBroker Transformation and Routing Service environment the JustWare server installed at the Judiciary.

Go-Live

New Dawn Technologies will turn on the live instance of the JusticeBroker Data Exchange on the scheduled go-live date. The interface will be considered complete and live at this point. Any issues after this phase will be handled as part of the support of the JusticeBroker Data Exchange.

Any changes affecting the scope of this JusticeBroker exchange are subject to an hourly rate of \$225 per hour.

4.2 New Dawn Responsibilities

- a. Conduct the **Interface Design** phase of the project by working with Customer subject matter and technical expert(s) and any participating 3rd party as designated by the Customer to complete the specifications for:
 - a. Data format (GJXDM or other as specified by the description of this exchange).
 - b. Required fields, optional fields and scope of data being exchanged for this exchange.
 - c. Method of data exchange/transport.
 - d. Scheduling, security and error handling of data exchange.
 - e. Applicable business rules for this exchange.
- b. Develop the **exchange specification** documentation. This documentation, if not already provided as part of this quotation by either New Dawn or the Customer, will consist of:
 - a. Data model (GJXDM or other as specified by the description of this exchange) including XML schemas.
 - b. Provide onsite assistance for definition of the JustWare field mapping from the fields in the interface to the participating JustWare database(s).
 - c. Example data instances.
 - d. Transport and security requirements for participating systems.
 - e. Business rule definition.
- c. **Develop** the JusticeBroker exchange code according to the final specifications. This exchange will utilize the JusticeBroker engine for data value mapping, scheduling, transport, security, logging and business rule processing where possible to ensure future compatibility with enhancements to any New Dawn products including the JustWare database.
- d. Conduct the **Testing and Sign-off** phase of the project by working with Customer subject matter and technical expert(s) and any participating 3rd party as designated by the Customer to ensure the exchange meets the specifications. This phase will consist of executing several example exchanges to/from a test JustWare database.
- e. The New Dawn Project Manager will assist in the data review with the Customer end-users.
- f. Provide appropriate onsite development and Project Management resources.

- g. Redevelop the JusticeBroker exchange code as specified by change request during the Review and Sign-Off phase.
- h. Provide in-depth documentation of JusticeBroker exchange functions, business rules, mappings, and exchange schedules.

4.3 Customer Responsibilities

- a. Provide subject matter and technical expert(s) who is familiar with the data being exchanged. The subject matter expert(s) will work with New Dawn during **Interface Design** and **Review and Testing and Sign-off** phases.
- b. Direct and coordinate the development efforts of any 3rd party participating in this Exchange.
- c. Direct and coordinate the connection methods in which interface will function, in accordance with the **exchange specification**, of any 3rd party participating in this exchange.
- d. Understand that New Dawn is responsible for providing or accepting the data according to the final **exchange specification**. New Dawn is not responsible for the operation of any participating 3rd party system.
- e. Review the example exchange data and provide change requests or sign-off within ten (10) business days.
- f. Understand that the Customer and participating 3rd party own the data. The data being exchanged will only be modified to fit the format of the JustWare system.
- g. Customer is responsible for executing and maintaining any contractual or purchase relationship for the initial development and ongoing support with 3rd parties participating in this Exchange in order to adhere to the **exchange specification**.
- h. Customer is solely responsible for purchasing any 3rd party software, API's, SDK's and any corresponding ongoing support that may be required for 3rd parties participating in this Exchange in order to adhere to the **exchange specification**.
- i.

4.4 Completion Criteria

This deliverable is considered complete when New Dawn has received formal sign-off from the Customer or if ten (10) days pass without receipt of either a change request or sign-off from the Customer during the **Testing and Sign-Off** phase of the project.

This deliverable will expire one (1) year from the **Contract Signing Date** unless scheduled as part of the **Project Plan**. Any changes to the **Project Plan**, as it affects this deliverable, are subject to cancellation after one (1) year.

5. JusticeBroker exchange support

5.1 Description

JusticeBroker exchange support provides a mechanism for the Customer to request help configuring the exchange, Answering technical or other user questions about this exchange, and maintaining this exchange's working status throughout any upgrades to New Dawn products, changes to customer or 3rd Party hardware or software, or minor changes to the exchange specification as approved by New Dawn through a Change Request.

5.2 New Dawn Responsibilities

- a. Retain qualified support and development staff capable of supporting the details of this exchange.
- b. Maintain this exchange's functionality for any upgrade to JustWare, JusticeBroker or other New Dawn Product owned by the Customer.
- c. Provide answers to questions about the operation or use of this exchange including providing information about where the data is stored, and any business rules that are applicable to this exchange.

- d. Up to once per billing cycle, at the Customer's request, agree to changes in functionality requiring less than 10% of the amount of work originally quoted in the JusticeBroker exchange of the same name, as determined by New Dawn. This is to allow for minor changes to the configuration, specification or business rules of the Customer or participating 3rd party system(s). Functionality changes must be used for each billing cycle and will not accrue.

5.3 Customer Responsibilities

- a. Keep current on JusticeBroker, JustWare and this exchange's support fees as agreed upon in the Payment Terms.
- b. Maintain the connection and operating status of any participating 3rd party system(s) exchanging information with this JusticeBroker exchange.
- c. Coordinate the efforts of any work or technical questions from any participating 3rd party through a trained JusticeBroker Application Administrator as defined in the JusticeBroker Support Agreement.

5.4 Completion Criteria

This item will be invoiced annually during the same billing cycle as the JusticeBroker Support and Upgrade fee.

6. JusticeBroker Support and Upgrades

6.1 Units

Support on 1 license(s) of JusticeBroker as defined in the JusticeBroker License Agreement.

6.2 Description

JusticeBroker Support provides a mechanism for the Customer to request help configuring the JusticeBroker Software, JusticeBroker Software assistance, receive interim and full upgrades and systems related to its use on an ongoing basis. JusticeBroker Support also guarantees JusticeBroker Adapter compatibility with any upgrades to both the JustWare database and JusticeBroker Software.

6.3 New Dawn and Customer Responsibilities

Both New Dawn and the Customer must agree to the terms and responsibilities set forth in the JusticeBroker Support Agreement.