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Project Management for SunGard CAD/RMS Implementation

FOR

Costa Mesa Police Department

September 5, 2013

1.0 PURPOSE

The purpose of this engagement is to manage the implementation of the SunGard CAD/RMS system for the Costa Mesa Police Department.

Costa Mesa Police Department selected SunGard as their preferred vendor for the CAD/RMS system in July 2013 based on a joint Request for Proposal (RFP) with Newport Beach Police Department. The CAD/RMS implementation is the highest priority project for the Costa Mesa Police Department due to the current Motorola CAD/RMS software and hardware out of warranty and unsupported. The SunGard CAD/RMS implementation success is dependent on a number of inter-related projects and initiatives, including, but not limited to, new infrastructure to support a virtual environment, including a Storage Area Network (SAN); desktop computers that will be required for the CAD/RMS system; mobile data center (MDC) for the fleet of fire, police and ambulance; broadband connectivity for the mobile units; operating system upgrades required to support CAD/RMS.

2.0 SCOPE OF WORK

The scope of this engagement is to manage the CAD/RMS implementation and the dependent projects and initiatives. This includes the following activities and deliverables:

- Ensuring the deliverables and activities in the SunGard contract are delivered as planned (e.g. number of training classes delivered)
- Develop workplan that requires departmental resources to complete (e.g. build testing, scenario building)
- Develop departmental communication plan and specific departmental and command staff communications
- Ensure all technical issues are resolved and escalated for resolution, when necessary
- Manage issues that will impact the project
- Manage risks that will impact the project
- Manage interrelated projects that will impact the project, such as CAD/RMS server, desktop and mobile infrastructure
- Manage city and contractor resource activities that will be directly working on CAD/RMS and interrelated projects
- Reviewing SunGard Audit schedule and processes to ensure CMPD required work is complete
- Manage the budget in the form of Change Requests (e.g. additional SunGard modules, new custom forms)
- Develop and manage a Change Impact Matrix (Gap Analysis) to track major procedural business process changes to support the CAD/RMS system
- Create training schedule based on departmental resources and SunGard trainer availability
- Develop Go Live Plan including Post Go Live Training

3.0 BENEFITS OF SYNOPTEK

Synoptek was contracted by the City of Newport Beach to manage the CAD/RMS RFP process and vendor selection. This process involved understanding the needs of both the Newport Beach Police Department (NBPD) and the Costa Mesa Police Department (CMPD). SunGard was selected by representatives from both departments through a rigorous evaluation process. The Synoptek Certified Project Management Professional for the RFP process will be assigned as the Lead Project Manager for the implementation of both CMPD and NBPD. Both agencies are highly dependent on a coordinated go live to minimize costs (e.g. travel costs of SunGard employees); sharing costs with shared department requirements (e.g. interfaces to county systems). If either agency is unable to meet the demands of the project, the timelines will slip and costs will increase for the overall project.

The selected resources from Synoptek have 15 years of system implementation experience, as well as in-depth knowledge of the municipal and law enforcement processes and environment.

4.0 SCHEDULE

The duration of this project is approximately 42 weeks. The project management effort will range from 28 – 40 hours per week depending on the activities required through the go live, which is currently scheduled for April 2014. The below schedule includes the major milestones and activities for the CAD/RMS project, but does not include all the major interrelated projects (e.g. new MDC rollout).

Month	Major Activities
September 2013	Team Orientation Training Room Set up Scoping and purchasing server infrastructure Building temporary server environment Setting up project communication plans Procure desktops for training Begin Windows 7 testing Conduct initial data conversion analysis Conduct initial mapping audit
October	Begin System Admin Training (RMS, CAD) Complete team Build with SunGard Complete RMS Build Begin RMS Testing Begin Broadband testing Clean data for conversions
November	Complete CAD Initial Audit Complete RMS Intermediate Audit Complete CAD Build Receive Server Infrastructure and begin install Begin Property and Evidence bar coding and inventory Conduct End to End Process Testing

December	Complete all server installation and VMWare environment build Migrate SunGard temporary server to Production infrastructure
January	Conduct CAD Final Audit Install Message Switch server Conduct Mobile Field Reporting Build Roll out MCT software and configure MDCs Test interfaces Build out two training rooms Build End to End Process Overview for CMPD Begin Power User Training
February	End User Training
March	End User Training Mock Go Live
April	End User Training Go Live Support Post Go Live Training

5.0 FEES AND EXPENSES

1. *Time and Materials – this Statement of Work (SOW) will be billed an hourly rate of \$125. The total contract value will be approximately \$168,000 with 32 hours average per week.*
2. *Invoice schedule – the project will be invoiced monthly based on actual hours worked.*

Company: Synoptek, Inc.

Customer: City of Costa Mesa

Name: _____

Name: _____

By: _____

By: _____

Title: _____

Title: _____

Date: _____

Date: _____