**SAS Fusion Center Solution**

Professional Services Statement of Work.

For

**San Antonio Police Department**

*October 17, 2013*
*Updated: November 21, 2013*

# PROFESSIONAL SERVICES

As part of this proposal, SAS are including professional services associated with deploying the Fusion Center Solution. The following is a description of the tasks to be carried out by SAS professional services consultants:

## DEPLOYMENT OF CORE MEMEX PLATFORM

| TASK |
| --- |
| **Hardware and Network Analysis** <br><br> SAS consultants will work with SAPD IT personnel to ensure all hardware and any necessary network configuration necessary for a successful deployment of SAS Fusion Center Solution is in place.  This will include ensuring the server virtualization environment is in place as well as network firewall rules necessary to allow network traffic between all components of the solution. <br><br> SAS Consultants will also work with SAPD IT staff to put in place a system and database backup/restore process. |
| **Installation Media and License Generation** <br><br> The SAS Memex platform requires a license file unique to each server on which it is deployed. SAS consultants will work with SAPD IT personnel to obtain the necessary information from the target servers and to generate and deploy the resulting license files. |
| **Server Commissioning and Prerequisite Software Installation** <br><br> SAS consultants will work with SAPD IT department to make sure the target servers have the correct Operating System version installed and that any necessary third-party libraries or applications are installed. <br><br> The overall server environment will be comprised of two database servers running Red Hat Enterprise Linux 6 64bit (one production, and one development/training), and one presentation server running Windows Server 2008.  All three servers will be virtual.  SAPD is responsible for purchasing or obtaining necessary third party operating system licenses, as well as providing the physical hardware upon which the virtual server will run. |
| **Core Memex Platform Installation** <br><br> SAS consultants will carry out the installation of the core Memex components. These are the baseline components used by all Memex modules. |

**Core System Testing**

SAS Consultants will carry out testing of the core Memex Platform to ensure its correct operation with SAPD's environment.

**Documentation of Server Environment (Site Guide)**

SAS consultants will create a site guide which will include server and configuration details related to the deployment within SAPD's environment. This document will act as reference for both SAS consultants and SAPD technical staff.

## DEPLOYMENT OF MEMEX INTELLIGENCE MODULE

| TASK |
| --- |

**Install Intelligence Module in SAS Project Environment**

SAS consultants will deploy the standard Memex Intelligence Module to a project environment provided by SAS using SAS hardware.

The SAS project environment will be used by SAS consultants to apply any configuration changes to the Intelligence Module identified as being necessary over the course of the project. Upon completion of all agreed configuration changes, SAS consultants will transfer the finished configuration to SAPD's servers. The hardware hosting the project environment will remain in the possession of SAS at all times. The environment will be used strictly for system configuration. No production data will be loaded on to the project environment.

**Review Current Intelligence Procedures and Software**

SAS Consultants will carry out a review of SAPD's current intelligence practices and related software tools. The information gathered during this task will be used, where appropriate, to guide the configuration of the Memex Intelligence Module to best support SAPD policies and procedures.

**Coordinate and Conduct Working Group**

SAS Consultants will conduct a two day working group with key members of SAPD project team to review the Memex Intelligence Module. The purpose of the working group is to introduce the module to SAPD key stakeholders and to identify and document areas where configuration changes may be necessary.

SAS estimates that all working group activities will occur on mutually agreeable dates within ten (10) working days of the commencement of the project.

**Review and Agree Upon Configuration Changes from Working Group**

Following completion of the working group, SAS consultants will review and assess the feasibility and level of effort required to implement each configuration change identified during the working group. SAS will then present this information to SAPD stakeholders. Should the estimated level of effort exceed the budgeted hours included for applying configuration changes, SAS consultants will work with SAPD to prioritize the configuration changes to meet the available hours.

**Apply Configuration Modifications Agreed Upon During Working Group**

Based on the approved list of configuration changes, SAS consultants will make adjustments to the module in the project environment. These changes will be presented to SAPD stakeholders during a second, online working group.

**Deploy to SAPD Test Environment**

SAS consultants will deploy the final Intelligence Module configuration to the SAPD test environment. A pre-requisite for this and all subsequent tasks is the successful completion of all tasks listed under Deployment of the Core Memex Platform

**SAS Testing**

After deployment to the SAPD test environment, SAS consultants will perform functional testing of the deployed module to verify correct operation within SAPD's environment.

**SAPD Testing**

SAPD will be given the opportunity to carry out their own testing of the deployed module. To avoid potential project overruns it is essential that this testing is carried out in a timely manner. The SAS project management team will work with their counterparts at SAPD to determine an appropriate timeline for the carrying out of this testing. This activity will be coordinated with user training to ensure those people tasked with carrying out system testing have sufficient knowledge of the system to be able to test effectively.

**Remedial Work from Testing**

SAS consultants will work to resolve any issues identified and documented during either SAS or SAPD testing of the module.

**Deployment of Final Configuration to SAPD's Production Environment**

SAS consultants will deploy the final configuration of the Intelligence Module, including corrections to the system applied during remedial work, to SAPD's production environment.

SAS consultants will update the Site Guide document to include details of the deployed configuration of the Memex Intelligence Module.

**DEPLOYMENT OF MEMEX SARS MODULE**

| TASK |
| --- |
| **Install SARS Module in SAS Project Environment**<br><br>SAS consultants will deploy the standard Memex SARS Module to a project environment provided by SAS using SAS hardware.<br><br>The SAS project environment will be used by SAS consultants to apply any configuration changes to the SARS Module identified as being necessary over the course of the project. Upon completion of all agreed configuration changes, SAS consultants will transfer the finished configuration to SAPD's servers. The hardware hosting the project environment will remain in the possession of SAS at all times. The environment will be used strictly for system configuration. No production data will be loaded on to the project environment. |
| **One day working group to identify potential changes**<br><br>SAS Consultants will conduct a one day working group with key members of SAPD project team to review the baseline Memex SARS Module. The purpose of the working group will be to introduce the module to SAPD key stakeholders and to identify and document possible configuration changes.<br><br>SAS estimates that all working group activities will be carried out on mutually agreed upon dates within ten (10) days of the commencement of the project. |
| **Review and Agree Upon Configuration Changes from Working Group**<br><br>Following completion of the working group, SAS consultants will review and assess the feasibility and level of effort required to implement each configuration change identified during the working group. SAS will then present this information to SAPD stakeholders. Should the estimated level of effort exceed the budgeted hours included for applying configuration changes, SAS consultants will work with SAPD to prioritize the configuration changes to meet the available hours. |
| **Apply Configuration Modifications Agreed Upon During Working Group**<br><br>Based on the approved list of configuration changes, SAS consultants will make adjustments to the module in the project environment. These changes will be presented to SAPD stakeholders during a second, online working group. |
| **Conduct Webinar to Review Configuration Changes**<br><br>SAS Consultants will conduct an online meeting with key members of SAPD project team to review and confirm the applied changes from the working group. The purpose of the working group is to finalize the module for testing. |

**Deploy to SAPD Test Environment**

SAS consultants will deploy the final SARS Module configuration to the SAPD test environment. A pre-requisite for this and all subsequent tasks is the successful completion of all tasks listed under Deployment of the Core Memex Platform.

**Coordinate Between SAPD and FBI for Issuance of Digital Certificate**

The eGuardian interface for the SARS Module requires a digital certificate be issued by the FBI before it will operate correctly. Each agency using the interface must have its own certificate. SAS consultants will facilitate a dialogue between the FBI and SAPD to allow this certificate to be issued.   Upon issuance, SAS consultants will deploy the certificate to the system servers as required to enable operation of the interface between the SARS module and eGuardian.

**SAS Testing**

After deployment to the SAPD test environment, SAS consultants will perform functional testing of the deployed module to verify correct operation within SAPD's environment.

**SAPD Testing**

SAPD will be given the opportunity to carry out their own testing of the deployed module. To avoid potential project overruns it is essential that this testing is carried out in a timely manner. The SAS project management team will work with their counterparts at SAPD to determine an appropriate timeline for the carrying out of this testing. This activity will be coordinated with user training to ensure those people tasked with carrying out system testing have sufficient knowledge of the system to be able to test effectively.

**Remedial Work from Testing**

SAS consultants will work to resolve any issues identified and documented during either SAS or SAPD testing of the module.

**Deployment of Final Configuration to SAPD's Production Environment**

SAS consultants will deploy the final configuration of the SARS Module, including corrections to the system applied during remedial work, to SAPD's production environment.

SAS consultants will update the Site Guide document to include details of the deployed configuration of the Memex SARS Module.

## DEPLOYMENT OF MEMEX REQUEST FOR SERVICE MODULE

| TASK |
| --- |

### Install RFS Module in SAS Project Environment

SAS consultants will deploy the standard Memex RFS Module to a project environment provided by SAS using SAS hardware.

The SAS project environment will be used by SAS consultants to apply any configuration changes to the SARS Module identified as being necessary over the course of the project. Upon completion of all agreed configuration changes, SAS consultants will transfer the finished configuration to SAPD's servers. The hardware hosting the project environment will remain in the possession of SAS at all times. The environment will be used strictly for system configuration. No production data will be loaded on to the project environment.

### Working group to identify potential changes

SAS Consultants will conduct one half day working group with key members of SAPD project team to review the Memex RFS Module. The purpose of the working group will be to introduce the module to SAPD key stakeholders and to identify and document possible configuration changes.

SAS estimates that all working group activities will be carried out on mutually agreed upon dates within ten (10) days of the commencement of the project.

### Review and Agree Upon Configuration Changes from Working Group

Following completion of the working group, SAS consultants will review and assess the feasibility and level of effort required to implement each configuration change identified during the working group. SAS will then present this information to SAPD stakeholders. Should the estimated level of effort exceed the budgeted hours included for applying configuration changes, SAS consultants will work with SAPD to prioritize the configuration changes to meet the available hours.

### Apply Configuration Modifications Agreed Upon During Working Group

Based on the approved list of configuration changes, SAS consultants will make adjustments to the module in the project environment. These changes will be presented to SAPD stakeholders during a second, online working group.

### Conduct Webinar to Review Configuration Changes

SAS Consultants will conduct an online meeting with key members of SAPD project team to review and confirm the applied changes from the working group. The purpose of the working group is to finalize the module for testing.

**Deploy to SAPD Test Environment**

SAS consultants will deploy the final RFS Module configuration to the SAPD test environment. A pre-requisite for this and all subsequent tasks is the successful completion of all tasks listed under Deployment of the Core Memex Platform.

**SAS Testing**

After deployment to the SAPD test environment, SAS consultants will perform functional testing of the deployed module to verify correct operation within SAPD's environment.

**SAPD Testing**

SAPD will be given the opportunity to carry out their own testing of the deployed module. To avoid potential project overruns it is essential that this testing is carried out in a timely manner. The SAS project management team will work with their counterparts at SAPD to determine an appropriate timeline for the carrying out of this testing. This activity will be coordinated with user training to ensure those people tasked with carrying out system testing have sufficient knowledge of the system to be able to test effectively.

**Remedial Work from Testing**

SAS consultants will work to resolve any issues identified and documented during either SAS or SAPD testing of the module.

**Deployment of Final Configuration to SAPD's  Production Environment**

SAS consultants will deploy the final configuration of the RFS Module, including corrections to the system applied during remedial work, to SAPD's production environment.

SAS consultants will update the Site Guide document to include details of the deployed configuration of the Memex RFS Module.

## DEPLOYMENT OF MEMEX CONFIDENTIAL INFORMANTS MANAGEMENT (CIMS) MODULE

| TASK |
| --- |
| **Install CIMS Module in SAS Project Environment**<br><br>SAS consultants will deploy the standard Memex CIMS Module to a project environment provided by SAS using SAS hardware.<br><br>The SAS project environment will be used by SAS consultants to apply any configuration changes to the SARS Module identified as being necessary over the course of the project. Upon completion of all agreed configuration changes, SAS consultants will transfer the finished configuration to SAPD's servers. The hardware hosting the project environment will remain in the possession of SAS at all times. The environment will be used strictly for system configuration. No production data will be loaded on to the project environment. |
| **Working group to identify potential changes**<br><br>SAS Consultants will conduct a two day working group with key members of SAPD project team to review the Memex CIMS Module. The purpose of the working group will be to introduce the module to SAPD key stakeholders and to identify and document possible configuration changes.<br><br>SAS estimates that all working group activities will be carried out on mutually agreed upon dates within ten (10) days of the commencement of the project. |
| **Review and Agree Upon Configuration Changes from Working Group**<br><br>Following completion of the working group, SAS consultants will review and assess the feasibility and level of effort required to implement each configuration change identified during the working group. SAS will then present this information to SAPD stakeholders. Should the estimated level of effort exceed the budgeted hours included for applying configuration changes, SAS consultants will work with SAPD to prioritize the configuration changes to meet the available hours. |
| **Apply Configuration Modifications Agreed Upon During Working Group**<br><br>Based on the approved list of configuration changes, SAS consultants will make adjustments to the module in the project environment. These changes will be presented to SAPD stakeholders during a second, online working group. |
| **Conduct Webinar to Review Configuration Changes**<br><br>SAS Consultants will conduct an online meeting with key members of SAPD project team to review and confirm the applied changes from the working group. The purpose of the working group is to finalize the module for testing. |

**Deploy to SAPD Test Environment**

SAS consultants will deploy the final RFS Module configuration to the SAPD test environment. A pre-requisite for this and all subsequent tasks is the successful completion of all tasks listed under Deployment of the Core Memex Platform.

**User Account Set-Up**

An important part of the deployment of the CIMS module is the correct set up of user accounts to ensure all necessary data protection is applied correctly. SAS consultants will work with SAPD personnel to ensure all CIMS user accounts are correctly set up with the appropriate security permissions.

**SAS Testing**

After deployment to the SAPD test environment, SAS consultants will perform functional testing of the deployed module to verify correct operation within SAPD's environment.

**SAPD Testing**

SAPD will be given the opportunity to carry out their own testing of the deployed module. To avoid potential project overruns it is essential that this testing is carried out in a timely manner. The SAS project management team will work with their counterparts at SAPD to determine an appropriate timeline for the carrying out of this testing. This activity will be coordinated with user training to ensure those people tasked with carrying out system testing have sufficient knowledge of the system to be able to test effectively.

**Remedial Work from Testing**

SAS consultants will work to resolve any issues identified and documented during either SAS or SAPD testing of the module.

**Deployment of Final Configuration to SAPD's Production Environment**

SAS consultants will deploy the final configuration of the CIMS Module, including corrections to the system applied during remedial work, to SAPD's production environment.

SAS consultants will update the Site Guide document to include details of the deployed configuration of the Memex CIMS Module.

## SYSTEM TRAINING

**Fusion Center Solution User Training**

SAS Consultants will provide 3 onsite user training classes, each lasting 3 days, covering the use of the SAS Fusion Center solution that will include RFS, SAR and Intelligence Module Training. Up to 12 people may attend each class. It is assumed staff attending the training will not have any prior experience of using the Memex system.

**Confidential Informant Management System (CIMS) Module Training**

SAS Consultants will provide up to 3 x 1 day onsite training classes for up to 12 users per class who are involved in the confidential informant management process. (Note. It is currently unknown what the total number of CIMS users will be. This proposal assumes up to 35 users may need to be trained on this module) CIMS students must have completed Fusion Center Solution User Training.

**Memex Administrator Training**

SAS Consultants will provide 1 system administrator training class, lasting 2 days, covering the administration of the SAS Memex system upon which the Fusion Center Solution is built. The course will cover managing system users and permissions as well as server 'housekeeping' activities. It is assumed attendees will have some experience of administering similar systems.

**Fusion Center Solution Refresher User Training**

SAS Consultants will provide 2 days of refresher training to users of the system at a mutually agreed time after the system becomes operational. The purpose of this training is to optimize knowledge transfer and retention. This training can be provided in a consolidated format onsite in a classroom environment or remotely via the web as part of a series of the short (60 – 90 minute) tactical training classes totaling 16 hours that will focus on specific components or modules. These webinar training sessions will be recorded and will be available for download by the customer for future use as part of a library of training videos.

As part of the training activities, SAS will provide SAPD with manuals covering the use of the delivered system in PDF format. Note that the manuals will cover all areas of system functionality, but are based on a generic configuration of the delivered system. Screenshots and examples within the documentation may vary in places from the final configured system deployed at SAPD.

## PROJECT MANAGEMENT

SAS will assign a Project Manager to the project. The project manager will be responsible for the following activities:

- Ensuring that adequate project planning takes place.
- Facilitating and managing cross-organizational activities.
- Monitoring progress of project.
- Ensure that team members have access to all required resources.
- Managing project risks.
- Coordinating with SAPD's project manager.
- Managing users' expectations.
- Maintaining the project timeline.
- Acting as liaison between the SAS team and SAPD users.
- Keeping both SAS management and SAPD project sponsors informed of project progress.
- Establishing software configuration management and change control practices for agreed module modifications.
- Maintaining a project contact sheet containing SAS and SAPD contacts, titles, and responsibilities

During the initial stages of the project, the SAS project manager will create and provide to SAPD a high level project plan covering the remainder of the project.

## ASSUMPTIONS, DEPENDENCIES, EXPECTATIONS AND RESPONSIBILITES

The success and timely delivery of these services is dependent upon the timely access to appropriate people, responsiveness of all parties and a shared understanding of the tasks.  The SAS team will include various as-needed Consultants and a Project Manager.  From time to time SAS personnel may require access to and assistance from IT and networking staff at SAPD.

The following is a list of specific assumptions and responsibilities necessary for the successful and timely delivery of the services:

- A contract will be executed prior to commencement of any services.
- Both parties agree to adhere to the project plan and project definition document in all material respects.
- Any material changes to the project must be reflected by Change Control following the Change Management Process. Any change to the project will be assessed for its impact to the project and a revised effort estimate will be provided as part of the change control process.
- The SAPD project manager will arrange meetings with appropriate personnel as needed throughout the implementation. SAS will require access to SAPD system administrators, network administrators, business users and the project executive sponsor.
- SAPD will provide systems access, including login IDs as required, needed to accomplish the tasks described in this document.
- Upon contract award, SAS may require up to 20 days advance notice prior to work commencement.
- SAPD will provide SAS with notice of any required confidentiality, security procedures and/or paperwork requirements prior to work commencement.
- SAPD will grant suitably vetted SAS personnel remote access via VPN to all system hardware for the duration of the services. In the interest of minimizing travel costs, SAS personnel will conduct as much of the services as possible from SAS locations using the provided remote access.