

RESOLUTION NO. 1603

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF FIFE, PIERCE COUNTY, WASHINGTON AUTHORIZING EXECUTION OF AN AGREEMENT WITH INTELLITECH CORPORATION FOR SOFTWARE LICENSE OF JAIL SYSTEMS SOFTWARE

WHEREAS, the City of Fife is in the process of updating its current jail systems software; and

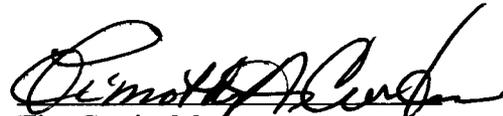
WHEREAS, Intellitech Corporation has the use license to Tiburon software that would be highly useful for the City to use; and

WHEREAS, Intellitech Corporation would also be providing the software itself, training, upgrades, support and maintenance of the software for five years; and

WHEREAS, terms have been reached with Intellitech Corporation that will allow the City of Fife to obtain the software, use license, training, upgrades, support and maintenance for itself, as well for the City of Puyallup; now therefore

BE IT RESOLVED that the Council hereby authorizes the City Manager to execute the Professional Services Agreement between the City of Fife and Intellitech Corporation Regarding Jail Services Software substantially in the form attached hereto as Exhibit A.

ADOPTED by the City Council at an open public meeting held on the 21st day of June, 2014.


Tim Curtis, Mayor

Attest:


Carol Etgen, City Clerk

CITY OF FIFE PROFESSIONAL SERVICES AGREEMENT

1. Parties and Date. THIS Agreement ("Agreement") is made effective as of the ____ day of June, 2014, by and between CITY OF FIFE, WASHINGTON ("City") and Intellitech Corporation ("Consultant").

2. General Purpose and Intent.

Consultant will provide the Intellitech IMACS Jail Systems software, use license for City, site license for City of Puyallup ("Puyallup"), system upgrades, and system maintenance to support both City and Puyallup for the annual payment of Nine Thousand Six Hundred Dollars (\$9,600) for five (5) years, for a total of Forty-Eight Thousand Dollars (\$48,000), without the payment of any additional amounts. The software license will be provided to City and Puyallup by Tiburon, Inc. (Cross-Referencing document "City of Fife Professional Services Agreement with Tiburon, Inc.") Consultant will also design and install special software enhancements to the provided software (known as IMACS), if requested by the City or Puyallup, and any such requests will be included as amendments to the Agreement.

3. Services by Consultant.

A. Consultant shall perform the services described in the Scope of Work attached hereto as Exhibit "A" (the "Scope of Work"). Where references to services, support, and maintenance to be provided only reference "City" or "City of Fife" within Exhibit "A", they are to be presumed to be owed and provided to the Puyallup as well. The services performed by the Consultant shall not exceed the Scope of Work without prior written authorization from the City.

B. The City may from time to time require changes or modifications in the Scope of Work. Such changes, including any decrease or increase in the amount of compensation, shall be agreed to by the parties and incorporated in written amendments to the Agreement.

4. Schedule of Work.

A. Consultant shall begin performance of the services described in the Scope of Work as soon as the effective date of this Agreement, in accordance with Exhibit "B". If delays beyond Consultant's reasonable control occur, the parties will negotiate in good faith to determine whether an extension is appropriate.

B. Consultant is authorized to proceed with the services described in the Scope of Work upon receipt of a written Notice to Proceed.

5. Compensation.

X YEARLY PAYMENT. Compensation for the services described in the Scope of Work shall be a yearly payment of \$9,600 per year for five years to Consultant, for a total to Consultant of \$48,000. The first annual payment is due to Consultant upon completion of software training by Consultant personnel of City personnel, and then every year thereafter upon that date. The total cost of \$48,000 will be paid to Consultant by the City of Fife over five (5) years, and the City of Puyallup

will reimburse Fife for one-half (\$24,000) of the cost. (Cross-Referencing document: "Interlocal Agreement Between City of Fife and City of Puyallup Regarding Jail Services Software")

TIME AND MATERIALS NOT TO EXCEED. Compensation for the services described in the Scope of Work shall not exceed \$ _____ without written authorization and will be based on the list of billing rates and reimbursable expenses attached hereto as Exhibit "C."

TIME AND MATERIALS. Compensation for the services described in the Scope of Work shall be on a time and material basis according to the list of billing rates and reimbursable expenses attached hereto as Exhibit "C."

OTHER. If the City or Puyallup requests Consultant to design and install special software enhancements to IMACS, the price will be ten percent (10%) less than Consultant's then prevailing prices for such work. All such work and prices for it must be agreed to in writing and incorporated into the Agreement as amendments.

6. **Coordination of Contract Documents.** This Agreement consists of this professional services agreement form and Exhibit "A" through Exhibit "B" and any future amendments. If there is any inconsistency between this professional services agreement form and any of the Exhibits, the professional services agreement form shall take precedence. If there is any inconsistency between this professional services agreement form and any future amendments, the professional services agreement form shall take precedence unless explicitly waived by the amendment.

7. Payment.

A. Consultant shall provide annual invoices in the format acceptable to the City for work performed to the date of invoice. Consultant shall maintain time and expense records for reimbursable expenses and any work that is billed hourly under this Agreement and provide them to the City upon request.

B. Consultant shall keep cost records and accounts pertaining to this Agreement available for inspection by City representatives for three (3) years after final payment unless a longer period is required by a third-party agreement. Copies shall be made available on request.

C. If the services rendered do not meet the requirements of the Agreement, Consultant will correct or modify the work to comply with the Agreement. City may withhold payment for such work until the work meets the requirements of the Agreement.

8. Discrimination and Compliance with Laws.

A. Consultant agrees not to discriminate against any employee or applicant for employment or any other person in the performance of this Agreement because of race, creed, color, national origin, marital status, sex, age, disability, or other circumstance prohibited by federal, state, or local law or ordinance, except for a bona fide occupational qualification.

B. Consultant shall comply with all federal, state, and local laws and ordinances applicable to the work to be done under this Agreement.

C. Consultant shall obtain a City of Fife business license pursuant to the provisions of Chapter 5.01 FMC prior to receipt of written Notice to Proceed.

D. Violation of this Paragraph 8 shall be a material breach of this Agreement and grounds for cancellation, termination, or suspension of the Agreement by City, in whole or in part, and may result in ineligibility for further work for City.

9. Term and Termination of Agreement

A. This Agreement may be terminated by the City at any time upon the default of the Consultant or upon public convenience, in which event all finished or unfinished documents, reports, or other material or work of Consultant pursuant to this Agreement shall be submitted to City, and Consultant shall be entitled to just and equitable compensation for any satisfactory work completed prior to the date of termination, not to exceed the total compensation set forth herein. Consultant shall not be entitled to any reallocation of cost, profit or overhead. Consultant shall not in any event be entitled to anticipated profit on work not performed because of such termination. Consultant shall use its best efforts to minimize the compensation payable under this Agreement in the event of such termination. If the Agreement is terminated for default, the Consultant shall not be entitled to receive any further payments under the Agreement until all work called for has been fully performed. Any extra cost or damage to the City resulting from such default(s) shall be deducted from any money due or coming due to the Consultant. The Consultant shall bear any extra expenses incurred by the City in completing the work, including all increased costs for completing the work, and all damage sustained, or which may be sustained by the City by reason of such default.

B. The City may suspend this Agreement, at its sole discretion, upon one week's advance notice to Consultant. Such notice shall indicate the anticipated period of suspension. Any reimbursement for expenses incurred due to the suspension shall be limited to the Consultant's reasonable expenses, and shall be subject to verification. The Consultant shall resume performance of services under this Agreement without delay when the suspension period ends.

10. Standard of Care. Consultant represents and warrants that it has the requisite training, skill and experience necessary to provide the services under this agreement and is appropriately accredited and licensed by all applicable agencies and governmental entities. Services provided by Consultant under this agreement will be performed in a manner consistent with that degree of care and skill ordinarily exercised by members of the same profession currently practicing in similar circumstances.

11. Ownership of Work Product.

A. All data materials, reports, memoranda, and other documents developed under this Agreement whether finished or not shall become the property of City, shall be forwarded to City at its request and may be used by City as it sees fit. Upon termination of this agreement pursuant to paragraph 9 above, all finished or unfinished documents, reports, or other material or work of Consultant pursuant to this Agreement shall be submitted to City. City agrees that if it uses products prepared by Consultant for purposes other than those intended in this Agreement, it does so at its sole risk and it agrees to indemnify and hold Consultant harmless therefore.

B. All data and other records, including data and records of the clients entered into any database, files, and data stores of the City or Puyallup or supplied to Consultant by either City are and shall remain the sole property of the city which entered or provided it. Consultant shall not, without the relevant city's written consent, copy or use such records except to carry out contracted work, and will not transfer such records to any other party not involved in the performance of this Contract. (Cross-Referencing documents: "Interlocal Agreement Between City of Fife and City of Puyallup Regarding Jail Services Software" and "City of Fife Professional Services Agreement with Tiburon Corporation")

C. Consultant agrees to keep all information it is exposed to in the course of performance of this Agreement confidential, and to comply with all federal and state laws relating to the confidentiality of such information.

12. Representation and Warranties. Consultant represents and warrants that, except for special software enhancements required for the City and Puyallup's use, IMACS is fully developed, free of errors, and performing to design specifications in similar installations. Consultant further represents and warrants that upon installation and with Consultant's support, IMACS will operate free of material errors.

13. Availability of Source Code. In the event of the liquidation due to bankruptcy or otherwise of Consultant (except by reason of a merger or consolidation and the continuation of its business), the City and Puyallup shall be entitled to receive and retain a copy of the IMACS source code, and to use or modify same by itself or in collaboration with other licensed users, but in either event solely in connection with the use of IMACS as licensed herein. The City or Puyallup shall not sell, copy, assign or transfer in any manner the source code to any other entity without the written consent of Consultant and/or its President. In order to assure the availability of the source code in the event of the foregoing contingencies, Consultant shall deposit and maintain a copy of the source code in Escrow with its attorneys, Manchester, Bennet, Ulman and Powers Ohio, naming the City and Puyallup as beneficiaries of the Escrow agreement, and provide the City and Puyallup with copies of the Escrow agreement:

Escrow Agent:

Manchester Bennett Ulman and Powers
Atrium Level Two
The Commerce Building
Youngstown, OH 44503
Telephone: 330.743.1171
FAX: 330.743.1190
Attorney: Gina Richardson
E-mail: grichardson@mbpu.com

14. Indemnification/Hold Harmless. Consultant shall defend, indemnify and hold the City, its officers, officials, employees and volunteers harmless from any and all claims, injuries, damages, losses or suits including attorney fees, arising out of or resulting from the acts, errors or omissions of the Consultant in performance of this Agreement, except for injuries and damages caused by the sole negligence of the City. Should a court of competent jurisdiction determine that this Agreement is subject to RCW 4.24.115, then, in the event of liability for damages arising out of bodily injury to persons or damages to property caused by or resulting from the concurrent negligence of the Consultant and the City, its officers, officials, employees, and volunteers, the Consultant's liability, including the duty and cost to

defend, hereunder shall be only to the extent of the Consultant's negligence. It is further specifically and expressly understood that the indemnification provided herein constitutes the Consultant's waiver of immunity under Industrial Insurance, Title 51 RCW, solely for the purposes of this indemnification. This waiver has been mutually negotiated by the parties. The provisions of this section shall survive the expiration or termination of this Agreement.

15. Insurance. The Consultant shall procure and maintain for the duration of this Agreement, insurance against claims for injuries to persons or damage to property which may arise from or in connection with the performance of the work hereunder by the Consultant, its agents, representatives, or employees. Consultant's maintenance of insurance as required by this Agreement shall not be construed to limit the liability of the Consultant to the coverage provided by such insurance, or otherwise limit the City's recourse to any remedy available at law or in equity.

A. Minimum Scope of Insurance

Consultant shall obtain insurance of the types described below:

1. Automobile Liability insurance covering all owned, non-owned, hired and leased vehicles. Coverage shall be written on Insurance Services Office (ISO) form CA 00 01 or a substitute form providing equivalent liability coverage. If necessary, the policy shall be endorsed to provide contractual liability coverage.
2. Commercial General Liability insurance shall be written on ISO occurrence form CG 00 01 and shall cover liability arising from premises, operations, independent contractors and personal injury and advertising injury. The City shall be named as an insured under the Consultant's Commercial General Liability insurance policy with respect to the work performed for the City.
3. Workers' Compensation coverage as required by the Industrial Insurance laws of the State of Washington.
4. Professional Liability insurance appropriate to the Consultant's profession.

B. Minimum Amounts of Insurance

Consultant shall maintain the following insurance limits:

1. Automobile Liability insurance with a minimum combined single limit for bodily injury and property damage of \$1,000,000 per accident.
2. Commercial General Liability insurance shall be written with limits no less than \$1,000,000 each occurrence, \$2,000,000 general aggregate.
3. Professional Liability insurance shall be written with limits no less than \$1,000,000 per claim and \$1,000,000 policy aggregate limit.

C. Other Insurance Provisions

The Consultant's Automobile Liability and Commercial General Liability insurance policies are to contain, or be endorsed to contain that they shall be primary insurance as respect the City. Any

Insurance, self-insurance, or insurance pool coverage maintained by the City shall be excess of the Contractor's insurance and shall not contribute with it.

D. Acceptability of Insurers

Insurance is to be placed with insurers with a current A.M. Best rating of not less than A:VII.

E. Verification of Coverage

Consultant shall furnish the City with original certificates and a copy of the amendatory endorsements, including but not necessarily limited to the additional insured endorsement, evidencing the insurance requirements of the Consultant before commencement of the work.

F. Notice of Cancellation

The Consultant shall provide the City with written notice of any policy cancellation, within two business days of their receipt of such notice.

G. Failure to Maintain Insurance

Failure on the part of the Consultant to maintain the insurance as required shall constitute a material breach of contract, upon which the City may, after giving five business days' notice to the Consultant to correct the breach, immediately terminate the contract or, at its discretion, procure or renew such insurance and pay any and all premiums in connection therewith, with any sums so expended to be repaid to the City on demand, or at the sole discretion of the City, offset against funds due the Consultant from the City.

16. Assigning or Subcontracting. Consultant shall not assign, transfer, subcontract or encumber any rights, duties, or interests accruing from this Agreement without the express prior written consent of the City, which consent may be withheld at the City's sole discretion.

17. Independent Contractor. Consultant is and shall be at all times during the term of this Agreement an independent contractor.

18. Notice

A. Any notice or communication required by this Agreement must be in writing, and may be given either personally, electronically with evidence of receipt, by express delivery service, or by registered or certified mail, return receipt requested. If given personally, by express delivery service, or by registered or certified mail, such notice or communication shall be deemed to have been given and received upon actual receipt. If delivery is made electronically, either by e-mail or facsimile transmission, a notice shall be deemed to have been given when delivered to the person to whom it is addressed, and there is electronic confirmation that it was received. Such notices or communications shall be given to the Parties at their addresses set forth below:

David K. Zabell
City Manager

John Jacobs
CEO

5411 23rd Street East
Fife, WA 98424

Phone: (253) 922-2489
Fax: (253) 922-5355
Email: dzabell@cityoffife.org

Intellitech Corporation
8544 Hickory Hill
Poland, OH 44514
Phone: (330) 707-1090
Tax: (330) 707-1099
Email: john.jacobs@intellitechcorp.com

B. Either party may change its contact information by sending its new contact information to the other party in the same manner as is provided for sending the other party notice under the provisions of paragraph 16.A.

19. Disputes. Any action for claims arising out of or relating to this Agreement shall be governed by the laws of the State of Washington. Venue shall be in Pierce County Superior Court.

20. Attorneys' Fees. In any suit or action instituted to enforce any right granted in this Agreement, the substantially prevailing party shall be entitled to recover its costs, disbursements, and reasonable attorneys' fees from the other party.

21. Severability. Should any clause, phrase, sentence or paragraph of this Agreement or its application be declared invalid or void by a court of competent jurisdiction, the remaining provisions of this Agreement or its applications of those provisions not so declared shall remain in full force and effect.

22. Extent of Agreement/Modification. This Agreement, together with attachments or addenda, represents the entire and integrated Agreement between the parties hereto and supersedes all prior negotiations, representations, or agreements, either written or oral. This Agreement may be amended, modified or added to only by written instrument properly signed by both parties.

CITY OF FIFE, WASHINGTON

CONSULTANT

By: _____
David Zabell
City Manager

John J. Jacobs
CEO, Intellitech Corporation

Date: _____

Date: _____

Attest:

By: _____
Carol Etgen
City Clerk

Approved as to form:

By: _____
Gregory F. Amann
Assistant City Attorney

Exhibit A

INTRODUCTION

This Scope of Work (SOW) is between Intellitech and the City of Fife ("Fife") and City of Puyallup ("Puyallup") (collectively "Cities") and provides the roles and responsibilities of the Parties during the project implementation. The Project Schedule shall serve as the primary plan for the project, detailing tasks, schedules and due dates.

Intellitech Corporation has developed and owns a comprehensive incarceration management software system, the "Incarceration Management And Cost-recovery System" ("IMACS"), which includes current IMACS functionality, but is not limited to the following components:

- Complete Booking Entry/Tracking of Inmate data
- Inmate Pre-Medical
- Housing/Cell Assignment
- Inmate Commissary Accounts/Inventory
- Inmate Account Reconciliation (real time)
- Inmate Property Management, Classification
- Inmate Visitation
- Warrant, Detainers and Holds Tracking
- Release Process (includes release security validation)
- Incident Reporting
- Integrated Pay-For-Stay™ (PFS will be activated with a separate contract)
- Inmate Financial/Bio
- Meal Generation)
- Interface to Fingerprint, Mug shot system, Tiburon
- Bail/Bond Management
- Gang Watch and IntelliWatch

Intellitech Corporation shall provide on-going license and support and for the 60 (Sixty) Month term commencing _____, 2014. Support shall be provided by telephone, e-mail, and remote connection as required during regular business hours.

When necessary, the paid Intellitech Corporation license fee shall provide support personnel on site at the facilities with expenses incurred covered by Intellitech.

Intellitech Corporation shall also design and install special software enhancements to IMACS as requested by either City at a cost savings of ten percent (10%) less than Intellitech Corporation's then prevailing prices for such work.

Fife shall have a non-exclusive, permanent, irrevocable license to use IMACS solely in City of Fife and with a site license for the City of Puyallup for the operation of not more than Fifty-five (55) Beds per each City. Said license shall be exclusively for use of each City and may not be transferred, assigned or sold.

Intellitech licenses the IMACS criminal justice information software suite on a "per bed" basis.

Software Licensing Agreements For IMACS And The Custom Interface Modules [Confidential Property of Intellitech Corporation]		
Licensing Area	Licensing Agreement	Maintenance Agreements
IMACS	Licensed annually by number of approved beds in jail facility	Renewed Annually

GENERAL PROVISIONS

Definition of Days: Unless otherwise indicated, time to schedule or complete tasks is given in business days, not calendar days. Business days are Monday through Friday weekly, exclusive of recognized national or Cities' holidays.

System Configuration: User configurable parameters (i.e. specific values for unit names, timing of events, officer or user identification, street names, statute tables, to name a few) that are defined within the system are the responsibility of the Cities. Intellitech will train Cities on the system and how the many variables affect system operation and performance, but the choice of configuration, within the limits supported by the system and described by the contract remains with Cities.

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.

PROJECT KICK-OFF

The project will be initiated with a project kickoff meeting lead by Intellitech and attended by all key Cities project participants. The meeting is held remotely and covers Project Schedules and procedures, general scope and project expectations of all parties.

PROJECT SCHEDULE

The objective of this task is to finalize the preliminary Project Schedule based upon the requirements identified and the associated project objectives, plans, schedules, approvals, priorities and inter-dependencies among tasks. The Project Schedule will be finalized within mutually agreed upon timeframe following the kickoff meeting.

Project Schedule will include the Task Description, Intellitech/Cities Participants, Prerequisites, and Tiburon/Cities Responsibilities. All parties recognize that the tasks defined may not be listed chronologically, and that the actual project implementation tasks and time lines will follow the mutually agreed to Project Schedule, unless otherwise noted.

INTELLITECH RESPONSIBILITIES

Intellitech responsibilities include the following:

a. Software Licenses Delivery

Intellitech

will provide

installation of the following software:

- IMACS V Jail Management System Suite

b. Interfaces

Install and test the following interfaces in the production environment only -as defined in Interface Deliverables List (starting at page 10). Intellitech will test interfaces to demonstrate conformance with the ICD(s).

The following interfaces will be provided:

- Tiburon RMS, Total Enforcement Edition
- Dynamic Imaging
- VINE
- Crossmatch Fingerprint

c. Intellitech Project Management

Intellitech will provide remote project management support through the mutually agreed Project Schedule. The Intellitech Project Manager will be responsible for:

- Scheduling and attending regular project status meetings.
 - o Weekly or mutually agreed upon timeframe
 - o Provide meeting notes to Cities
- Providing status reports to Cities, to Intellitech and to Tiburon.
 - o Weekly or mutually agreed upon timeframe
- Promptly work toward resolving issues or changes in the project plan.
- Developing mutually accepted remedies to issues that may arise.

Intellitech will provide Cities with a Project Schedule that will serve as the primary basis for project management and will include the following:

- All Project Resources.
- Tasks and Descriptions
- Predecessors and Pre-Requisites.
- Estimated Timelines and Durations.
- Scheduling Milestones.

The Project Schedule is flexible, and reasonable changes in scope, timeline and responsibility will occur throughout the life of the Project. As such, all potential scope modifications will be reviewed, documented and signed by Intellitech and the effected City in accordance with the Professional Services Agreement agreed to by both parties prior to incorporation into the Project Schedule. If such changes introduce additional products or services not originally listed in this SOW, Intellitech will review the impact and associated cost, if any, and return the completed Change Order Agreement Form to the effected City, for review and approval.

d. Installation

Intellitech will provide installation services and or assistance for the following software components:

IMACS V Jail Management System Suite

- Included IMACS Modules

IMACS V Booking and Release Processing

One IMACS V up to 60 bed site license for an unlimited number of workstations

Inmate Pre-Medical Screening
Inmate Property Management
Inmate Classification
Inmate Cell Assignment (electronic floor plan)
Trust Accounting/Check Writing/Agency Billing
IMACSV Jail Log & "Pass On" report
Inmate Commissary Control
Inmate Incident Tracking & Reporting – Grievances included
Gang Watch Module
IntelliWatch Module
Trust Accounting/check writing/Agency billing
Inmate Visitation
Inmate Service Request and Scheduling Meal Generation, Special Dietary Requirements & Meal Count
Barcode Scan & Movement Tracking
Inmate Work Assignments Inmate Photo & Photo Line up
Warrant, Detainers and Holds Tracking (Sex-Offender Registry included)
Standard reporting & Statistical reporting (includes 5 local custom reports)
IMACSV Agency View, Web Based Read Only module providing external agency access
IMACSV Public View, Web Based Read Only module providing public jail "Blotter"

Completion Criteria:

Installation will be considered complete when installation above has been conducted and Intellitech has provided the Cities with written notification that all purchased IMACS and related software components have been installed.

e. Configuration

Intellitech will provide guidance in gathering the elements required to configure IMACS and assist Cities in completing system settings and standard option configuration items.

- Intellitech will populate standard pick lists with values provided by Cities.
- Intellitech will generate IMACS "Cell Boards" modeled after the housing floor plans provided by Cities.

Completion Criteria:

Configuration will be considered complete when the pick lists have been populated and Cell Boards have been created and Intellitech has provided the Cities with written notification that the IMACS has been configured per the Cities' details.

f. Data Conversion

Intellitech will provide data conversion services that will convert data from the Cities' existing Database(s) to the IMACS V Jail Management System Suite. Cities will provide the extracts of the data in a mutually agreed and acceptable format to Intellitech for conversion. Intellitech will create and provide a data conversion plan. There should be an initial data conversion, loading, and testing of the specified legacy application data into the new application database(s) based upon the approved data conversion plan. Final data conversion should be completed prior to placing the IMACS V Jail Management System Suite being placed in production use.

Intellitech's Responsibility:

- With Cities, review the data that will be converted into the IMACS.
- Analyze source data, generate field mapping documents, and deliver a data conversion.

- Perform an initial data conversion process to load the test files and review resulting test files with Cities, document any problems, and collaborate with Cities on a plan for corrective actions.
- Following initial data conversion, execute conversion programs in accordance with the approved data conversion plan, based on Cities' data files.
- Review resulting files with Cities, document any problems, and collaborate with Cities on a plan for corrective action.

Completion Criteria:

This task is complete after Intellitech has delivered the final migrated data. In case of errors, this task will be complete upon the Cities' approval of a corrective action plan. Task completion will be confirmed by the Cities' signature on the task completion letter provided by Intellitech.

g. Training

Intellitech will provide a combination of remote and on-site training of Cities' employees regarding the use and operation of the software. Both remote and on-site training will be conducted between the hours of 8:00am and 5:00pm Pacific Time Monday through Friday.

Intellitech will submit a training plan to Cities for each application and module being trained, refer to page 22 sample training outlines. One set of Training documentation will be provided by Intellitech. Cities is responsible for copying sets per student. Intellitech will provide one combined course to participants from all agencies present in the same classroom.

Intellitech will provide the following on-site training classes at Cities designated facility:

IMACS Administrator Training – 1 session, 8 hours of class with 1 user per available workstation and a maximum of 4 administrators per agency and a maximum of 10 users per class and a maximum of 8 hours in the day. Administrators will be trained on IMACS's User Administration, System Administration and Administration – Ad Hoc Reporting to best accommodate Cities agency's business practices and, where appropriate, a joint agency deployment.

Training Sessions	Session Duration (Hours)	Minimum Sessions	Maximum Participants
IMACS Jail Management System Suite – Administrator Training	8	4	1

IMACS Jail Management System Suite – Administrator Training

8

4

1

Intellitech Responsibilities:

- Provide a training plan.
- Provide a sample set of test/training files.
- Provide one (1) print-ready master copy for all training materials for this task no less than ten (10) days prior to training.

Intellitech will provide on-site Train the Trainer training regarding the use and operation of the software. Training will be conducted between the hours of 8:00am and 5:00pm, local time, Monday through Friday.

Intellitech will provide the following on-site training classes at Cities designated facility:

IMACS Train-The-Trainer Training – 1 session, three (3) consecutive days of class, 1 user per available

each.

b. Remote Network Connection

Cities must each provide Intellitech with a 24x7 VPN access to Cities' location, with a minimum of a 128 key encrypted VPN utilizing the built in Microsoft PPTP/L2TP/SSTP Customer for external connectivity to Cities' servers.

Cities must each provide high speed connectivity and that the computers are on an accessible network to allow Intellitech technical support personnel access for the deployment of the Server and Client Software. Cities is responsible for installing the Client Software on the remaining Client Workstations according to the instructions provided by Intellitech.

c. Site Readiness

Cities are each responsible to:

- Ensure the logistics at the site are sufficient. This would include ensuring adequate space, power, UPS, network time source, and environmental atmosphere to support the equipment, network, and remote access.
- Secure and provide all mnemonics/ORI and/or Logical Unit's (LU) for each authorized terminal.
- Ensure that there are the necessary cabling, routers, video cabling, remote connectivity, and required peripheral equipment to support the requirements of this project.
- Provide the sufficient network and support resources to sustain and manage the systems of this project, including local area network routing configuration updates as required.
- Provide access to Intellitech resources to the site on required dates.
- Ensure Cities' availability for training on scheduled dates.
- Ensure Cities' availability for go-live on scheduled dates.

d. Cities' Project Management

Cities will each designate a project manager who will direct the Cities' efforts and serve as the primary point of contact for Intellitech.

Cities' Project Manager is responsible to:

- Attend all project meetings.
- Make timely decisions, approval of any and all project changes.
- Assistance in managing and enforcing the process for scope management and the project Change Order Process.
- Decision-making regarding the day-to-day management of the Project.
- Reporting all installation, support and problem solving issues associated with the implementation of the project.
- Accepting all deliverables associated with the project, and to authorize System Certification.
- Designating a System Support Administrator who will serve as the main contact for all post production issues that are reported to the Helpdesk.

e. Data Conversion

Cities will each designate a conversion coordinator who will direct the Cities' efforts and serve as the primary point of contact for Intellitech with respect to the data conversion process.

Cities will each provide:

- Electronic extracts of the data to be converted in a format readable by Intellitech's conversion tools, acceptable formats include MS Excel, SQL tables or MS Access
- Data Dictionaries and ERD data definition (record layouts or definitions) documentation for the extracted data provided.

- A knowledgeable person or persons to work with the Intellitech Data Conversion team to map the data fields.
- A knowledgeable person or persons to provide information, documents and answer general questions regarding the data conversion from the legacy system to IMACS.
-
- A knowledgeable person or persons to review and test the converted data for:
 - o **Completeness** -All of the valid Cities data values, as defined in the Data Conversion Plan, will be converted.
 - o **Accuracy** -All converted data values must correspond to the original Cities data which has been modified per the Data Conversion Plan.
 - o **Usability** -Converted data must behave in a similar and consistent fashion as compared to native IMACS data.
- Intellitech with results of its data conversion testing, multiple times if needed, within the timeframe identified in the project plan.

f. Interfaces

Install and test the following interfaces in the production environment only -as defined in Interface Deliverables List, starting page 10.

- Assume responsibility for any hardware, software licenses, modifications, or additions to any systems not supplied, installed, tested, or licensed by Intellitech.
- Act as the liaison between the agencies and third-party vendors required to support the interfaces.
- Provide Intellitech with the physical connections for each interface, to allow Intellitech to test the functionality of each interface in an appropriate environment.
- If the interfaces are currently in operation, it is the Cities' individual responsibility to disconnect each of the interfaces from the operational environment to facilitate interface testing. Testing may be required more than once during the project to ensure operational readiness.

g. Training

For each of the training courses described above, the Cities will each:

- Designate, in writing, a single point of contact as a training liaison for all training scheduling and any related technical issues.
- Complete final input (or changes) of agency-specific data (i.e., code tables and parameters).
- Designate appropriate Cities staff to receive training.
- Ensure there are representatives from each department and/or agency as required or needed to meet each Cities' needs for the long term use and maintenance of the application.
- Provide a classroom facility that will accommodate the expected number of students. The classroom facility must include a computer projector, and computer workstation for the instructor, and a computer workstation with the application client installed for each Cities participant.
- Provide one paper copy of the training materials for each student.
- Upon request from Intellitech, provide access up to two hours to training facility prior to starting training and up to two hours after training has been completed each day.

h. Configuration and Data Entry

Cities, with Intellitech's assistance, are each responsible to perform configuration data entry and complete the entry of all data in the IMACS database tables based on training provided by Intellitech within the timeframe provided in the Project Schedule.

This includes but is not limited to:

- Configuring System Related Items

- Performing Agency level configurations
- Entering Personnel
- Configuring Security Profiles
- Gathering Standard Pick List Values (to be provided to Intellitech in MS Excel, SQL tables or MS Access format)
- Housing Floor Plan Diagrams

i. IMACS Production Cutover

Cities are each responsible to place the software into live production use and begin operational use in consultation with Intellitech and in accordance with the cutover plan, Project Schedule and Contract.

Interface Control Document

Intellitech will provide interface processing for exchange of data with other Cities systems. The information contained in below provides a best effort description, based on the information available, of the interfaces included. Intellitech will work with the Cities to develop a more in depth Interface Control Document (ICD) as a part of the project plan. Depending on the breadth of the functionality scope adjustments required to deliver the desired functionality the price of the interface or interfaces may need to be adjusted.

The following list identifies the interfaces to be delivered to complete the IMACS functionality integration with other Cities' systems deployed.

TE to Intellitech IMACS - Interface Control Document

Tiburon Law RMS (TE) System	
Interface Version:	To be Created.
Short Description:	Export of RMS Arrest data, as appropriate, for import into the IMACS where the data will be used to populate inmate information for a booking record.
Long Description:	The IMACS software shall retrieve from Tiburon's RMS Arrest record XML export all applicable literal information from Tiburon Law RMS and make such information available to the Jail System end users for the purpose of creating a booking record in the Jail System by populating applicable Jail System fields during the booking process. IMACS will provide functionality to import the Arrest data exported from Tiburon Law RMS and populate the booking record fields with the Tiburon Law RMS Arrest data.
Platform:	Windows
Tiburon Systems Involved:	Tiburon Law, Total Enforcement Edition
3rd-Party Systems Involved:	Intellitech IMACS
Baseline or Custom (Explanation Required if Custom):	Baseline
Transport(s):	TCP/IP protocol
Data Format(s):	XML
Other Technical Specifications:	None
Intellitech Responsibilities:	<ul style="list-style-type: none"> • Provide a Network Path to a repository location on the RMS Server, or another agreed upon location, where RMS can place data for IMACS access. • Generate and make available in the repository location a XML file, based on the TE Arrest Data schema included, with all RMS Arrest information upon the RMS user completing the processing of the Arrest record in RMS. • Provide an automatic RMS user notification when there is an error

	generating the XML data file or when RMS is unable to generate and provide the XML data file.
Cities' and 3rd-Party Responsibilities:	<ul style="list-style-type: none"> • Retrieve the Tiburon Law RMS generated XML file from the repository location. • Process the XML file and make all of the Arrest information available to the Jail System user for processing into the booking record. • Create an interface service that automatically imports the Arrest Report data into IMACS, creating a booking record accordingly.
Deployment Team:	Intellitech's RMS Deployment Team
Additional Notes:	None.
Client Sites:	None.
Links:	None.
Document History:	TBC

IMACS to/from Dynamic Imaging - Interface Control Document

IMACS to/from Dynamic Imaging - Interface Control Document	
Interface Version:	To be Created.
Short Description:	This interface provides an export of the booked person's demographic information from the Booking Sheet for consumption by Dynamic Imaging's PictureLink software along with Dynamic Imaging transferring the mug shot photos to IMACS.
Long Description:	The IMACS Jail Management System Suite will export demographic information from the booking record in a file format acceptable to Dynamic Imaging. The corrections officer will process the demographic information data file from IMACS into PictureLink creating a record for the inmate. Once the appropriate mug shot(s) are taken and upon completion of the photo management work PictureLink will send the photos to IMACS.
Platform:	Windows
Tiburon Systems Involved:	Intellitech IMACS
3rd-Party Systems Involved:	Dynamic Imaging
Baseline or Custom (Explanation Required if Custom):	Baseline
Transport(s):	TCP/IP protocol
Data Format(s):	XML
Other Technical Specifications:	None
Intellitech Responsibilities:	<ul style="list-style-type: none"> • Provide a Network Path to a repository where IMACS can place a data file for PictureLink access. • Provide functionality to generate and make available in the repository location an XML data file or a file of an acceptable format with the demographic information of the inmate. • Provide functionality to automatically generate the extract upon benchmarks being completed in the booking process. • Provide functionality for the IMACS user to manually direct the extract/export of data for the selected inmate. • Provide a location and a means by which the photo files can be delivered to IMACS. • Provide functionality to automatically process the photo data submitted by PictureLink and attach the mug shot photo(s) to the appropriate Booking Record.
Cities' and 3rd-Party Responsibilities:	<ul style="list-style-type: none"> • Provide a location and a means by which the extracted IMACS files can be delivered to PictureLink. • Retrieve the IMACS generated XML or other acceptable file format from the repository location. • Provide an interface service that automatically imports the IMACS data into PictureLink, creating or updating an inmate record

accordingly. • Provide functionality to generate and make available in a repository location a data file or files with the mug shot photo(s) for processing by IMACS.

Deployment Team: Intellitech's RMS Deployment Team

Additional Notes: None.

Client Sites: None.

Links: None.

IMACS to Vine -Interface Control Document

IMACS to Vine	
Interface Version:	To be Created.
Short Description:	A process to generate and export information on inmates currently in custody at the time of booking and release as well as on a scheduled basis, once per day minimum, of the entire jail population.
Long Description:	The IMACS Jail Management System Suite will, based on benchmark activity on the booking record, automatically generate and export a Vine specific data file containing detailed information from the booking record at the time of booking and release. Additionally, at least one time per day, the IMACS will generate a file of the complete population of the facility and deliver that to the appropriate location for Vine to process.
Platform:	Windows
Tiburon Systems Involved:	Intellitech IMACS
3rd-Party Systems Involved:	Appris (VINE)
Baseline or Custom (Explanation Required if Custom):	Baseline
Transport(s):	TCP/IP protocol
Data Format(s):	XML
Other Technical Specifications:	None
Intellitech Responsibilities:	<ul style="list-style-type: none"> • Provide a Network Path to a repository where IMACS can place booking, release and population files including inmate photos. • Provide functionality to generate and make available in the repository location an XML data file meeting the Vine data file integration format for the inmates based on the following: <ul style="list-style-type: none"> o At each inmate's Booking o At each inmate's Release o On a daily schedule for the entire inmate population • Provide functionality to automatically generate the appropriate extract files upon benchmarks being completed in the booking process or on the prescribed schedule. • Provide functionality for the IMACS user to manually direct the extract/export of data for the selected inmate or the facility's entire population. • Provide functionality to deliver the extracted data to the Vine repository.
Cities' and 3rd-Party Responsibilities:	<ul style="list-style-type: none"> • Provide a location and a means by which the extracted IMACS files can be delivered to Vine. • Retrieve the IMACS generated data files from the repository location. • Provide an interface service that automatically imports the IMACS

	data into Vine, creating or updating the record appropriately.
Deployment Team:	Intellitech's RMS Deployment Team
Additional Notes:	None.
Client Sites:	None.
Links:	None.
Document History:	TBC

IMACS to Crossmatch -Interface Control Document

IMACS to Crossmatch -Interface Control System
Interface Version: To be Created.
Short Description: Export of the booked person's demographic information from the Booking Sheet to Crossmatch's LiveScan software.
Long Description: The IMACS Jail Management System Suite will export demographic information from the booking record in a file format acceptable to Crossmatch's LiveScan software. The corrections officer will process the demographic information into the LiveScan software creating a record for the inmate for the creation of a finger print record.
Platform: Windows
Tiburon Systems Involved: Intellitech IMACS
3rd-Party Systems Involved: Crossmatch
Baseline or Custom (Explanation Required if Custom): Baseline
Transport(s): TCP/IP protocol
Data Format(s): XML
Other Technical Specifications: None
Intellitech Responsibilities: <ul style="list-style-type: none"> • Provide a Network Path to a repository where IMACS can place a data file for Crossmatch's LiveScan software to access. • Provide functionality to generate and make available in the repository location an XML data or other acceptable formatted file with the demographic information of the inmate. • Provide functionality to automatically generate the extract upon benchmarks being completed in the booking process. • Provide functionality for the IMACS user to manually direct the extract/export of data for the selected inmate.
Cities' and 3rd-Party Responsibilities: <ul style="list-style-type: none"> • Provide a location and a means by which the extracted IMACS files can be delivered to Crossmatch LiveScan. • Retrieve the IMACS generated XML or other acceptable formatted

	IMACS file from the repository location. • Provide an interface service that automatically imports the IMACS data into the LiveScan software, creating or updating an inmate record accordingly.
Deployment Team:	Intellitech's RMS Deployment Team
Additional Notes:	None.
Client Sites:	None.
Links:	None.
Document History:	TBC

Warranty / Maintenance / Support Software Licensing and Maintenance Agreements

Maintenance and Technical Support – Following full system implementation and acceptance in an implementation project Intellitech Corporation transitions first to production operations technical support to assist the Cities during the first few weeks of live operation. It is critical that day-to-day operations be reviewed very closely. Intellitech specialists monitor system performance during this time to quickly identify and resolve any production problems. Intellitech then transitions the project to long term maintenance and technical support, establishing:

- Help Desk support for both technical and user questions regarding the IMACS & IMACSV suite.
- Procedure for implementing upgrades, enhancements, and software fixes as they evolve.
- Procedures to distribute corresponding updates to product documentation delivered with the enhanced or upgraded software suite.

Software Maintenance Agreements For IMACS and the Custom Interfaces [Confidential Property of Intellitech Corporation]	
<u>Support Area</u>	<u>Support Area Description</u>
Application Support (Included in Annual Maintenance Support Fee)	Intellitech Corporation offers professional support and consulting services designed to insure the reliability and productivity of customers' information systems. The support services discussed here serve as an outline to define a custom support plan for the installation. Understanding the unique goals and management objectives, Intellitech Corporation uses a flexible approach to providing maintenance support solutions. This flexibility offers a support program designed around the Agencies' specific needs and requirements. Intellitech finalizes the support program plan during pre-implementation planning meetings designed to collect site specific requirements for service coverage.

Software Maintenance Agreements

For IMACS and the Custom Interfaces

[Confidential Property of Intellitech Corporation]

Support Area	Support Area Description
<p>Support Management (Included in Annual Maintenance Support Fee)</p>	<p>Intellitech designs the support program to supplement the Cities' current production coverage. Service can be expanded to out-source the entire information systems support.</p> <p>Intellitech uses the latest available communications technology to establish links that enable Intellitech analysts to log onto the Cities' systems and enact the response resolution methodology designed for the environment. The Intellitech support program covers normal business hours and provides an On-Call program for support coverage beyond normally covered hours. Intellitech prioritizes received support requests based on a methodology developed during pre-implementation analysis. This prioritization includes issue escalation and resolution planning. Escalation procedures dictate intervals for review and passage of issue ownership through each phase of the methodology to final resolution.</p> <p>Intellitech assigns key personnel to service the Cities' accounts. When necessary, this account lead draws on additional capabilities from Intellitech Corporation "resource pool" to coordinate work load and issue resolution. By "blending" the costs for the resource pool across all support contracts, each customer enjoys significant service at an affordable rate.</p> <p>The support lead also reviews incidence reports with historical records to identify problematic processes. The support lead analyzes these processes for potential optimization. The review may also identify the need for additional training or customized training. This process reduces the reoccurrence of incidents, prevents the occurrence of some events, and often results in increased production flow.</p>
<p>On Call - After Hours Emergency Support (Included in Annual Maintenance Support Fee)</p>	<p>Intellitech On-Call support recognizes that business systems require support outside of the traditional 9 to 5 weekday workday. The pre-Implementation analysis meeting identifies the specific details required to develop On-Call coverage for the Cities. These programs provide economical coverage, issue resolution escalation, and systems enhancement analysis.</p>
<p>Support Call Response Escalation (Included in Annual Maintenance Support Fee)</p>	<p>Intellitech prioritizes support issues based on the call methodology established during the pre-implementation analysis. This analysis identifies the mission critical nature of each incident and establishes the appropriate escalation hierarchy. The Cities can order escalation if a support issue or programming requirement needs immediately handling. The escalation request secures the appropriate resources required to achieve resolution on the desired timetable.</p> <p>Intellitech assigns a management team member to "own" an escalated issue, and assign resources to work on the request immediately and continuously until resolved.</p>

Software Maintenance Agreements
 For IMACS and the Custom Interfaces
 [Confidential Property of Intellitech Corporation]

Support Area	Support Area Description
<p>System Application Support (Included in Annual Maintenance Support Fee)</p>	<p>To be responsive, maintenance support must be readily available. Intellitech uses the latest available technology to enable the Cities to call Intellitech with questions or problems regarding covered applications. This application coverage is available during covered business hours.</p> <p>Intellitech maintains configuration information about the Cities' IMACS installation in an online Client Management System to expedite handling of issues by reducing the technical question and answer dialog associated with most support calls.</p> <p>Intellitech support personnel use high-speed telephone MODEMs or internet access to diagnose problems, verify the Cities' description of a problem or question, and assist Cities' personnel in implementing a resolution. Intellitech also uses Internet email, file transfer and document facsimile communication to receive and to transmit important problem and question resolution information.</p> <p>To insure responsive support, support leads enter requests into an Incidence Tracking System. The system assigns each request a control number, a priority, and an Analyst. As the Analyst works the call, he/she adds important notes, research findings, and resolutions are added to the request record. Intellitech management monitors the Incidence Tracking System to insure that highly critical calls are handled quickly and less critical calls are not overlooked. Highly critical calls regard situations that prevent the performance of a mission critical function or result in an inoperative system. Less critical calls concern those situations that need attention, but do not prevent work from continuing.</p>
<p>Training and Seminars (Available at an additional fee)</p>	<p>Training provides essential knowledge to Cities' users. Intellitech offers both classroom and on-site training to improve the Cities' technical support staff capabilities to use development tools to perform their jobs more effectively and to plan and deploy the changes within the corporate directives.</p> <p>In addition to individual training, Intellitech Corporation offers seminars on key development tools. Intellitech Corporation also maintains a schedule of classes held on a regular basis.</p>
<p>New Release Updates (Included in Annual Maintenance Support Fee)</p>	<p>Software applications in their normal life cycle receive regular enhancements and updates. Updates add new functionality, expand existing functionality, or fix errors present in previous versions. These enhancements require environment analysis, preparation, and technical planning prior to deployment. Intellitech provides the services as part of the annual maintenance agreement.</p>

Software Maintenance Agreements

For IMACS and the Custom Interfaces

[Confidential Property of Intellitech Corporation]

Support Area	Support Area Description
Business Consulting (Available at an additional fee)	When the Cities' workloads or budget limits access to IT technical resources, Intellitech offer a resource pool with a diverse range of technical disciplines. Available consulting services include: Annual System Audit Design and implementation of new development initiatives Creation of enhancements to existing applications Business process reengineering
Incidental Expenses (Available at an additional fee)	Intellitech provides these outlined services at the contracted rates for the negotiated maintenance plan. Intellitech also covers travel related expenses incurred in the execution of the support.
Remote Connection	To be responsive, remote access to the installation is required. This access will provide Intellitech with connection to the SQL server. The connection will be granted with security appropriate to fully execute the IMACS application as well as grant access and rights to the SQL data base.

Training Course Outline

Intellitech will provide training for the IAMCS Jail Management System Suite based on the following sample training agendas.

Administrator Training:

<i>Training</i>		
<i>Session: Administration</i>		
<i>Class</i>	<i>Class Description</i>	<i>Time</i>
1. <i>User Administration</i>	<i>Audit Search</i> <i>CoPay Inquiry</i> <i>KSF Override Lookup</i> <i>Inmate Moves – Bar Code Scan</i> <i>Reprint PFS Bill</i>	2 Hr.
2. <i>System Administration</i>	<i>Cells Out Of Service</i> <i>Cell Maintenance</i> <i>Non-Public Records</i> <i>Look Up Tables</i> <i>Security Manager</i> <i>Auto Charge Update</i> <i>Agency Billing Update</i> <i>Agency Billing Maintenance</i> <i>Intelli-Watch</i>	2 Hr.
3. <i>Administration – Ad Hoc Reporting</i>	<i>Connection to Database</i> <i>Security</i> <i>View Definitions</i> <i>Understanding data</i> <i>Access Sample</i>	2 Hr.

Train-The-Trainer Training

Session #1

<i>Training</i>		
<i>Session: Train-The-Trainer Day #1</i>		
		7:00 – 3:00
<i>Class</i>	<i>Class Description</i>	<i>Time</i>
1. <i>IMACS Principles Overview</i>	<i>Review of basic functions: Log – On; Lookup & Find, ESC, Fkeys (F4) Exit App, Open Application, Find Inmate, Retrieve Inmate Booking, Print Reports and Forms, Inmate Status and Inmate Schedule Display, Cell Board. Status Boards</i>	<i>½ Hr.</i>
	<i>7:00-7:30</i>	
2. <i>Inmate Booking & Release Entry</i>	<i>Review all aspects of creating an inmate booking New Inmate, Re-Book, Quick BK Remote Booking – Dynamic Imaging, Release Inmate Master Records (Aliases, Address, Emp, ect) Medical & Classification prescreening, Display Photos</i>	<i>2 Hr</i>
	<i>7.30-9.30</i>	
3. <i>Offense (Records)</i>	<i>Offenses (Cases/Charges) New Case & Charges, Sentence Worksheet, Court Minutes & Schedule, Bond Wizard</i>	<i>2 Hr.</i>
	<i>9.30 – 11:30</i>	
4. <i>Lunch</i>		<i>1 Hr.</i>
	<i>11:30 – 12:30</i>	
5. <i>Classification</i>	<i>Classification Interview Decision Tool, Alerts Entry Keep Separate From Notice (KSF's),</i>	<i>1 Hr.</i>
	<i>12:45 – 1:45</i>	
6. <i>Inmate Property</i>	<i>Property and Clothing</i>	<i>1 Hr.</i>
	<i>2:00 – 3:00</i>	
7.	<i>Questions</i>	
		<i>7 ½ Hr.</i>

Session #2

<i>Training</i>		
<i>Session: Train-The-Trainer Day 2</i>		
		<i>7:00 – 3:00</i>
<i>Class</i>	<i>Class Description</i>	<i>Time</i>
1. <i>Intro</i>	<i>Review & Questions</i>	<i>7:00 -7:30</i> <i>½ Hr.</i>
2. <i>Incident Reporting</i>	<i>Create Maintain Incident Reports</i> <i>Classification Search</i> <i>New Incident – Primary Booking</i> <i>Notifications</i>	<i>7:30 – 9:30</i> <i>2 Hr.</i>
3. <i>Jail Log</i>	<i>Entry & Maintenance</i>	<i>9:30 – 10:00</i> <i>½ Hr.</i>
4. <i>Warrants, Orders, Detainers</i>	<i>Create and Maintain Warrants, Orders & Detainers</i> <i>Inmate Detainers</i>	<i>10.15 – 11.15</i> <i>1 Hr.</i>
5. <i>Lunch</i>		<i>11:15 – 12:15</i>
6. <i>Inquiry</i>	<i>Inmate Count</i> <i>Audit Search</i>	<i>12.30 – 1:00</i> <i>½ Hr.</i>
7. <i>Inmate Moves</i>	<i>Group Moves</i> <i>Individual Inmate Moves</i>	<i>1.00 – 2:00</i> <i>1 Hr.</i>
<i>Gang Watch</i>	<i>Gang Organization, Gang Activities, Member Profile, JMS</i> <i>Integration</i>	<i>1 ½ Hr.</i>
		<i>7 Hr.</i>

Session #3

<i>Training</i>		
<i>Session: Train-The-Trainer Day 3</i>		
		<i>7:00 – 3:00</i>
<i>Class</i>	<i>Class Description</i>	<i>Time</i>
1. <i>Intro</i>	<i>Review & Questions</i> <i>7:00 – 7:30</i>	<i>½ Hr.</i>
2. <i>Commissary & Inmate Trust</i>	<i>Inmate charges: Co-Pay Entry , Inmate Deposits Entry</i> <i>Account Transfer, AR Ledger, Issue Checks, Check Reconciliation & Void Check, Trust Security, Commissary; Product Purchases</i> <i>7:30 – 8:30</i>	<i>1 Hr.</i>
3. <i>Service Request</i>	<i>Service Request Entry, Service Request Schedule, Service Request Results</i> <i>8:30 – 9:30</i>	<i>1 Hr.</i>
4. <i>Tool Bar Entry</i>	<i>Incoming Mail & History, Inmate Meals Generation & Meals Maintenance</i> <i>9.30 – 10:00</i>	<i>½ Hr.</i>
5. <i>Victim</i>	<i>Victim Entry, Inmate Skills, Inmate Forms, Scheduled Events</i> <i>10:00 – 10:30</i>	<i>½ Hr.</i>
6. <i>Work Release</i>	<i>Work Release Maintenance</i> <i>10:30-12:00</i>	<i>1 ½ Hr</i>
7. <i>Lunch</i>		
8. <i>Visitation</i>	<i>Visitation Entry, Inmate Visitation Schedule (On Demand Visits) & Professional Visitation</i> <i>1:00 – 2:00</i>	<i>1 Hr.</i>
9. <i>Medical</i>	<i>Medical Entry</i> <i>2:00 – 3:00</i>	<i>1 Hr.</i>
	<i>Questions & Wrap Up</i>	<i>??</i>
		<i>6 ½ Hr.</i>

