

BOARD OF COMMISSIONERS
SARPY COUNTY, NEBRASKA

RESOLUTION APPROVING STATEMENT OF WORK WITH INFORMATION FIRST
FOR HP TRIM APPLICATION HEALTH CHECK

WHEREAS, pursuant to Neb. Rev. Stat. §23-104(6) (Reissue 2012), the County has the power to do all acts in relation to the concerns of the County necessary to the exercise of its corporate powers; and,

WHEREAS, pursuant to Neb. Rev. Stat. §23-103 (Reissue 2012), the powers of the County as a body are exercised by the County Board; and,

WHEREAS, the County of Sarpy requires particular services from Information First, Inc., as outlined in the Statement of Work attached hereto; and,

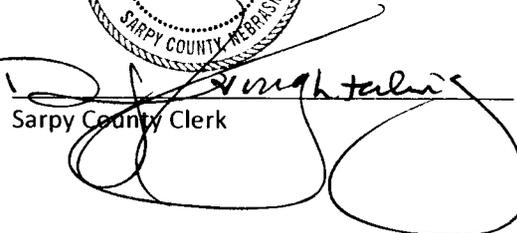
WHEREAS, entering into the Statement of Work for services with Information First, Inc. is in the best interests of the citizens of Sarpy County.

NOW, THEREFORE, BE IT RESOLVED by the Sarpy County Board of Commissioners that this Board hereby approves and adopts the Statement of Services with Information First, Inc., a copy of which is attached.

BE IT FURTHER RESOLVED that the Chairman of this Board, together with the County Clerk is hereby authorized to sign on behalf of this Board the Statement of Services with Information First, Inc., a copy of which is attached, and any other related documents, the same being approved by the Board.

The above resolution was approved by a vote of the Sarpy County Board of Commissioners at a public meeting duly held in accordance with applicable law on the 07th day of April, 2014.


 Sarpy County Board Chairman

ATTES 

 Sarpy County Clerk



MEMORANDUM

To: County Board
From: Mark L. Walters, Information Systems Director
Subject: TRIM Consultant Contract
Date: April 25, 2014

At the April 29th, 2014 Board Meeting, Information Systems will be requesting the Board approve a contract for Information First to perform a TRIM Health Check.

This contract will provide an on-site consultant to review the County's Hewlett Packard (HP) TRIM Records and Document Management System (RDMS). The goal is to have a TRIM expert review the current configuration and use of TRIM and provide feedback on ways to better utilize the County's investment with TRIM. The Records Department will work closely with the consultant to review their current processes and procedures and use of TRIM.

H.P. purchased the TRIM RDMS product from Tower Software approximately five years ago and has not retained the value added reseller (VAR) network. Resellers are no longer available to aid customers on configuration and enhancements to the product. H.P. is relying on customers to locate their own consultants for this type of information and service.

This item was included in the Information Systems FY 2014 budget.

Please contact me if you have any questions or you need any additional details. You can contact me at 402-593-2325.

cc: Mark Wayne
Scott Bovick
Brian Hanson
Deb Houghtaling



Statement of Work

for

HP TRIM Application Health Check

Submitted to

Sarpy County

Submitted by

Information First, Inc.

16 April 16, 2014

Sarpy County

Mark L. Walters
Information Systems Director
1210 Golden Gate Dr
Papillion, NE. 68046
Phone: 402-593-2325
Email: mark@sarpy.com

Information First Contact;

Peter Green
VP – Commercial Services
10414 Lowery Ct
Manassas, VA. 20111
Phone: 480-747-7158
Email: pgreen@info-first.com

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Non disclosure

This proposal or quotation includes data that shall not be disclosed outside of the SARPY COUNTY and shall not be duplicated, used, or disclosed in whole or in part for any purpose other than to evaluate this proposal or quotation. If, however, a contract is awarded to this Offeror or Quoter as a result of or in connection with the submission of this data, the SARPY COUNTY shall have the right to duplicate, use, or disclose the data to the extent provided in the resulting contract. This restriction does not limit the SARPY COUNTY's right to use information contained in this data if it is obtained from other sources without restriction. The data subject to this restriction are contained in this entire proposal.

All technical and pricing information is restricted unless otherwise stated in writing by Information First Inc.

Information First (Info First) is pleased to provide this Statement of Work (SOW) for Sarpy County. The purpose of this document is to describe the project in terms of the specific objectives, deliverables and responsibilities. It outlines the tasks that will be completed, as well as the costs and projected timetable for successful delivery of the project.

Overview

Sarpy County currently uses HP TRIM to manage a myriad of its record holdings. Sarpy County is looking to have an in depth Health Check conducted against their current implementation.

Business Proposal

Info First understands the requirement for services to meet and support the objectives defined under this SOW. Info First will provide an experienced HP TRIM Subject Matter Expert (SME) onsite with the necessary skills and experience. Working with the various stakeholders identified, the SME will work with the Sarpy County IT and business staff to successfully complete the Health Check.

Corporate Experience

Info First understands the importance of key personnel to the overall success of any project. Our expert staff are not only well versed in the HP TRIM application, but also provide the industry knowledge to work with you on delivering a solution that meets your needs.

Our quality services combine deep expertise and experience in the field including:

- Over 25 years combined HP TRIM and general IM experience
- Experience supporting and managing various sized IM deployments and upgrades. We have supported organizations as small as 7 users and as large as 300,000+
- Experience integrating dissimilar Information systems and applications into a single management solution.

Info First will provide SME(s) to successfully deliver the project within the defined scope, time and cost. The SME(s) will work with the defined Project Lead to ensure success.

Statement of Work

Information First SME(s) will perform the following tasks to meet its objectives for the scope of work defined under this SOW:

- Conduct a 26 point check on all elements of your installation
 - 🔧 Meet with IT staff to discuss current configuration
 - 🔧 Meet with business staff to discuss;
 - ❖ Current application configuration
 - Record Types
 - Classification
 - Retention schedules
 - Security
 - Locations
 - Workflow
 - Additional fields
 - 🔧 Feature ability to address future requirements
 - 🔧 Produce a Health Check report covering findings and recommendations
 - 🔧 Open discussion around areas of concern identified, including, but not limited to:
 - ❖ Sarpy County Archive room use of HP TRIM features
 - ❖ Direct scanning approaches and opportunities

Price and Payment Schedule

INFORMATION FIRST's Firm Fixed Price (FFP) consulting services are proposed to Sarpy County as described in the table below. It is envisaged that the Information First SME would be onsite for a maximum of 40 hours. Work on Federal Holidays is excluded from this engagement. This quote is valid for thirty (30) days or until rescinded by INFORMATION FIRST. Payment terms are net Thirty (30) days.

Task	Units	Rate	Cost
Health Check	1	\$9,200	\$9,200
Total	1		\$9,200

Services will be scheduled upon receipt of a purchase order.

Ongoing support

Sarpy County have also enquired regarding options for ongoing support for the TRIM application and environment. Information First is pleased to offer User and System/Administrator support through a 'bucket of hours' approach where Sarpy County would purchase a pool of hours to be leveraged at their discretion. Monthly reports would be provided to show hours used during the preceding month and balance of remaining hours available. The rate for these hours is \$130 per hour, with as many hours as required by Sarpy County being purchased in advance. These hours are valid for a twelve (12) month period from purchase date.

Services Responsibilities

Sarpy County Responsibilities

Assign a Project Sponsor who:

- a. Is available to *INFORMATION FIRST* personnel throughout the life of the engagement.
- b. Acts as an escalation point when conflicts cannot be resolved by the Project Manager.

Assign a Project Manager who:

- a. Directs work efforts for *INFORMATION FIRST* consultants and is responsible for all *SARPY COUNTY* aspects of this engagement.
- b. Is authorized to make all decisions relative to the engagement, including identification and assignment of *SARPY COUNTY* resources and any engagement changes.
- c. Is authorized to sign Status Reports, approve consultant hours, and approve engagement changes.
- d. Will coordinate all interviews or meeting schedules.
- e. Will Review status or acceptance reports, as provided, and provide acceptance or feedback as specified.
- f. Facilitates the process of providing *INFORMATION FIRST* personnel access to *SARPY COUNTY* building facilities, computer room facilities, systems, passwords, etc., as needed, during normal business hours as well as after hours, if needed. Provide a suitable work area commensurate with the number of on-site consultants.
- g. Provide a resource skilled in the relevant target applications to support and expedite any integration process and address any issues arising from this action, for the course of the project.
- h. Provide a dedicated Network Administration representative to assist in the resolution of network communication/network security issues that may develop over the course of the implementation.

Information First Responsibilities

- a. Provide a single point of contact to *SARPY COUNTY* for the duration of the services for coordination and scheduling of engagement tasks, documentation and any changes to scope requiring a Change Order.
- b. Coordinate activities of all of the *INFORMATION FIRST* team's resources and provide consultants with the requisite skills necessary to properly execute the requirements of this SOW.
- c. Provide a weekly summary of each consultant's hours worked for *SARPY COUNTY* signoff.
- d. Provide a monthly status report and invoice.

Limitations, Exclusions, and Assumptions

The following general limitations, exclusions and assumptions apply to this project:

- a. This project will commence after receipt of the authorized purchasing documents from *SARPY COUNTY*.
- b. *INFORMATION FIRST* is offering the described services and deliverables on a Firm Fixed Price (FFP) basis.
- c. *INFORMATION FIRST* will provide these identified services at the direction of *SARPY COUNTY* or their identified delegate.
- d. Work on this engagement will be primarily performed at *SARPY COUNTY* defined site, between the hours of 9:00 AM and 5:00 PM local time Monday through Friday, excluding Federal holidays. Some engagement services may require that work be performed outside of these standard work hours or remotely as arranged and agreed.
- e. All documentation provided to the *SARPY COUNTY* for this engagement will be available in electronic format using Microsoft Office. The engagement planning software used for this engagement will be Microsoft Project.
- f. Services are deemed accepted upon *SARPY COUNTY* representative sign-off.
- g. Good faith cooperation. *SARPY COUNTY* and *INFORMATION FIRST* acknowledge that successful completion of this project will require full and mutual good faith cooperation. Where agreement, approval, acceptance, consent, or similar action by either party is required by any provision of this SOW, such action will not be unreasonably delayed or withheld. *SARPY COUNTY* agrees that to the extent its failure to meet its responsibilities results in a failure or delay by *INFORMATION FIRST* in performing its obligations under this SOW, *INFORMATION FIRST* will not be liable for such failure or delay.
- h. *INFORMATION FIRST* reserves the right to modify pricing and scheduling if any of the assumptions stated under this proposal are not valid or correct. Similarly, changes in *SARPY COUNTY* requirements or *INFORMATION FIRST*'s deliverables defined herein may require pricing and scheduling changes. The scope will be validated during the engagement planning and again at the onset of the workshop so all parties have an understanding of the services, deliverables, timeframes, schedules, and responsibilities.
- i. *SARPY COUNTY* will provide *INFORMATION FIRST* personnel access to their facilities as needed, during normal business hours.
- j. Any hardware, software, or services not specifically included herein are explicitly excluded from this engagement.
- k. *SARPY COUNTY* is responsible for the accuracy, completeness, and the timely provision of information it will provide. If information is incomplete or incorrect, any delay and anything required to correct problems created by the use of such incomplete or inaccurate information will be treated as an *SARPY COUNTY* requested change request and subject to the change process.

- l. For purposes of this engagement, electronic mail approval of expense sheets or other documentation will be valid. A physical signature is not required.
- m. Any services not documented in the “Services Description” portion of this document are considered out of scope.
- n. This SOW does not replace or substitute the HP branded product maintenance agreement between the *SARPY COUNTY* and HP Software. The *INFORMATION FIRST* project team will log Service Requests with HP Customer Support Organization (CSO) on any errors in the HP branded product identified during the engagement. The *INFORMATION FIRST* project team will make reasonable professional efforts to assist *SARPY COUNTY* and CSO on resolving product software errors during the duration of this engagement.
- o. The work schedule and place of performance of the *INFORMATION FIRST* team will be determined during the planning phase of the engagement.
- p. *INFORMATION FIRST* will not set up nor perform any task not supported by products used in this project. *INFORMATION FIRST* will not perform any product enhancements beyond out of the box features that are not detailed in this SOW.
- q. *SARPY COUNTY* will, at their reasonable expense, provide a workspace, telephone, standard configuration workstation, and connectivity to *SARPY COUNTY*'s network for *INFORMATION FIRST*'s use during the Project.
- r. The required network connections and IP addresses will be identified and will be made available to *INFORMATION FIRST* personnel as part of this project.
- s. *SARPY COUNTY* is responsible for all data backups. *INFORMATION FIRST* does not assume responsibility for the loss, corruption, or malfunctioning of any data as part of the performance of the HP TRIM implementation activity.
- t. *SARPY COUNTY* will work with *INFORMATION FIRST* to finalize project timeline.
- u. *SARPY COUNTY* will provide skills necessary in any relevant API utilized outside of the HP TRIM API.

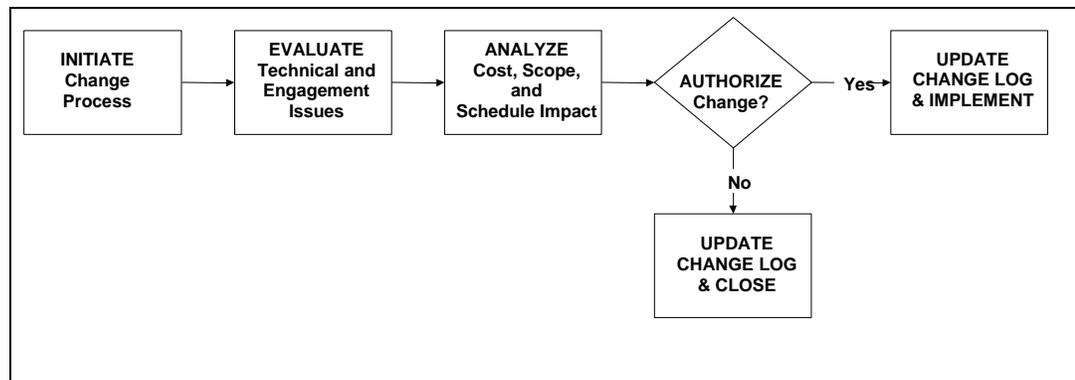
Other Considerations

Change Process

The general change process will be implemented as illustrated in the Figure below. Either *INFORMATION FIRST* or *SARPY COUNTY* may initiate a change, in writing, to the engagement. The change will be evaluated and any engagement impact will be identified. If the evaluation of a change request submitted by *SARPY COUNTY* takes in excess 2 business days to complete, the cost of evaluation may be charged to *SARPY COUNTY* and any schedule slippage as a result of performing the evaluation will be documented as a formal change to the schedule. The price, scope, and schedule impact, if any, will be analyzed and documented. The change impact will then be processed for *SARPY COUNTY* authorization or closure.

The change request form will include a description of the change, reason for the change, and initiator of the change as well as impact to scope, price, quality, schedule, resources, and risks. Once approved, changes to the initial engagement will be implemented as described.

If *INFORMATION FIRST* and *SARPY COUNTY* are unable to resolve disposition of change order, this services SOW will remain as defined in this document.



Escalation Process

Timely resolution of issues is critical to maintaining engagement control and *SARPY COUNTY* satisfaction. The purpose of the escalation process is to help ensure that issues are identified and resolved quickly. The escalation process provides a mechanism to alert Project Managers and other management personnel to issues not being resolved. Either *INFORMATION FIRST* or *SARPY COUNTY* may escalate an engagement issue as follows:

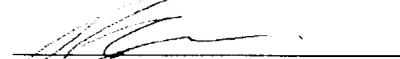
1. Raise the issue initially to the *INFORMATION FIRST* Engagement Manager or Engagement Lead.
2. If not resolved at this level, an issue report will be generated and the issue will be escalated to the Project Sponsor.
3. If the issue cannot be resolved within a predetermined period or falls outside the authority of the Project Sponsor, it will be escalated to the Project Steering Committee.
4. Certain internal *INFORMATION FIRST* issues may need to be escalated to the *INFORMATION FIRST* Client Principal or Practice Principal for resolution.

Authorization

This SOW is made subject to and is a part of the Contract for Services by and between SARPY COUNTY and Information First.

SARPY COUNTY's purchase order and your signature (below) indicates acceptance of this SOW and constitutes authorization for Information First to begin work as well as to issue invoices per the payment schedule referenced above.

Information First Inc


Authorized Signature

PETER GREEN
Printed Name

VP-COMMERCIAL SERVICES
Title

4/24/14
Date

SARPY COUNTY


Authorized Signature

Jim Thompson
Printed Name

Chairman
Title

4/29/14
Date

Please email your Purchase Order to:

Peter Green

Phone: 480-747-5178

Email: pgreen@info-first.com

ADDENDUM

The undersigned contracting parties agree that the following language shall be incorporated into the "Statement of Work for HP TRIM Application Health Check".

Residency Verification

The Consultant agrees to comply with the residency verification requirements of Neb. Rev. Stat. §4-108 through §4-114. The Consultant is required and hereby agrees to use a federal immigration verification system to determine the work eligibility status of new employees physically performing services within the State of Nebraska. A federal immigration verification system means the electronic verification of the work authorization program authorized by the Illegal Immigration Reform and Immigrant Responsibility Act of 1996, 8 U.S.C. 1324a, known as the E-Verify Program, or an equivalent federal program designated by the United States Department of Homeland Security or other federal agency authorized to verify the work eligibility status of a newly hired employee.

Severability

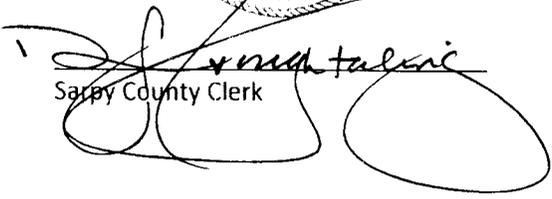
The Statement of Work shall be interpreted, construed and enforced under the laws of the State of Nebraska. It is understood and agreed by the County and Consultant hereto that if any part, term, condition, or provision of this Statement of Work is held to be illegal or in conflict with any law of the State of Nebraska or of the United States, the validity of the remaining parts, terms, conditions, or provisions shall not be affected, and the rights and obligations of the County and Consultant shall be construed and enforced as if the Statement of Work did not contain the particular part, term, condition, or provision held to be invalid.

IN WITNESS WHEREOF, we the contracting parties, by our respective and duly authorized agents, hereto affix our signatures and seals this 29th day of April, 2014.

(Seal)



ATTEST:


Sarpy County Clerk

COUNTY OF SARPY, NEBRASKA,
A body Politic and Corporate


Chairperson
Sarpy County Board of Commissioners


Consultant



SARPY COUNTY
 1210 Golden Gate Drive
 Papillion, NE 68046
 (402) 593-2102 Purchasing
 (402) 593-2115/2118 Accts. Payable

PURCHASE ORDER

Fiscal Year 2014

Page 1

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INFORMATION SYSTEMS
 SARPY COUNTY COURTHOUSE
 1210 GOLDEN GATE DR STE 1130
 PAPIILLION, NE 68046

THIS NUMBER MUST APPEAR ON ALL INVOICES,
 PACKAGES AND SHIPPING PAPERS.
 Purchase Order # **61000039-00**

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INFORMATION FIRST INC
 10414 LOWERY CT
 MANASSAS, VA 20111

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INFORMATION SYSTEMS
 SARPY COUNTY COURTHOUSE
 1210 GOLDEN GATE DR STE 1130
 PAPIILLION, NE 68046

FEDERAL TAX ID# 47-6006504

EXEMPT FROM NEBRASKA SALES TAX PER SECTION 77-2704 OF NEBRASKA STATE STATUTES REVISED

Vendor Phone Number		Vendor Fax Number		Requisition Number		Delivery Reference	
Date Ordered	Vendor Number	Date Required	Freight Method/Terms		Department/Location		
04/30/14	054991				000 INFORMATION SYSTEMS		
Item#	Description/Part No.			Unit/Qty	Cost Each	Extended Price	
001	ORIGINAL HP TRIM HEALTH CHECK			1.00	9200.00000	9,200.00	
	5600-01-30-61000-01-00-00-2-522505			EA	9,200.00		
	PO Expiration Date 06/30/2014				PO Total	9,200.00	

VENDOR COPY

Mark Y. Walters
 APPROVED BY

VENDOR COPY