



IMPLEMENTATION AGREEMENT FOR THE WEBB COUNTY

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Pricing Proposal

Webb County District Attorney's Office 1110 Victoria Street Laredo, TX 78040	Proposal Number: QT-2018/1 Proposal Creation Date: April 9, 2010 Quoting Period: January 1, 2010-March 31, 2010 Proposal Expiration Date: February 28, 2010
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Software

		List Price	Item Rebate	Discount	Travel/Per Diem		
70 named user licenses	JustWare Prosecutor	\$3,250.00	(\$1,755.00)	(\$122,850.00)			\$104,650.00
1 named user licenses	JustWare API						\$36,232.00

Total Volume Purchase Discount: \$122,850.00

Total Software: \$140,882.00

Services

		List Price	Item Rebate	Discount	Travel/Per Diem		
16 hours	Document Author Training - Online	\$190.00	(\$42.00)	(\$672.00)			\$2,368.00
	Project Management						\$20,276.00
24 hours	JustWare Configuration	\$190.00	(\$42.00)	(\$1,008.00)	1	2	\$3,552.00
24 hours	JustWare XML (JWXML) Enhancement Training - Online	\$190.00	(\$42.00)	(\$1,008.00)			\$3,552.00
27 hours	Project Documentation Services	\$125.00					\$3,375.00
8 hours	JustWare Online Installation	\$125.00					\$1,000.00
40 hours	JustWare Onsite Administrator Training	\$190.00	(\$42.00)	(\$1,680.00)	2	5	\$5,920.00
24 hours	JustWare Onsite Start Meeting & Req. Gathering	\$190.00	(\$42.00)	(\$1,008.00)	1	3	\$3,552.00
24 hours	JustWare Post 90 Days Go Live Onsite Assistance	\$190.00	(\$42.00)	(\$1,008.00)	1	3	\$3,552.00
16 hours	JustWare Post Year Onsite Go Live Assistance	\$190.00	(\$42.00)	(\$672.00)	1	2	\$2,368.00
16 hours	JustWare Report Author Training - Online	\$190.00	(\$42.00)	(\$672.00)			\$2,368.00
64 hours	JustWare Onsite End User Training & Go Live Assist	\$190.00	(\$42.00)	(\$2,688.00)	3	8	\$9,472.00
124 hours	Business Intelligence Services	\$125.00					\$15,500.00

Total Volume Purchase Discount: \$16,170.00

Total Services: \$76,855.00

Custom Development

		List Price	Item Rebate	Discount			
	Data Conversion—JALAN Data Conversion	\$225.00	(\$41.00)	(\$7,380.00)			\$33,120.00

Total Volume Purchase Discount: \$7,380.00 Total Custom Development: \$33,120.00

Travel and Per Diem

29 days	Per Diem						\$10,150.00
13 trips	Travel						\$12,480.00

Total Travel and Per Diem: \$22,630.00

Add-on and third party software

2	Document Author Software (JDA)						\$750.00
10	Document Imaging						\$2,730.00

Total Add-on and third party software: \$3,480.00

Support & Subscription Fees

		List Price	Item Rebate	Discount			
	JustWare Support and Upgrades	\$747.00	(\$267.00)	(\$18,690.00)			\$33,600.00
	JustWare API annual support & upgrades						\$18,500.00

Total Support & Subscription Fees: \$52,100.00

Total Volume Purchase Discount: \$146,400.00 Total Proposal Cost: \$329,067.00

JustWare License Agreement

This License Agreement is between New Dawn Technologies, Inc. ("New Dawn") and Webb County ("Customer") with regards to the use of JustWare Prosecutor ("the Software").

1. License

This Agreement allows you, the Customer to:

- a. Install and use the Software on any computer or device for each named user license purchased and make one copy of the Software in machine-readable form solely for backup purposes. Customer must reproduce on any such copy all copyright notices and any other proprietary legends on the original copy of the Software.
- b. Install and use the Software in a testing and staging environment.
- c. Install the Software on a storage device, such as a network server, and run the Software on an internal network, provided the number of named users running the Software does not exceed the number of named user licenses of the Software purchased.
- d. Use the Software either directly or indirectly or through commands, data or instructions from or to a computer not part of your internal network, for Internet or Web-hosting services only by a named user licensed to use this copy of the Software through a valid license. A copy of the Software must be purchased for each named user.
- e. Reproduce documentation, online help, and screen capture images solely for internal use as reference material and training literature.

2. Terms and Conditions

Customer must agree to the Terms and Condition of this agreement if you wish to use this software.

3. License Restrictions and Rights

The Software and Software Documentation are protected by United States Copyright Laws and international Copyright treaties, as well as other intellectual property laws. The Software is licensed and not sold to Customer. New Dawn hereby retains sole and exclusive ownership of all right, title and interest in and to all intellectual property rights in the Software, Software Documentation. Customer may not make or distribute copies of the Software, or electronically transfer the Software from one computer to another or over a network other than to make backup copies of the Software. You may not release proprietary Software information such as Software database schemas or Software technical specifications. You may not decompile, reverse engineer, disassemble, or otherwise reduce the Software to a human-perceivable form. You may not rent, lease or sublicense the Software. You may not modify the Software or create derivative works based upon the Software. You may not export the Software into any country prohibited by the United States Export Administration Act and the regulations there under.

4. Data

New Dawn Technologies does not own any data, information or material in the course of Customer using or accessing the Software. Customer, not New Dawn Technologies, shall have sole responsibility and ownership for the accuracy, quality, integrity, legality, reliability, appropriateness, and ownership or right to use of all Customer data and New Dawn Technologies shall not be responsible or liable for the deletion, correction, destruction, damage, loss or failure to store any Customer data.

5. Upgrades

- a. If this copy of the Software is an upgrade from an earlier version of the Software, it is provided to you, the Customer on a named user license exchange basis. You agree by your installation and use of this copy of the Software to voluntarily terminate your earlier named user license and that you will not continue to use the earlier version of the Software nor transfer it to another.
- b. This Agreement will remain in effect for all future upgrades to the Software unless otherwise stated by a new License Agreement executed between New Dawn and the Customer.
- c. Customer will receive all future upgrades to the Software as long as a current Support Agreement is maintained.

6. Ownership

The foregoing license gives you, the Customer:

- a. Limited rights to use the Software. Although you own the media on which the Software is recorded, you do not become the owner of, and New Dawn retains title to, the Software, any New Dawn run time libraries, and all copies thereof. All rights not specifically granted in this Agreement, including Federal and International Copyrights, are reserved by New Dawn.
- b. Responsibility for the data entered and modified while using the Software. New Dawn shall not be held liable for the data contained in the system including without limitation the accuracy, responsibility for archival, loss of, use or misuse of any data entered by the Customer.

7. Disclaimer of Warranty and Limitation of Liability

- a. Warranty for the Software shall be defined in the Terms and Conditions.
- b. No oral or written information or advice given by New Dawn, its dealers, distributors, agents or employees shall create a warranty or in any way increase the scope of this warranty.
- c. New Dawn will use reasonable commercial efforts to supply you, the Customer with a replacement copy of the Software that substantially conforms to the documentation, provide a replacement for defective media, or direct you to an Online Download Site, at its option. New Dawn shall have no responsibility if the Software has been altered in any way, if the media has been damaged by accident, abuse or misapplication, or if the failure arises out of use of the Software with other than a recommended hardware and software configuration.
- d. New Dawn shall not be liable for any indirect, special, incidental or consequential damages (including damages for loss of business, loss of profits, or the like), whether based on breach of contract, tort (including negligence), product liability or otherwise, even if New Dawn or its representatives have been advised of the possibility of such damages and even if a remedy set forth herein is found to have failed of its essential purpose.
- e. You, the user of any New Dawn Software, assume all responsibility and liability of damages caused by using said software.
- f. New Dawn total liability (if any) to you, the Customer for actual damages for any cause whatsoever will be limited to the amount paid by you for the software that caused such damage.

JustWare API License Agreement

This License Agreement is between New Dawn Technologies, Inc. ("New Dawn") and Webb County ("Customer") with regards to the use of JustWare API ("the Software").

6. License

This Agreement allows you, the Customer to:

- a. Install and use the Software on any computer or device for each license purchased and make one copy of the Software in machine-readable form solely for backup purposes. Customer must reproduce on any such copy all copyright notices and any other proprietary legends on the original copy of the Software.
- b. Install and use the Software in a testing and staging environment.
- c. Install the Software on a storage device, such as a network server, and run the Software on an internal network.
- d. Use the Software either directly or indirectly or through commands, data or instructions from or to a computer not part of your internal network, for Internet or Web-hosting services only by a Customer licensed to use this copy of the Software through a valid license.
- e. Reproduce documentation, online help, and screen capture images solely for internal use as reference material and training literature.

7. Terms and Conditions

Customer must agree to the Terms and Condition of this agreement if you wish to use this software.

8. License Restrictions and Rights

The Software and Software Documentation are protected by United States Copyright Laws and international Copyright treaties, as well as other intellectual property laws. The Software is licensed and not sold to Customer. New Dawn hereby retains sole and exclusive ownership of all right, title and interest in and to all intellectual property rights in the Software, Software Documentation. Customer may not make or distribute copies of the Software, or electronically transfer the Software from one computer to another or over a network other than to make backup copies of the Software. You may not release proprietary Software information such as Software database schemas or Software technical specifications. You may not decompile, reverse engineer, disassemble, or otherwise reduce the Software to a human-perceivable form. You may not rent, lease or sublicense the Software. You may not modify the Software or create derivative works based upon the Software. You may not export the Software into any country prohibited by the United States Export Administration Act and the regulations there under.

9. Data

New Dawn Technologies does not own any data, information or material in the course of Customer using or accessing the Software or the data received from third party systems. Customer, not New Dawn Technologies, shall have sole responsibility and ownership for the accuracy, quality, integrity, legality, reliability, appropriateness, and ownership or right to use of all Customer data or external data submitted to the Software and New Dawn Technologies shall not be responsible or liable for the deletion, correction, destruction, damage, loss or failure to store or submit any Customer data.

10. Upgrades

- d. If this copy of the Software is an upgrade from an earlier version of the Software, it is provided to you, the Customer on a server user license exchange basis. You agree by your installation and use of this copy of the Software to voluntarily terminate your earlier license and that you will not continue to use the earlier version of the Software nor transfer it to another.
- e. This Agreement will remain in effect for all future upgrades to the Software unless otherwise stated by a new License Agreement executed between New Dawn and the Customer.
- f. Customer will receive all future upgrades to the Software as long as a current Support Agreement is maintained.

7. Ownership

The foregoing license gives you, the Customer:

- c. Limited rights to use the Software. Although you own the media on which the Software is recorded, you do not become the owner of, and New Dawn retains title to, the Software, any New Dawn run time libraries, and all copies thereof. All rights not specifically granted in this Agreement, including Federal and International Copyrights, are reserved by New Dawn.
- d. Responsibility for the data entered and modified while using the Software. New Dawn shall not be held liable for the data contained in the system including without limitation the accuracy, responsibility for archival, loss of, use or misuse of any data entered by the Customer.

8. Disclaimer of Warranty and Limitation of Liability

- a. Warranty for the Software shall be defined in the Terms and Conditions.
- b. No oral or written information or advice given by New Dawn, its dealers, distributors, agents or employees shall create a warranty or in any way increase the scope of this warranty.
- c. New Dawn will use reasonable commercial efforts to supply you, the Customer with a replacement copy of the Software that substantially conforms to the documentation, provide a replacement for defective media, or direct you to an Online Download Site, at its option. New Dawn shall have no responsibility if the Software has been altered in any way, if the media has been damaged by accident, abuse or misapplication, or if the failure arises out of use of the Software with other than a recommended hardware and software configuration.
- d. New Dawn shall not be liable for any indirect, special, incidental or consequential damages (including damages for loss of business, loss of profits, or the like), whether based on breach of contract, tort (including negligence), product liability or otherwise, even if New Dawn or its representatives have been advised of the possibility of such damages and even if a remedy set forth herein is found to have failed of its essential purpose.
- e. You, the user of any New Dawn Software, assume all responsibility and liability of damages caused by using said software.
- f. New Dawn total liability (if any) to you, the Customer for actual damages for any cause whatsoever will be limited to the amount paid by you for the software that caused such damage.

JustWare API Support Agreement

This Support Agreement is between New Dawn Technologies, Inc. ("New Dawn") and Webb County ("Customer") with regards to the software support and upgrades of JustWare API ("the Software").

1. Definitions

a. Support

"Support" is defined as technical assistance with the Software, including but not limited to, questions about the functionality of the Software, assistance with the resolution of error message and installation questions. At New Dawn's discretion support may include troubleshooting the Software as needed to resolve issues. Support services for JustWare API (application programming interface) is provided via web forum submission and responses by New Dawn resources and not phone support.

b. Version

"Version" refers to a variation, either minor or major, from an earlier version of the Software. A version could refer to a minor and/or major version change.

c. Major version

A Major version refers to the first number in the software release, ie 4.x, 5.x. The numbers "4" and "5" represent the Major version.

d. Minor version

A minor version refers to the second number in the software release, ie x.1, x.2. The numbers "1" and "2" refer to the minor version. Software releases have both a Major and a Minor version number in them.

e. Current Version

"Current Version" is the most recent publically released version of the Software.

f. Enhancement

"Enhancement" refers to features and/or functionality that are not included in the Current Version of the JustWare API. Much of the Software's feature set has been driven by enhancement requests from customers.

g. Service Release

"Service release" is the method New Dawn uses to resolve critical issues that may be identified with the Software.

h. Critical

"Critical" is defined as an issue for which there is no workaround AND one of the following statements is true:

1. Defect causes data loss
2. Defect affects a mission critical task
3. Security risk causing possible system compromise

2. New Dawn Responsibilities

During the Term of this Agreement, New Dawn shall render the following services in support of the Software, during Hours of Operation, subject to the compensation fixed for each type of service in New Dawn's current Fee Schedule:

- a. Provide forum response to requests and questions to our Support Department made by a JustWare Application Administrator or JustWare Application Administrator designated resource within four (4) hours during the Hours of Operation (7am – 6pm MST for standard support).
- b. Use all reasonable diligence in correcting verifiable and reproducible errors when reported to New Dawn. New Dawn shall, after verifying that such an error is present, initiate work in a diligent manner toward development of a solution. Following completion of the solution, New Dawn shall provide the solution through a Service Release to the most recent released version, and New Dawn shall include the

solution in all subsequent versions of the Software. New Dawn shall not be responsible for correcting errors in any version of the Software other than the most recent version. New Dawn shall not be responsible for correcting errors as a result of hardware failure including, but not limited to, failure caused by wiring, networks, modems, phone lines, power, or connectors. New Dawn shall not be responsible for any errors caused by hardware limitations due to insufficient memory, disk storage or processing power, problems caused by hardware failure, any loss of data or problem deemed as a result of an operator, any problems caused by incorrectly installed, configured, or maintained operating system, or versions of the operating system not supported by New Dawn. New Dawn shall not be responsible for problems with, or caused by any hardware or third party software not supported by New Dawn. New Dawn shall not be responsible for problems with, or caused by software, processes, or interfaces not provided by New Dawn that interact with the Software or Software database.

- c. New Dawn shall not be responsible for configuring, maintaining, and upgrading the operating system including, but not limited to, backups and restores, fixes, and patches.
- d. Provide recommendations on the configuration and use of the Software and related hardware or software to meet the Customer's operational needs.
- e. Respond to Customer's requests for additional functionality enhancements to the Software, provided that such enhancements shall be mutually agreed to by New Dawn and the Customer.
- f. Provide regular versions of the Software including select enhancements, and Service Releases for the most recent version at no additional cost to the Customer. These versions may contain new functionality and Service Releases not specifically requested by the Customer. New Dawn will provide supplemental software and hardware requirements, recommendations and documentation per version of the Software.
- g. New Dawn shall treat all information, data or files provided by Customer as confidential, maintaining secure access to such material only for New Dawn support personnel for purposes of investigating or solving a support request.
- h. New Dawn will provide maintenance and upgrades to the current publically released version of the Software. Only the most recent released version of the Software will be eligible for Service Releases. Technical support will be provided for other eligible versions. Upgrading to the most recent version may be required to be eligible for a Service Release.
- i. New Dawn will provide upgrades of new version releases and may halt a version upgrade installation if Customer hardware and software systems do not meet the most current system requirements and recommendations.
- j. Standard methods of contact include:
 Web and support forums: <https://customer.newdawnotech.com/>

3. Customer Responsibilities

- a. Retain one or more internal or external resources that have experience with object oriented programming in order to effectively utilize the JustWare API.
- b. Maintain all related hardware and software systems required for the operation of the Software including but not limited to hardware, operating systems, security, network and storage based on the most current system requirements and recommendations.
- c. Keep current with the latest versions of the Software.
- d. Many updates to the JustWare API are dependent on updates to the JustWare application; therefore, Customer agrees to maintain current updates of JustWare in order to receive updates to the JustWare API.
- e. Customer agrees to maintain version consistency between JustWare and the JustWare API.

- f. Acknowledges that all support and responses will occur via online web forums. If Customer or Customer resource requires phone support, assistance and questions, hourly rates will be billed in hourly increments of \$225 per hour.
- g. All communications by Customer to New Dawn must be in the English language.

4. Disclaimer of Warranty and Limitation of Liability

- a. New Dawn disclaims all other warranties, either expressed or implied and representations with respect to the Software, except as stated in the Terms and Conditions.
- b. In no event shall New Dawn be liable for any indirect, consequential, special, exemplary, or incidental damages of whatever and however caused, even if New Dawn has been advised of the possibility of such damages. The cumulative liability of New Dawn to the Customer for all claims arising in connection with this agreement shall not exceed the total fees and charges paid to New Dawn by the Customer within the last 12 months.

5. Term and Termination of Service

- a. Many support services will occur immediately upon the signing of this Agreement and version releases and upgrades occur on a regular basis regardless of installation of software; therefore this Agreement will commence immediately upon the signing of this Agreement and continue in effect during the initial term for a period of one (1) year, unless otherwise specified, or if JustWare API Support is paid in advance. This Agreement will automatically renew for successive, one (1) year terms unless terminated by either New Dawn or Customer in accordance with this section, subject to Customer's payment of the applicable JustWare API Support fee.
- b. This Agreement shall immediately terminate upon the violation of the JustWare API License Agreement.
- c. This Agreement may be terminated by either party upon 30 days' prior written notice if the other party has materially breached the provisions of this Agreement and has not cured such breach within such notice period.
- d. If support is not maintained for the JustWare API access to the support forums and new versions of the JustWare API will not be available.

6. Fees

- a. Customer shall pay New Dawn the JustWare API Support fee as defined in the Payment Terms.
- b. New Dawn shall invoice Customer at the beginning of each JustWare API Support term as defined above for the JustWare API Support fee unless otherwise stated in the Payment Terms.
- c. Customer shall pay invoiced amounts immediately upon receipt of such invoices.
- d. Any amount not paid within 30 days after the invoice date shall bear interest at one and a half percent (1.5%) per month or the highest rate allowed by applicable law.
- e. Customers with outstanding JustWare API Support invoices that exceed 90 days will be required to pay an hourly rate for support and will be required to purchase any upgrades or enhancements to the Software and this Agreement is suspended until the JustWare API Support fee and interest fees are paid.
- f. Hourly rates for services and cost of software are determined by New Dawn.
- g. Support fee increases will not exceed 5% per year.

JustWare Support Agreement

This Support Agreement is between New Dawn Technologies, Inc. ("New Dawn") and Webb County ("Customer") with regards to the software support and upgrades of JustWare Support and Upgrades ("the Software").

7. Definitions

a. Support

"Support" is defined as technical assistance with the Software, including but not limited to, questions about the functionality of the Software, assistance with the resolution of error message and installation questions. Support may include troubleshooting the Software as needed to resolve issues.

b. Version

"Version" refers to a variation, either minor or major, from an earlier version of the Software. A version could refer to a minor and/or major version change.

c. Major version

A Major version refers to the first number in the software release, ie 4.x, 5.x. The numbers "4" and "5" represent the Major version.

d. Minor version

A minor version refers to the second number in the software release, ie x.1, x.2. The numbers "1" and "2" refer to the minor version. Software releases have both a Major and a Minor version number in them.

e. Current Version

"Current Version" is the most recent publically released version of the Software.

f. Enhancement

"Enhancement" refers to features and/or functionality that are not included in the Current Version of JustWare. Much of the Software's feature set has been driven by enhancement requests from customers.

g. Service Release

"Service release" is the method New Dawn uses to resolve critical issues that may be identified with the Software.

h. Critical

"Critical" is defined as an issue for which there is no workaround AND one of the following statements is true:

1. Defect causes data loss
2. Defect affects a mission critical task
3. Security risk causing possible system compromise

8. New Dawn Responsibilities

During the Term of this Agreement, New Dawn shall render the following services in support of the Software, during Hours of Operation, subject to the compensation fixed for each type of service in New Dawn's current Fee Schedule:

- a. Provide response to requests to our Support Department made by a JustWare Application Administrator through any of the standard methods of contact within four (4) hours during the Hours of Operation (7am – 6pm MST for standard support).
- b. Use all reasonable diligence in correcting verifiable and reproducible errors when reported to New Dawn. New Dawn shall, after verifying that such an error is present, initiate work in a diligent manner toward development of a solution. Following completion of the solution, New Dawn shall provide the

solution through a Service Release to the most recent released version, and New Dawn shall include the solution in all subsequent versions of the Software. New Dawn shall not be responsible for correcting errors in any version of the Software other than the most recent version. New Dawn shall not be responsible for correcting errors as a result of hardware failure including, but not limited to, failure caused by wiring, networks, modems, phone lines, power, or connectors. New Dawn shall not be responsible for any errors caused by hardware limitations due to insufficient memory, disk storage or processing power, problems caused by hardware failure, any loss of data or problem deemed as a result of an operator, any problems caused by incorrectly installed, configured, or maintained operating system, or versions of the operating system not supported by New Dawn. New Dawn shall not be responsible for problems with, or caused by any hardware or third party software not supported by New Dawn. New Dawn shall not be responsible for problems with, or caused by software, processes, or interfaces not provided by New Dawn that interact with the Software or Software database.

- c. New Dawn shall not be responsible for configuring, maintaining, and upgrading the operating system including, but not limited to, backups and restores, fixes, and patches.
- d. Provide recommendations on the configuration and use of the Software and related hardware or software to meet the Customer's operational needs.
- e. New Dawn will provide assistance to a customer making their own supported changes to JWXML only after the customer has successfully completed JustWare XML (JWXML) Enhancement Training.
- f. New Dawn shall be responsible for maintaining and administrating a certification process for JustWare Application Administrators.
- g. Respond to Customer's requests for additional functionality enhancements to the Software, provided that such enhancements shall be mutually agreed to by New Dawn and the Customer.
- h. Provide regular versions of the Software including select enhancements, and Service Releases for the most recent version at no additional cost to the Customer. These versions may contain new functionality and Service Releases not specifically requested by the Customer. New Dawn will provide supplemental software and hardware requirements, recommendations and documentation per version of the Software.
- i. New Dawn shall treat all information, data or files provided by Customer as confidential, maintaining secure access to such material only for New Dawn support personnel for purposes of investigating or solving a support request.
- j. New Dawn will provide maintenance and upgrades to the current publically released version of the Software.. Only the most recent released version of the Software will be eligible for Service Releases. Technical support will be provided for other eligible versions. Upgrading to the most recent version may be required to be eligible for a Service Release.
- k. New Dawn reserves the right to request an alternate or replacement application administrator. Any request for an alternate or replacement administrator will be made in writing, and a replacement administrator will be assigned within 90 days of formal request.
- l. New Dawn will provide upgrades of new version releases and may halt a version upgrade installation if Customer hardware and software systems do not meet the most current system requirements and recommendations.
- m. Standard methods of contact include:
 - Telephone: 877.587.8927
 - Email: support@newdawn.tech.com
 - Web and support forums: <https://customer.newdawn.tech.com/>
 - Written: ATTN: Support 843 South 100 West, Logan, UT 84321
 - Fax: 603.308.8138
- n. Hours of Operation are from 7:00 a.m. to 6:00 p.m. Mountain Standard Time except weekends and national holidays.

9. Customer Responsibilities

- a. Retain one or more certified JustWare Application Administrator(s) on staff responsible for the regular maintenance and configuration of the Software. New Dawn must be provided the name and contact information for any JustWare Application Administrator. These individuals must receive JustWare Application Administrator Training and certification testing within 90 days of notice to qualify for support. If turnover occurs for Customer's designated JustWare Application Administrator(s), Customer must arrange with New Dawn for certification and re-training. Support requests by anyone not identified and qualified as a certified JustWare Application Administrator are subject to higher support fee increases.
- b. Provide and maintain a dedicated connection, approved by New Dawn, to the Software's database and/or application server. This connection is to be available and accessible by New Dawn support personnel during the Hours of Operation for the purposes of providing software support and upgrades. This connection must provide full screen access to the server with full administrative rights to publish information and make changes to the JustWare database and one or more network file locations.
- c. Provide New Dawn support personnel with accurate configuration information, screen shots, or other files and documentation as required for a support request.
- d. Maintain all Customer data including but not limited to the backup of data stored in the JustWare database, custom documents and reports, and configuration files.
- e. Maintain all related hardware and software systems required for the operation of the Software including but not limited to hardware, operating systems, security, network and storage based on the most current system requirements and recommendations.
- f. Keep current with the latest versions of the Software.
- g. All communications by Customer to New Dawn must be in the English language.

10. Disclaimer of Warranty and Limitation of Liability

- a. New Dawn disclaims all other warranties, either expressed or implied and representations with respect to the Software, except as stated in the Terms and Conditions.
- b. In no event shall New Dawn be liable for any indirect, consequential, special, exemplary, or incidental damages of whatever and however caused, even if New Dawn has been advised of the possibility of such damages. The cumulative liability of New Dawn to the Customer for all claims arising in connection with this agreement shall not exceed the total fees and charges paid to New Dawn by the Customer within the last 12 months.

11. Term and Termination of Service

- a. Many support services will occur immediately upon the signing of this Agreement and version releases and upgrades occur on a regular basis regardless of installation of software; therefore this Agreement will commence immediately upon the signing of this Agreement and continue in effect during the initial term for a period of one (1) year, unless otherwise specified, or if JustWare Support is paid in advance. This Agreement will automatically renew for successive, one (1) year terms unless terminated by either New Dawn or Customer in accordance with this section, subject to Customer's payment of the applicable JustWare Support fee.
- b. This Agreement shall immediately terminate upon the violation of the JustWare License Agreement.
- c. This Agreement may be terminated by either party upon 30 days' prior written notice if the other party has materially breached the provisions of this Agreement and has not cured such breach within such notice period.

12. Fees

- a. Customer shall pay New Dawn the JustWare Support fee as defined in the Payment Terms.
- b. New Dawn shall invoice Customer at the beginning of each JustWare Support term as defined above for the JustWare Support fee unless otherwise stated in the Payment Terms.
- c. Customer shall pay invoiced amounts immediately upon receipt of such invoices.
- d. Any amount not paid within 30 days after the invoice date shall bear interest at one and a half percent (1.5%) per month or the highest rate allowed by applicable law.
- e. Customers with outstanding JustWare Support invoices that exceed 90 days will be required to pay an hourly rate for support and will be required to purchase any upgrades or enhancements to the Software and this Agreement is suspended until the JustWare Support fee and interest fees are paid.
- f. Hourly rates for services and cost of software are determined by New Dawn.
- g. Support fee increases will not exceed 5% per year for Customers with certified JustWare Application Administrator(s).
- h. Support fee increases will not exceed 10% per year for Customers without certified JustWare Application Administrator(s).
- i. Support fee increases will not exceed 30% per year for Customer without JustWare Application Administrator(s) or who does not comply with Section 2a of this agreement.
- j. Annual support fees will increase upon the purchase of additional named user licenses, software and services. This increase and any additional purchases will be identified in additional Terms and Conditions and Payment Terms and signed by New Dawn and Customer.

Change Control Management

This Change Management Control Agreement is made this day, by and between New Dawn Technologies hereinafter referred to as New Dawn, and the Webb County hereinafter referred to as "Customer". Either party (the 'Initiating Party') may initiate changes to the referenced Statement of Work in this Contract by submitting a Change Control Form to the other party (the 'Receiving Party') as described in this Agreement.

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

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

1. Change Initiation

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

2. Change Validation

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

3. Initial Impact Analysis

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

4. Initial Review Results and Approvals

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

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

5. Detailed Impact Analysis

- a. A Detailed Impact Analysis step will be completed by the assigned evaluator(s) for each proposed option in recommended priority order (i.e., 1 of 3 is the recommended solution, 3 of 3 is the least desirable).

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

6. Detailed Review Results and Approvals

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

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

7. Implementation

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

8. Verification and Closure

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

Statement of Work

This Statement of Work (SOW) defines the principal activities and responsibilities of all parties for the implementation of the quoted products and services to support Webb County ("Customer") operations.

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

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

1. JustWare Prosecutor

1.1 Units

70 named user license(s) of the software as defined in the JustWare License Agreement.

1.2 Requirements and Recommendations

Processor	Intel Xeon or AMD Opteron, dual core or better			
Memory	4 GB or more			
1-20 Users	The database server and web server may be combined on a single server, in which case they will share system resources and server memory should be increased. ^f			
20+ Users	The database server and web server must be on separate hardware.			
<p>* Several factors are involved affecting performance of JustWare. Among them are network bandwidth, server speed (including processor, hard drive and system speeds), memory, and number and function of concurrent users. These specifications are the minimum.</p> <p>*Microsoft SQL clustering: If SQL clustering is set up for the operation of JustWare, a separate web server is required for the web service outside of the SQL cluster.</p> <p>^f For optimum performance and scalability, it is recommended that the database tier and the web server tier are on separate physical machines.</p>				
Clients	Processor	Memory ^f	Hard-disk	Network**
1-20	Intel Xeon or AMD Opteron, dual core or better	4 GB or more	7200 RPM Serial-ATA, RAID 1 or better	100MB
21-50	Dual Intel Xeon or dual AMD Opteron, dual core or better	8 GB or more	10,000 RPM SCSI or Serial-ATA, RAID 1 or better	1GB
51-100	Dual Intel Xeon or dual AMD Opteron, quad core or better	16 GB or more	Separate 15,000 RPM SCSI or SAS for Log and Data files, RAID 1 or better	1GB
101-500	Quad Intel Xeon or quad AMD Opteron, quad core or better	32 GB or more	Separate 15,000 RPM SCSI or SAS for Log and Data files,	1GB

			RAID 10 or better. SSD RAID 1 can also be used.	
501+	Contact a JustWare sales representative for hardware recommendations.			
<p>* Hard disk space requirements are based on the number of cases in the system. Total hard disk space is approximately 65KB per case (not including document storage). Document disk space may be off-loaded to another server location.</p> <p>† All recommendations are assuming JustWare, and ONLY JustWare, is running on the server. Any other applications on the server and/or network must be taken into consideration.</p> <p>‡ The amount of available memory should be greater than the database size.</p> <p>**<i>DEDICATED</i> bi-directional network bandwidth between the database server and the web server if they are installed on separate physical machines. This requirement can be ignored in the case that both the database and web tier run together on a single server.</p>				

Processor	Intel Xeon or AMD Opteron, dual core or better
Memory	4 GB or more
1-20 Users	The database server and web server may be combined on a single server, in which case they will share system resources and server memory should be increased.†
20+ Users	The database server and web server must be on separate hardware.
<p>* Several factors are involved affecting performance of JustWare. Among them are network bandwidth, server speed (including processor, hard drive and system speeds), memory, and number and function of concurrent users. These specifications are the minimum.</p>	

Clients	Processor	Memory	Hard-disk	Network‡
1-50	Intel Xeon or AMD Opteron, dual core or better	4 GB or more	7200 RPM Serial-ATA	100MB
51-100	Dual Intel Xeon or dual AMD Opteron, dual core or better	8 GB or more	10,000 RPM SCSI or SAS disks	1GB
101-500	Dual Intel Xeon or dual AMD Opteron, quad core or better**	16 GB or more	15,000 RPM SCSI or SAS disks	1GB
501+	Contact a JustWare sales representative for hardware recommendations.			

* In order to properly assess your hard disc requirements for your JustWare implementation you must carefully evaluate your paperless document needs. Begin by calculating your storage space requirement for documents generated inside of JustWare. This is done by multiplying the average number of JustWare documents generated per case by 0.5 MB (the average size of a JustWare document). Next, calculate your space requirement for external documents by multiplying your average number of external documents attached to a case by their average size. Once you have done this, use the following formula: Total Storage Space Per Year = (JustWare Documents Space Requirement + External Documents Space Requirement)*Cases Per Year.

† All recommendations are assuming JustWare, and ONLY JustWare, are running on the server. Any other applications on the server and/or network must be taken into consideration.

‡ *DEDICATED* bi-directional network bandwidth between the web server and the database server if they are installed on separate physical machines. This requirement can be ignored in the case that both the database and web tier run together on a single server.

New Dawn recommends the use of HTTPS (HTTP using SSL) for public web access of JustWare. Security certificates may be required and the purchase and setup are the responsibility of the Customer.

To ensure prioritized bandwidth in wide area network use, QoS (Quality of Service) is strongly recommended.

**It is recommended that a load balanced cluster is utilized for your web service.

Processor	2.5 GHz
Memory	2 GB
Hard-disk	NTFS file system-formatted partition with a minimum of 3 GB of free space for indexing services. If additional space for file storage is needed, you will need to calculate*
Network (client to server)	1 GB
<p>* In order to properly assess your hard disk requirements for your JustWare implementation you must carefully evaluate your paperless document needs. Begin by calculating your storage space requirement for documents generated inside of JustWare. This is done by multiplying the average number of JustWare documents generated per case by 0.5 MB (the average size of a JustWare document). Next, calculate your space requirement for external documents by multiplying your average number of external documents attached to a case by their average size. Once you have done this, use the following formula: Total Storage Space Per Year = (JustWare Documents Space Requirement + External Documents Space Requirement)*Cases Per Year.</p>	

Processor	Dual processors that are each 3 GHz or faster
Memory	4 GB
Hard-disk*	NTFS file system-formatted partition with a minimum of 3 GB of free space, plus adequate free space for your SharePoint sites
Network (client to server)	1 GB
<p>* In order to properly assess your hard disc requirements for your JustWare implementation you must carefully evaluate your paperless document needs. Begin by calculating your storage space requirement for documents generated inside of JustWare. This is done by multiplying the average number of JustWare documents generated per case by 0.5 MB (the average size of a JustWare document). Next, calculate your space requirement for external documents by multiplying your average number of external documents attached to a case by their average size. Once you have done this, use the following formula: Total Storage Space Per Year = (JustWare Documents Space Requirement + External Documents Space Requirement)*Cases Per Year.</p>	

Processor	Intel Celeron or AMD 2.0 GHz or higher
Memory	1 GB recommended 2 GB recommended for Microsoft Vista
Hard-disk	100 MB
Bandwidth	JustWare will run with low bandwidth between the client and web server, but performance may be adversely affected depending on the types of data being tracked (for example, .wav or .mp3 files would require greater bandwidth to store and transfer than text documents would). For more

	information about optimal bandwidth requirements for your specific JustWare implementation, please contact your sales representative or New Dawn's support team.
* Requirements are to optimally run JustWare as well as JDA (JustWare Document Automation) and the authoring tool to author JDA templates.	

<u>Windows Server</u>	Windows Server 2008 64 bit	
	Windows Server 2003 64 bit	Service Pack 2
Microsoft SQL Server*	SQL Server 2008 64 bit	
SQL Server Reporting Services	SQL Reporting Services 2008 (Installs with SQL 2008 but must be configured independently)	
JustWare Database	5.0.x	
.NET Framework	3.0	
Internet Information Server	6.0 or later	
*SQL Database Server and Full Text Search must be installed.		
† By default, nested triggers will be enabled on SQL Server 2008. However, JustWare will only run properly when nested triggers are disabled. JustWare cannot reside on a SQL instance with other SQL databases that require nested triggers to be enabled.		

<u>Windows Server</u>	Windows Server 2008 (32 or 64 bit)	
	Windows Server 2003 (32 or 64 bit)	Service Pack 2 or later
.NET Framework	3.5 or later	
Internet Information Server	<u>6.0 or later</u>	
Web Service Enhancements	3.0 or later	

Windows	Windows XP	any edition—service pack 2 or later
	Windows Vista	any edition
Word Processor	Any Rich Text compatible word processor	
.NET Framework	3.5 or later	
Internet Explorer	6.0 or later	
* Requirements are to optimally run JustWare as well as JDA (JustWare Document Automation) and the authoring tool to author JDA templates.		

<u>Windows Server</u>	Windows Server 2008 64 bit	
	Windows Server 2003 64 bit	Service Pack 2

Microsoft SQL Server*	SQL Server 2008 64 bit
SQL Server Reporting Services	SQL Reporting Services 2008 (Installs with SQL 2008 but must be configured independently)
JustWare Database	5.0.x
.NET Framework	3.0
Internet Information Server	6.0 or later
*SQL Database Server and Full Text Search must be installed.	
† By default, nested triggers will be enabled on SQL Server 2008. However, JustWare will only run properly when nested triggers are disabled. JustWare cannot reside on a SQL instance with other SQL databases that require nested triggers to be enabled.	

JustWare provides native bar coding functionality that is provided as part of the base application without additional New Dawn software costs to the Customer. Customer is merely required to purchase bar coding hardware, perform installation of bar coding hardware, and it is recommended to maintain a Support and Maintenance contract with the hardware manufacturer.

Recommendations and requirements are included below. Feel free to contact your New Dawn Account Executive to discuss further or to receive assistance on hardware requirements.

- Bar coding devices must be USB compatible.
- Bar coding devices must be a keyboard wedge barcode scanner
- Bar coding devices must be extended Code 39 programmable
- Bar coding devices must be able to read start and end characters as:
 - Start: reads \$A as an Insert key
 - End: reads \$Z as a F12 key

JustWare provides native electronic signature functionality that is provided as part of the base application without additional New Dawn software costs to the Customer. Each JustWare user who is required to digitally sign documents requires a copy of Word 2007.

A screen size of 19" or greater for each JustWare user is strongly recommended.

1.3 New Dawn Responsibilities

- a. Provide Server Installation files for JustWare.
- b. Provide documentation for JustWare End-Users and System Administrators.

1.4 Customer Responsibilities

- a. Agree to the JustWare License Agreement.
- b. Meet minimum hardware and software requirements for all machines running the JustWare client software.
- c. Provide at least one machine meeting minimum hardware and software requirements for the JustWare database and web server.
- d. Maintain proper functionality of all hardware and software systems required for the operation of JustWare as stated herein.

1.5 Completion Criteria

This task is considered complete upon delivery of the software to the Customer upon Contract Signing.

2. JustWare API

2.1 Units

JustWare API (application programming interface) is a software add-on component that provides the ability for Customer developers to create software programs that can read and write data to and from their instance of JustWare via a published and supported application programming interface. Customer or Customer resources should have experience with object oriented programming to effectively utilize the JustWare API.

2.2 New Dawn Responsibilities

- a. Provide JustWare API software key upon purchase and provide instruction to Customer on how to install the JustWare API software key. JustWare API software key will be provided immediately upon Contract Signing.
- b. Provide documentation for JustWare API and code samples.

2.3 Customer Responsibilities

- a. Agrees that Customer developers or Customer sub-contractor resources are responsible for all third party integration to and from JustWare utilizing the API.
- b. Agrees that any delays as a result of JustWare API development is the responsibility of the Customer, therefore these delays cannot affect any payment milestones.
- c. Agrees to provide resources that have experience with object oriented programming to effectively utilize the JustWare API.

2.4 Completion Criteria

This task is considered complete upon delivery of the software key to the Customer upon Contract Signing.

3. Document Author Training - Online

3.1 Units

Not to exceed 16 hour(s) of online instructional training to be provided by New Dawn trainers. Training is conducted after the Go-Live of the agency, via web based training in blocks of up to 4 hours per day as arranged by Customer and assigned Project Manager.

3.2 Description

The objective of this task is to instruct Customer document author personnel on the document author functionality of JustWare. New Dawn will conduct a training course for designated Customer personnel to acquire the knowledge necessary for document templates to be written for end users to access and generate JustWare created documents.

3.3 New Dawn Responsibilities

- a. Instruct designated Customer personnel on the use, setup, and maintenance of the JustWare Document Automation (JDA) software.
- b. Instruct designate Customer personnel on the deployment and backup of Customer created document templates.

- c. Provide a database diagram of the JustWare system to assist in developing document queries.
- d. Provide a set of standardized JustWare views for commonly referenced data elements.
- e. Provide a standard tool with commonly referenced data elements to assist in building the document templates.
- f. The assigned New Dawn trainer or Project Manager will track the number of hours used and remaining.

3.4 Customer Responsibilities

- a. Assign appropriate personnel to attend online training course.
- b. Provide a facility with a speakerphone or phone headset for each attendee.
- c. Provide a facility with one computer for each attendee. These computers must have network connectivity to the JustWare Server, have Internet access and meet the minimum requirements for JustWare and have the JDA software installed prior to beginning of Training. This facility must be removed from the day-to-day operations of the Customer and remain available for the duration of Training
- d. Schedule all Training sessions in advance in 1 to 4 hour blocks of time.

3.5 Completion Criteria

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

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

4. Project Management

4.1 Description

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

Project Planning and Organization

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

Project Plan

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

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

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

Communication Plan

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

Responsibility Matrix

The New Dawn Project Manager may develop a Responsibility Matrix as part of the Project Plan defining the various project activities and deliverables. For each project activity and deliverable, this document shall define each New Dawn project team member's responsibility and each Webb County project team member's responsibility. The Responsibility Matrix shall be maintained and revised throughout the course of the project, as necessary.

Risk Management Plan

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

Change Control Management Plan

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

Status Reports

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

Additional Communication

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

Deliverable Management (Review and Approval)

New Dawn may use a milestone deliverable approach to this project. Each milestone deliverable shall be subject to Customer acceptance, based upon acceptance criteria to be mutually agreed to by New Dawn and the Webb

County. The Webb County Project Manager shall be responsible for facilitating the Customer review of applicable deliverables and providing documented approval of applicable deliverables to New Dawn. The New Dawn Project Manager shall be responsible for ensuring required Webb County approval of applicable deliverables.

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

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

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

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

Issue Resolution

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

1. If an issue, controversy or claim should arise, the Webb County Project Manager and the New Dawn Project Manager shall meet at least once and shall attempt to resolve the matter. Either project manager may request the other to meet in person within seven (7) days, at a mutually agreed date, time, and place.
2. If the matter has not been resolved within five (5) days of their first meeting, the New Dawn Project Manager and the Webb County Project Manager shall refer the matter to parties independent from the project, including the Customer's Department of Finance/Purchasing and a New Dawn senior executive. Thereafter, the project managers shall promptly prepare and exchange memoranda stating (a) the issues in dispute and respective positions, summarizing supporting evidence and arguments, the negotiations which have taken place, and attaching relevant documents, and (b) the name and title of the independent parties who will represent that party. The independent parties shall meet in person for negotiations at a mutually agreed date, time, and place within seven (7) days of the end of the initial five (5) day period and, thereafter,

as often as reasonably deemed necessary to exchange relevant information and to attempt to resolve the issue.

3. At the mutual agreement of the independent parties, if the matter has not been resolved within fourteen (14) days of the initial meeting of the independent parties or in such time frame as is mutually agreed to by the parties, or if either party has not meet within fourteen (14) days of the end of the five (5) day period referred to in the preceding paragraph, the parties will attempt in good faith to resolve the issue, controversy, or claim by non-binding mediation.

All deadlines specified in the issue resolution process may be extended by mutual agreement of the New Dawn Project Manager and the Webb County Project Manager.

4.2 New Dawn Responsibilities

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

4.3 Customer Responsibilities

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

4.4 Completion Criteria

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

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

New Dawn will:

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

Customer agrees to:

- a. Ensure that all contract items have been delivered, invoiced, and paid.
- b. Discuss and agree to any plan put forth by the project manager to ensure the completion of any outstanding contract items.
- c. Begin utilizing the New Dawn support department for questions and assistance according to the conditions of the Support Agreement(s).

5. JustWare Configuration

5.1 Units

Not to exceed 24 hour(s) of JustWare configuration services to be provided by New Dawn resources.

5.2 Description

Configuration services are designed to allow the Customer to take full advantage of the advanced automation features of JustWare by providing New Dawn resources that provide focused and dedicated services to Customer requirements. Configuration services focus on configuring one or more of the following items (Screens, Security Profiles, Data Partitioning, Code Partitioning, Business Rules, Enhanced Business Rules, Auto-Number Generation, Default Agency Involvement, Default Case Involvements, Default Event Involvements, and Reminders). New Dawn's Project Team members or Documentation Service team members, will document the configuration of each item.

5.3 New Dawn Responsibilities

- a. Provide focused configuration for one or more of the following; Screens, Security Profiles, Data Partitioning, Code Partitioning, Business Rules, Enhanced Business Rules, Auto-Number Generation, Default Agency Involvement, Default Case Involvements, Default Event Involvements, and Reminders with the selected JustWare Administrators.
- b. Provide training, general support and assistance to JustWare Administrators for each configuration item created during configuration.
- c. Provide detailed documentation.

5.4 Customer Responsibilities

- a. Customer acknowledges that any scheduling changes from a scheduled onsite configuration trip that is canceled by Customer may result in Travel fees and Customer acknowledges that they will pay these fees.
- b. JustWare Installation must be completed.

- c. Provide office workflow and office business needs that will be addressed with JustWare configuration trip.
- d. Make arrangements and assignments for all required personnel to attend JustWare configuration meetings.
- e. Work with assigned Project Manager to determine what configuration items will be addressed in each configuration meeting.
- f. If services will be provided onsite, provide a facility with one computer for each attendee and one additional computer for the New Dawn trainer. These computers must have network connectivity to the JustWare Server, meet the minimum requirements for JustWare and have the JustWare software installed prior to beginning of Training. This facility must be removed from the day-to-day operations of the Customer and remain available for the duration of Training.

5.5 Completion Criteria

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

6. JustWare XML (JWXML) Enhancement Training - Online

6.1 Units

Not to exceed 24 hour(s) of online instructional training to be provided by New Dawn trainers. Training is conducted after the Go-Live of the agency online, in blocks of time of 4 hours per day as arranged by Customer and assigned Project Manager.

6.2 Description

The objective of this task is to instruct Customer JustWare XML (JWXML) personnel on how to modify and enhance JustWare screens, data entry and view sessions, navigation panels and My JustWare dashboards.

6.3 New Dawn Responsibilities

- a. Instruct designated Customer personnel on the proper use and deployment of Customer modified and created JWXML screens in order to not affect system performance and upgrades.
- b. Instruct designated Customer personnel on the modification and enhancement of JustWare screens, data entry and view sessions, navigation panels and My JustWare dashboards.
- c. Instruct designated Customer personnel on the deployment of Customer created JWXML.
- d. Instruct designated Customer personnel on the verification that Customer created JWXML runs properly.
- e. The assigned New Dawn trainer or Project Manager will track the number of hours used and remaining.

6.4 Customer Responsibilities

- a. It is the Customers responsibility to ensure that they properly make copies of system required and provided JWXML screens and work from these copies in order to not affect system performance and upgrades.
- b. Assign appropriate personnel to attend online training course.
- c. Provide a facility with a speakerphone or phone headset for each attendee.
- d. Provide a facility with one computer for each attendee. Each computer must have Internet access. These computers must have network connectivity to the JustWare Server, have the appropriate SQL Server permissions to access the JustWare database, appropriate web server permissions, meet the minimum requirements for JustWare and have the JustWare Maintenance program installed prior to beginning of Training. This facility must be removed from the day-to-day operations of the Customer and remain available for the duration of Training.

6.5 Completion Criteria

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

This deliverable will expire one (1) year from the **Contract Signing Date** unless scheduled as part of the **Project Plan**. Any changes to the **Project Plan**, as it affects this deliverable, are subject to cancellation after one (1) year. Payment milestones that have not been invoiced will be refunded if this deliverable expires.

7. Project Documentation Services

7.1 Units

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

7.2 Description

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

7.3 New Dawn Responsibilities

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

7.4 Customer Responsibilities

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

7.5 Completion Criteria

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

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

8. JustWare Online Installation

8.1 Description

The objective of this task is to install JustWare on the database server and if required by Customer, install Microsoft SQL Server.

8.2 New Dawn Responsibilities

- a. Prior to installing, establish a remote access method from Customer. This remote connection will also provide regular access to the JustWare server.
- b. Unless otherwise specified, New Dawn will install JustWare via designated online remote access method.
- c. Instruct key Customer personnel on how JustWare Server Installation software operates for client deployment, backup installation, and blank database creation purposes.
- d. Instruct key Customer personnel on the location of the database files that need to be regularly backed up.
- e. The installation fees provide for New Dawn resources to install JustWare in a production and one additional environment (i.e. staging, testing, or training). If the Customer requests additional installations of JustWare, additional fees will occur.
- f. If requested, install Microsoft SQL Server.

8.3 Customer Responsibilities

- a. Customer must ensure that database server is setup, operating system is installed, client workstations are networked and New Dawn personnel have administrative privileges to install SQL Server (if needed) and JustWare.
- b. Customer must ensure that New Dawn personnel have administrative privileges to the database server, JustWare template and document directories and at least one directory used for upgrades.
- c. Provide a remote access method for New Dawn personnel to access database server.
- d. Customer must ensure that SQL Server database files are regularly being backed up.

8.4 Completion Criteria

This task is considered complete when New Dawn has completed the installation of JustWare and the license key has been entered.

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

9. JustWare Onsite Administrator Training

9.1 Units

Not to exceed 40 hour(s) of instructional training to be provided by New Dawn trainers. Training is conducted in blocks of up to 8 hours per day as arranged by Customer and assigned Project Manager.

9.2 Description

The objective of this task is to instruct Customer personnel on configuration requirements for functional operation of JustWare. New Dawn will conduct a training course for designated Customer personnel to acquire the knowledge necessary for entering data in the JustWare code tables (personnel records, agency details, system codes, workflow, document templates, application access controls etc.) and to configure JustWare parameters.

9.3 New Dawn Responsibilities

- d. Instruct designated Customer personnel, including JustWare administrator(s) and IT staff, on completing the configuration of JustWare.
- e. Instruct training participants on the use of JustWare from the end-user perspective.
- f. Instruct training participants on the configuration options of JustWare.
- g. Provide focused training to key personnel representing the functional units identified with the Customer's agency.
- h. Upon notification by the Customer that all configurations have been completed, the assigned New Dawn trainer or Project Manager will spot-check select parameters and databases for accuracy and completeness.

9.4 Customer Responsibilities

- g. Customer acknowledges that any scheduling changes from a scheduled onsite training trip that is canceled by Customer may result in Travel fees and Customer acknowledges that they will pay these fees.
- h. JustWare Installation must be completed.
- i. Customer must complete the Training Focus worksheet prior to scheduling of Training.
- j. Identify key personnel representing the various functional units who will be using JustWare.
- k. Assign appropriate personnel, to include JustWare administrator and key personnel from each functional unit, to attend JustWare Administrator training course.
- l. Provide a facility with one computer for each attendee and one additional computer for the New Dawn trainer. These computers must have network connectivity to the JustWare Server, meet the minimum requirements for JustWare and have the JustWare software installed prior to beginning of Training. This facility must be removed from the day-to-day operations of the Customer and remain available for the duration of Training.

9.5 Completion Criteria

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

10. JustWare Onsite Start Meeting & Req. Gathering

10.1 Units

24 hour(s) of onsite attendance and assistance to be provided by New Dawn Project Manager for the Start Meeting of the project and for preliminary requirements gathering. Onsite attendance and assistance is conducted in blocks of up to 8 hours per day.

During this meeting, New Dawn's Project manager will review the scope of the project, review all contracted deliverables, discuss initial project plan, review workflow, review existing case management functions and if data conversion services are purchased conduct data field mapping between your current case management system and JustWare.

For this meeting to be productive Customer project team should be attendance, your team should include, but not be limited to; Elected/appointed official(s), Customer project manager, prospective JustWare Administrators, Workflow subject matter expert, Documents and Reports subject matter expert, IT subject matter expert, and Current Case Management subject matter expert.

10.2 Description

The objective of this task is to provide onsite attendance for the Start Meeting of the project and initial requirements gathering to begin the project.

10.3 New Dawn Responsibilities

- a. Coordinate the onsite trip with Customer and New Dawn resources.
- b. Provide required documentation in preparation for onsite attendance.

10.4 Customer Responsibilities

- a. Make arrangements and assignments for all required personnel to attend onsite Start Meeting; including elected/appointed official(s).

- b. Customer acknowledges that an onsite start meeting requested to occur sooner than fourteen days after the signing of this agreement may result in additional airline scheduling fees. These fees will be paid by the Customer.
- c. Customer acknowledges that any scheduling changes from a scheduled onsite training trip that is canceled by Customer may result in additional Travel fees and Customer acknowledges that they will pay these fees.

10.5 Completion Criteria

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

11. JustWare Post 90 Days Go Live Onsite Assistance

11.1 Units

24 hour(s) of instructional training and onsite assistance to be provided by New Dawn trainer and/or implementation specialists. Training and onsite assistance is conducted in blocks of up to 8 hours per day as arranged by Customer and assigned Project Manager and will occur no sooner than 90 days following the go-live of JustWare.

11.2 Description

The objective of this task is to provide onsite assistance, training and enhancement of existing JustWare system use. Customer and assigned Project Manager will determine optimal training and assistance schedule for use of hour(s) thirty days prior to scheduled trip.

11.3 New Dawn Responsibilities

- c. Thirty days prior to scheduled and agreed upon trip work with Customer to determine training and assistance plan for onsite trip.
- d. Provide onsite training, general support and assistance to JustWare end users, administrators, and managers.
- e. Identify trainees who may need additional assistance and follow-up.

11.4 Customer Responsibilities

- d. Make arrangements and assignments for all required personnel to attend JustWare training with their appropriate functional group.
- e. Thirty days prior to scheduled and agreed upon trip work with New Dawn to determine training and assistance plan for onsite trip.
- f. Customer acknowledges that any scheduling changes from a scheduled onsite training trip that is canceled by Customer may result in additional Travel fees and Customer acknowledges that they will pay these fees.
- g. If focused end user and Administrator training will be provided, provide a facility with one computer for each attendee up to 20 attendees, and one additional computer for the New Dawn trainer. These computers must have network connectivity to the JustWare server, meet the minimum requirements for JustWare and have the JustWare software installed prior to beginning of Training. This facility must be removed from the day-to-day operations of the Customer and remain available for the duration of Training.
- h. Follow up with any training attendees who may need extra help and assistance in order to grasp needed concepts.

11.5 Completion Criteria

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

12. JustWare Post Year Onsite Go Live Assistance

12.1 Units

16 hour(s) of instructional training and onsite assistance to be provided by New Dawn trainer and/or implementation specialists. Training and onsite assistance is conducted in blocks of up to 8 hours per day as arranged by Customer and assigned Project Manager and will occur no sooner than 1 year following the go-live of JustWare.

12.2 Description

The objective of this task is to provide onsite assistance, training and enhancement of existing JustWare system use. Customer and assigned Project Manager will determine optimal training and assistance schedule for use of hour(s) thirty days prior to scheduled trip.

12.3 New Dawn Responsibilities

- f. Thirty days prior to scheduled and agreed upon trip work with Customer to determine training and assistance plan for onsite trip.
- g. Provide onsite training, general support and assistance to JustWare end users, administrators, and managers.
- h. Identify trainees who may need additional assistance and follow-up.

12.4 Customer Responsibilities

- i. Make arrangements and assignments for all required personnel to attend JustWare training with their appropriate functional group.
- j. Thirty days prior to scheduled and agreed upon trip work with New Dawn to determine training and assistance plan for onsite trip.
- k. Customer acknowledges that any scheduling changes from a scheduled onsite training trip that is canceled by Customer may result in additional Travel fees and Customer acknowledges that they will pay these fees.
- l. If focused end user and Administrator training will be provided, provide a facility with one computer for each attendee up to 20 attendees, and one additional computer for the New Dawn trainer. These computers must have network connectivity to the JustWare server, meet the minimum requirements for JustWare and have the JustWare software installed prior to beginning of Training. This facility must be removed from the day-to-day operations of the Customer and remain available for the duration of Training.
- m. Follow up with any training attendees who may need extra help and assistance in order to grasp needed concepts.

12.5 Completion Criteria

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

13. JustWare Report Author Training - Online

13.1 Units

Not to exceed 16 hour(s) of online instructional training to be provided by New Dawn trainers. Training is conducted after the Go-Live of the agency onsite, in blocks of time of 4 hours per day as arranged by Customer and assigned Project Manager.

13.2 Description

The objective of this task is to instruct Customer report and ad-hoc query author personnel on the report writing functionality of JustWare (Microsoft SQL Server Report Builder).

13.3 New Dawn Responsibilities

- f. Instruct designated Customer personnel on the use of the JustWare report writing software.
- g. Instruct designated Customer personnel on the deployment of Customer created reports.
- h. The assigned New Dawn trainer or Project Manager will track the number of hours used and remaining.
- i. New Dawn will only instruct Customer on the use of Microsoft SQL Server Report Builder, the end user ad-hoc query tool in SQL Server 2005 Reporting Services, not the advanced features of Business Intelligence Development Studio.
- j. Provide general assistance and not instruction to Customers who have received third party training on Microsoft Business Intelligence Development Studio.

13.4 Customer Responsibilities

- e. Assign appropriate personnel to attend online training course.
- f. Provide a facility with a speakerphone or phone headset for each attendee.
- g. Provide a facility with one computer for each attendee. Each computer must have Internet access. These computers must have network connectivity to the JustWare Server, have the appropriate SQL Server permissions to access the JustWare database, meet the minimum requirements for JustWare and have the JustWare Maintenance program installed prior to beginning of Training. This facility must be removed from the day-to-day operations of the Customer and remain available for the duration of Training.
- h. Customer agrees that if advanced reporting writing functionality is required they will contract with New Dawn for Business Intelligence Services and/or receive third party training and instruction on Microsoft Business Intelligence Development Studio.

13.5 Completion Criteria

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

This deliverable will expire one (1) year from the **Contract Signing Date** unless scheduled as part of the **Project Plan**. Any changes to the **Project Plan**, as it affects this deliverable, are subject to cancellation after one (1) year. Payment milestones that have not been invoiced will be refunded if this deliverable expires.

14. JustWare Onsite End User Training & Go Live Assist

14.1 Units

64 hour(s) of instructional training and onsite assistance to be provided by New Dawn trainers. Training and onsite assistance is conducted in blocks of up to 8 hours per day as arranged by Customer and assigned Project Manager.

14.2 Description

The objective of this task is to instruct Customer personnel on the functional operation of JustWare and provide focused onsite assistance during the go live of JustWare. Training sessions will be separated by functional group and the length of each session will depend on the responsibilities of each functional group as prearranged by Customer and Assigned Project Manager. Go live will occur after Administrative Training, JustWare End User Training and following the completion of any custom development including documents created by New Dawn's Business Intelligence staff as part of the **Project Plan**.

14.3 New Dawn Responsibilities

- i. Provide focused end user training for each functional group (up to 20 individuals per group), including practical exercises.
- j. Provide onsite training, general support and assistance to JustWare end users, administrators, and managers.
- k. Identify trainees who may need additional assistance and follow-up.

14.4 Customer Responsibilities

- a. Make arrangements and assignments for all required personnel to attend JustWare training with their appropriate functional group.
- b. Work with assigned Project Manager to determine go live dates for JustWare implementation.
- c. Customer acknowledges that any scheduling changes from a scheduled onsite training trip that is canceled by Customer may result in additional Travel fees and Customer acknowledges that they will pay these fees.
- d. Provide a facility with one computer for each attendee up to 20 attendees, and one additional computer for the New Dawn trainer. These computers must have network connectivity to the JustWare Server, meet the minimum requirements for JustWare and have the JustWare software installed prior to beginning of Training. This facility must be removed from the day-to-day operations of the Customer and remain available for the duration of Training.
- e. Provide office workflow and JustWare responsibility documentation for all end users.
- f. Provide data entry policies and procedures for each functional group.
- g. Follow up with any training attendees who may need extra help and assistance in order to grasp needed concepts.

14.5 Completion Criteria

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

15. Business Intelligence Services

15.1 Units

124 billable hour(s) of development completed by a New Dawn Technologies Business Intelligence Developer and coordinated by New Dawn assigned Project Manager.

15.2 Description

Business Intelligence Development (BID) is a service provided to Customers by a New Dawn Business Intelligence Developer for the development of the customer's documents, enhanced business rules, reports, database report models and/or custom JustWare screens. Documents, reports and report models may be created in any of the products supported by New Dawn and owned by the Customer, at the discretion of the Customer.

15.3 New Dawn Responsibilities

- e. Project Manager will provide assistance to Customer for completion of document, report, report model, and/or custom JustWare screens specifications.
- f. New Dawn will develop the documents, business rules, loading reports, reports, report models, and/or custom screen to the specifications provided.
- g. Provide training and overview of template location, training on proper backup of templates and reports and training on mapping of templates in JustWare Administrator Console program.
- h. Provide in-depth documentation of the development and use of documents, reports, report models, and custom screens.

15.4 Customer Responsibilities

- d. Assign staff that are familiar with document and report output in order to define specifications of reports and templates.
- e. Assign staff member or members who are familiar with office workflow in order to define specifications for custom JustWare screens.
- f. Work with Project Manager to create document, report, and/or custom screen specifications.
- g. Review documents, reports, enhanced business rules, report models, and/or custom screens when development is completed to ensure the work completed matches the specifications.
- h. Ensure regular backup occurs for templates and reports.

15.5 Completion Criteria

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

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

16. Data Conversion—JALAN Data Conversion

16.1 Description

Any preliminary pricing included in this proposal is merely provided as an estimate of possible cost and to provide your agency with any overview of how New Dawn conducts data conversion development. Detailed information, including a sample of your data output is required regarding your project and database to determine a firm, fixed cost proposal.

Any changes affecting the scope of this Statement of Work (SOW) are subject to an hourly rate of \$225 per hour.

16.2 New Dawn Responsibilities

- a. Conduct the Data Discovery phase of the project by working with Customer subject matter expert(s), onsite to complete data field mapping.
- b. Develop the conversion code.
- c. A conversion is moving data from one system to another according to the data field mapping. New Dawn is not responsible for scrubbing or modifying data from the original system. Any data that does not programmatically convert will still be kept in a notes field for historical reference.
- d. New Dawn is not responsible for moving documents and electronic files from historical system to Virtual Filing Cabinet file storage location.
- e. Provide to the Customer example conversion data in the form of a useable JustWare database.
- f. Project Manager will assist in the data review with the Customer and define Data Acceptance tests.
- g. Redevelop the conversion code as specified by change request during the Review and Sign-Off phase.
- h. Project Manager will perform onsite review, data mapping and data acceptance in conjunction with the Customer.
- i. Provide in-depth documentation of conversion code created including the location and field mapping of all information in JustWare.

16.3 Customer Responsibilities

- a. Provide conversion database(s) to New Dawn in the format listed above.
- b. Provide subject matter expert(s) who know the data being converted. The subject matter expert(s) will work with New Dawn during the onsite Data Discovery and Review and Sign-Off phases.

- c. Review the example conversion data and provide change requests or sign-off within ten (10) business days.
- d. After completion, any changes to the data must be made by manual data entry by the Customer or agree to a Change Order.
- e. Understand that the Customer owns the data. The data being converted will only be modified to fit the format of the JustWare system.
- f. Provide final Customer conversion database(s) and, if this data conversion is into an existing JustWare system, the current JustWare for the final conversion run.
- g. Project Manager will perform onsite review and Data Acceptance in conjunction with the Customer, therefore Customer must provide resources for onsite review who can provide sign-off on the Data Conversion.

16.4 Completion Criteria

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

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

17. Per Diem

17.1 Units

29 daily fee(s) to be utilized for onsite expenses by New Dawn personnel for onsite services provided in this Statement of Work (SOW). Cost includes minor expense for per diem during travel time.

17.2 Description

Per diem constitutes daily expenses for the delivery of any onsite services provided for Customer. New Dawn, with Customers agreement may optimally utilize the number of daily fee(s) to best meet the success of the project.

17.3 New Dawn Responsibilities

- a. New Dawn personnel performing any onsite services for Customer is responsible for any expenses.

17.4 Completion Criteria

This line item is considered complete when New Dawn has completed the scheduled onsite Customer trip(s).

18. Travel

18.1 Units

13 fee(s) to be utilized for airline, vehicle travel and travel time by New Dawn personnel for onsite services provided in this Statement of Work (SOW).

18.2 Description

Travel constitutes airline or vehicle travel expenses for the delivery of the onsite services provided for Customer. New Dawn, with Customers agreement may optimally utilize the number of travel fee(s) to best meet the success of the project.

18.3 New Dawn Responsibilities

- a. Project Manager will schedule and coordinate all travel arrangements for New Dawn personnel, at a minimum of fourteen (14) days in advance of onsite trip.
- b. Project Manager will utilize all travel fees allocated as part of this SOW for the optimal success of the project.

18.4 Customer Responsibilities

- a. Provide New Dawn Project Manager fourteen (14) day notice of all travel requests for onsite trips. If less than a fourteen day advance is provided, or a scheduled trip is cancelled by Customer, additional fees may result in the scheduling of travel and Customer will agree to pay additional fee changes.

18.5 Completion Criteria

This task is considered complete when New Dawn has scheduled the remaining onsite Customer trip.

19. Document Author Software (JDA)

19.1 Units

2 user(s) of Document Author Software (JDA).

19.2 Description

Document Author or JDA (JustWare Document Automation) software is a software tool that integrates with the rich text format functionality of word processors to allow for the automatic creation of documents from within JustWare.

19.3 New Dawn Responsibilities

- a. Assist with the online installation of JDA software.
- b. Provide documentation and reference material for JDA software.
- c.

19.4 Customer Responsibilities

- a. Install JDA software on each Customer identified document author computer.
- b. For each document author a valid license of Microsoft Word 2007 is required. Word 2007 is only required for document authors, not for all JustWare users.
- c. Ensure that document templates are being backed up offsite or in a secure location.
- d. Ensure that document author computers meet the minimum requirements for document authoring identified in the JustWare Requirements and Recommendations.

19.5 Completion Criteria

This task is considered complete when New Dawn has provided the JDA software to the Customer.

20. Document Imaging

20.1 Units

10 Document Imaging named user licenses.

20.2 Description

The Document Imaging software is an add-on solution to JustWare that provides document imaging, and OCR functionality. It provides scanned and OCR'd output in the form of Adobe Acrobat files that resides in the JustWare Virtual Filing Cabinet.

Each JustWare user that is responsible for scanning, modifying, redaction, cleanup or annotating imaged documents requires Document Imaging software. JustWare users that merely view these documents from the Virtual Filing Cabinet, or search for documents that have been scanned and OCR'd do not require purchase. Document Imaging software provides the ability to accommodate multi-page scanning, so a TWAIN compliant scanner that has feeder functionality is desirable.

20.3 New Dawn Responsibilities

Provide authorization keys for use for each purchased named user.

20.4 Customer Responsibilities

- a. Ensure that each JustWare user who requires Document Imaging, redaction, modifying, cleanup or annotating functionality has access. JustWare users that merely view these documents from the Virtual Filing Cabinet do not require purchase.
- b. It is the Customers responsibility to acquire TWAIN compliant scanners and maintain and support these devices.

Customer is responsible for the installation of Adobe Acrobat Reader, and/or licensing and installation of Adobe Acrobat software.

20.5 Completion Criteria

This task is considered complete when New Dawn has delivered the access keys.

21. JustWare Support and Upgrades

21.1 Units

Each unit represents one named user license of JustWare as defined in the JustWare License Agreement. The JustWare support fee is based on the number of JustWare named user licenses owned by the Customer.

21.2 Description

JustWare Support provides a mechanism for the Customer to request help configuring the JustWare Software, receive general JustWare Software assistance, receive interim and full upgrades and systems related to its use on an ongoing basis.

21.3 New Dawn and Customer Responsibilities

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

22. JustWare API annual support & upgrades

22.1 Units

Developer level, forum/blog support for JustWare API questions and assistance.

22.2 Description

JustWare API annual support & upgrades provides a mechanism for Customer development resources to request forum/blog only support from New Dawn development resources on the use of the JustWare API and receive interim and full upgrades and systems related to its use on an ongoing basis. If direct phone support is required for any JustWare API developer assistance, excluding JustWare API installation support, hourly rate of \$225 will be invoiced to Customer.

22.3 New Dawn and Customer Responsibilities

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

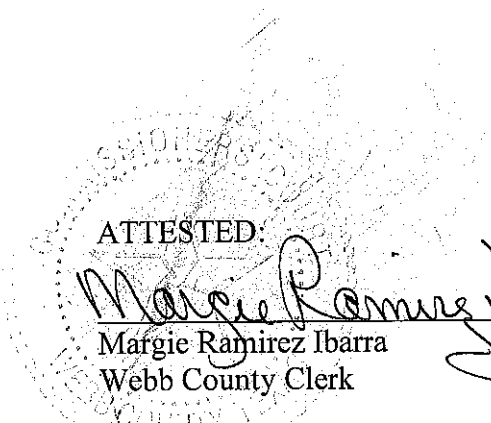
Implementation Agreement Signing

I accept the above Statement of Work, and Agreements.

 Dwain Jolley Webb County Judge 3/29/10
Webb County Authorized Signature, Title and Date

New Dawn Authorized Signature, Title and Date

ATTESTED:


Margie Ramirez Ibarra
Margie Ramirez Ibarra
Webb County Clerk

APPROVED AS TO FORM:

Anna L. Cavazos Ramirez
Anna L. Cavazos Ramirez
Webb County Attorney*

*By law, the County Attorney's office may only advise or approve contracts or legal documents on behalf of its clients. It may not advise or approve a contract or legal document on behalf of other parties. Our review of this document was conducted solely from the legal perspective of our client. Our approval of this document was offered solely for the benefit of our client. Other parties should not rely on this approval, and should seek review and approval of their own respective attorneys