

WORK AGREEMENT

This Work Agreement (“Work Agreement”) is made and entered into as of this \_\_\_ day of \_\_\_\_\_, 2017, by and between:

CDMS, Inc. dba Precision Document Imaging  
2440 Vassar St. #1  
Sparks, NV 89502  
“PDI”

City of Sparks  
431 Prater Way  
Sparks, NV 89431  
“Customer”

**1. Project Scope:**

PDI will provide the project professional services to Customer for the OnBase® Enterprise ECM (the “Software”) solution installation. Anticipated Professional Services quantities attached to and as part of this Agreement as Exhibit A “COST ESTIMATES PRODUCTS AND SERVICES” shall prevail for estimated Professional Services time and materials. Quantities will vary in accordance with actual project requirements.

Described services shall be provided by PDI using the Project Implementation Management “PIM” methodology. Performance and Deliverables for Professional Services are detailed in Exhibit B “SERVICES DETAIL” and shall become part of this Agreement.

**2. Estimated Schedule of Engagement:**

After execution of this Work Agreement by PDI and Customer, PDI will provide the services described in this Work Agreement in a time and on a schedule that is mutually agreed upon by both parties and which does not exceed a period of six (6) Months following the mutually agreed upon start date. The parties agree that any services or work products described in this Work Agreement that have been performed or developed, in whole or in part, prior to the execution of this Work Agreement by the parties nevertheless shall be covered by all terms and conditions of this Work Agreement.

**3. Customer’s Obligations:**

Assistance and Cooperation: Customer agrees that it will provide such reasonable cooperation and assistance as PDI may request to facilitate the performance of all contemplated services (e.g., personnel of Customer who are knowledgeable regarding existing software and Customer business design, etc.). Customer acknowledges that if it fails to provide assistance and perform or fulfill its obligations in accordance with the terms of this Work Agreement, PDI’s ability to provide the services and meet the schedule, as set forth in this Work Agreement, may be adversely affected.

Contractual Rights To Perform Duties: Customer represents and warrants that it has entered into a binding written contract with PDI as primary contractor in order to provide all services contemplated pursuant to this Work Agreement. Additionally, Customer represents and warrants that it will provide to PDI all necessary and appropriate rights, including, but not limited to, rights to access Customer’s facilities, systems, and data and rights to permit PDI to provide services as deemed necessary to fulfill the project terms. Customer hereby acknowledges and provides to PDI, all such necessary and appropriate rights for the limited purpose of the performance of this Work Agreement.

Protection Of Customer’s Systems: Customer agrees to use its commercially reasonable efforts to take appropriate measures to isolate and back-up or otherwise archive its computer systems, including its computer programs, data and files in accordance with OnBase defined best practices. Customer

acknowledges and agrees that PDI does not have responsibility or obligation for any such isolation, backing-up or archiving, or the failure to do the same.

**4. Change Order Authorization:**

In the event that additional software and/or services are recommended by PDI that are then requested by Customer that are outside the scope of this Work Agreement, a change order will be generated by PDI. In the case of a change order produced based upon the written request of Customer, PDI may in its discretion charge Customer on a time and materials basis for all services provided in connection with the review of the request and the preparation of the change order. The change order will contain the details of the changes to this Work Agreement and will contain time and cost estimates. Once the change order has been executed by both parties, an addendum to this Work Agreement will be generated to cover the items listed in the change order.

The following Customer personnel are authorized to sign for change order acceptance related to this Work Agreement:

Print Name: \_\_\_\_\_ Print Title: \_\_\_\_\_

**5. Project Compensation and Payment Schedule:**

Any estimate for professional services provided to complete the project is provided for convenience only and is an approximation of the anticipated amount of fees needed to complete the project.

Customer is required to purchase all necessary types and quantities of software and professional services as required to complete the project. Prior to the commencement of software installation, Customer will be billed for and required to submit payment for OnBase Software as defined in Exhibit A "COST ESTIMATES PRODUCTS AND SERVICES".

Payment for any additional software quantities not anticipated in Exhibit A of this Agreement and for which Customer did not remit prior payment in addition to any Professional Services charged on a time and materials basis under this Work Agreement shall be invoiced upon completion of the applicable services. All payments will be due and payable in full net thirty (30) days after invoice date.

As used herein "working hour" for PDI shall be defined as the services of one (1) person for a period of one (1) hour (or any part thereof) during regular business hours. Additionally, PDI will charge to Customer any incurred travel and expenses including meal per diem. In connection the services provided under this Work Agreement in which any subcontractor resource(s) is required to travel outside of the metropolitan area (or, if not applicable, the city or town) in which such resource(s) regularly works when not at a third party location, all determinations of services fees shall include travel time; provided that time spent commuting from a local place of residence (including a hotel) to a work location in the same locale will not be included in travel time.

The actual number of working hours may vary and does not necessarily reflect the number of hours that will be required to perform such services. All estimates of fees or time required to complete the project are provided for convenience only and are approximations of the anticipated amount of fees and time needed to complete the project. Customer will be invoiced based on the amount of time actually required to complete the project and the applicable hourly fees. In no event will the actual amount for professional services or travel expense exceed the pre-approved hours defined in Exhibit A unless approved in writing by Customer.

#### Certain Remedies for Late Payments:

All past due amounts shall bear interest at the rate of one and one-half percent (1.5%) per month (or, if lower, the maximum rate lawfully chargeable) from the date due through the date that such past due amounts and such accrued interest are paid in full. In the event of any default by Customer in the payment of any amounts due hereunder, which default continues unremedied for at least ten (10) calendar days after the due date of such payment, PDI shall have the right to suspend or cease the provision of any services under this Work Agreement unless and until such default has been cured.

#### **6. Limited Warranty:**

##### Professional Services

PDI warrants to Customer that the services provided under this Work Agreement shall be done in a good and workmanlike manner and according to industry standards. This warranty shall be effective for a period of thirty (30) days following the completion of the services in question (“Warranty Period”). Customer must notify PDI in writing during the Warranty Period if Customer believes any services do not conform to this warranty. If, after such timely notice from Customer, the services are determined not to conform to this warranty, PDI’s sole obligation, and Customer’s sole remedy, shall be for PDI to use commercially reasonable efforts to attempt to correct any nonconformity. If PDI is unable to correct any such nonconformities after a reasonable period of time, Customer’s sole and entire remedy is termination of this Work Agreement in exchange for a refund of the amount paid by Customer to PDI for the portion of the nonconforming services that PDI is unable to correct. This warranty specifically excludes non-performance issues caused as a result of a hardware or firmware malfunction or defect, software not developed by Hyland Software, Inc., incorrect data or incorrect procedures used or provided by Customer or a third party, failure of Customer to perform and fulfill its obligations in connection with the project covered by this Work Agreement, or defects that are outside the reasonable control of PDI. Customer agrees to reimburse PDI for time and materials for any services provided by PDI at Customer’s request to remedy excluded nonperformance problems.

##### Data Conversion

PDI will warrant the results of the conversion for a period of 90 days from the completion date. This includes responding to questions about specific documents and following up on any perceived issues with the converted documents.

Issues that are the result of changes in scope that require re-running all or portions of the conversion may incur hourly charges – however these would most likely be incremental charges since we would be making modifications to the existing conversion application.

#### **7. Disclaimer of Warranties:**

EXCEPT AS EXPRESSLY SET FORTH IN THE “LIMITED WARRANTY” SECTION ABOVE, PDI MAKES NO WARRANTY OR REPRESENTATIONS REGARDING ANY WORK PRODUCTS, INNOVATIONS, INFORMATION OR SERVICES PROVIDED UNDER THIS WORK AGREEMENT. PDI DISCLAIMS AND EXCLUDES ANY AND ALL OTHER EXPRESS, IMPLIED AND STATUTORY WARRANTIES, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF GOOD TITLE, WARRANTIES AGAINST INFRINGEMENT, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND WARRANTIES THAT MAY ARISE OR BE DEEMED TO ARISE FROM ANY COURSE OF PERFORMANCE, COURSE OF DEALING OR USAGE OF TRADE. PDI DOES NOT WARRANT THAT ANY SERVICES, WORK PRODUCTS OR INNOVATIONS PROVIDED WILL SATISFY CUSTOMER’S REQUIREMENTS OR ARE WITHOUT DEFECT OR ERROR, OR THAT THE OPERATION OF ANY SOFTWARE PROVIDED UNDER THIS WORK AGREEMENT WILL BE UNINTERRUPTED. PDI DOES NOT ASSUME ANY LIABILITY WHATSOEVER WITH RESPECT TO ANY THIRD PARTY HARDWARE, FIRMWARE, SOFTWARE OR SERVICES.

## **8. Limitation Of Liability:**

PDI'S LIABILITY FOR ANY LOSS OR DAMAGES ARISING OUT OF OR IN CONNECTION WITH THIS WORK AGREEMENT, INCLUDING, BUT NOT LIMITED TO, THE PERFORMANCE OR NON-PERFORMANCE OF SERVICES OR THE USE OR INABILITY TO USE ANY WORK PRODUCTS OR INNOVATIONS, SHALL IN NO EVENT EXCEED THE AMOUNT THAT HAS BEEN ACTUALLY PAID BY CUSTOMER FOR PDI'S PERFORMANCE UNDER THIS WORK AGREEMENT.

IN NO EVENT WILL PDI OR ITS DIRECT OR INDIRECT SUPPLIERS BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL OR PUNITIVE DAMAGES, LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, LOSS OF DATA OR INFORMATION, THE COST OF RECOVERING SUCH DATA OR INFORMATION, OR THE COST OF SUBSTITUTE SERVICES OR WORK PRODUCTS, EVEN IF HYLAND OR SUCH SUPPLIERS HAVE BEEN ADVISED OF THE POSSIBILITIES OF SUCH DAMAGES.

## **9. Force Majeure:**

No failure, delay or default in performance of any obligation of a party to this Work Agreement (except the payment of money) shall constitute a default or breach to the extent that such failure to perform, delay or default arises out of a cause, existing or future, beyond the control (including, but not limited to: action or inaction of governmental, civil or military authority; fire; strike, lockout or other labor dispute; flood; war; riot; theft; earthquake; natural disaster or acts of God; national emergencies; unavailability of materials or utilities; sabotage; viruses; or the act, negligence or default of the other party) and without negligence or willful misconduct of the party otherwise chargeable with failure, delay or default. Either party desiring to rely upon any of the foregoing as an excuse for failure, default or delay in performance shall, when the cause arises, give to the other party prompt notice in writing of the facts which constitute such cause; and, when the cause ceases to exist, give prompt notice of that fact to the other party. This section shall in no way limit the right of either party to make any claim against third parties for any damages suffered due to said causes. If any performance date under this Work Agreement is postponed or extended pursuant to this section for longer than ninety (90) calendar days, Customer, by written notice given during the postponement or extension, and at least thirty (30) days prior to the effective date of termination, may terminate PDI's right to render further performance of services after the effective date of termination; provided, that Customer will be responsible for payment for the services provided by PDI through the effective date of termination in accordance with the terms of this Work Agreement.

## **10. Governing Law And Jurisdiction:**

This Work Agreement and any claim, action, suit, proceeding or dispute arising out of this Work Agreement shall in all respects be governed by, and interpreted in accordance with, the substantive laws of the State of Nevada U.S.A. (and not by the 1980 United Nations Convention on Contracts for the International Sale of Goods, as amended), without regard to the conflicts of law's provisions thereof. Venue and jurisdiction for any action, suit or proceeding arising out of this Work Agreement shall vest exclusively in the federal or state courts of general jurisdiction located in Washoe County, Nevada U.S.A.

## **11. Confidential Information:**

"Confidential Information" shall be such information that is marked "Proprietary" or "Confidential," that is known by the recipient to be confidential or that is of such a nature as customarily would be confidential between business parties, except as provided in the next sentence. Confidential Information shall not include information that: (a) is or becomes generally known to the public without breach of this Agreement by the recipient, or (b) is demonstrated by the recipient to have been in the recipient's possession prior to its disclosure by the disclosing party, or (c) is received by the

recipient from a third party that is not bound by restrictions, obligations or duties of non-disclosure to the disclosing party, or (d) is demonstrated by recipient to have been independently developed by recipient without breach of its obligations.

PDI shall, at all times, comply with all state and federal privacy and security laws. Each party agrees that, with respect to the Confidential Information of the other party, during the term of this Work Agreement for a period of five (5) years (or in the case of any Confidential Information of a disclosing party that is a "trade secret", for a period of the longer of five (5) years or so long as such information remains a "trade secret" under applicable law) thereafter, such party as a recipient shall at all times maintain the confidentiality of the other party's Confidential Information, using the same degree of care that such party uses to protect its own confidential information, but in any event not less than reasonable care; and shall not use (except in performance of this Agreement) or disclose to any third party any such Confidential Information, except as may be required by law or court order. Each party shall be liable and responsible for any breach of this Section 11 committed by any of such party's employees, agents, consultants, contractors or representatives.

#### **12. Binding Effect And Assignments:**

This Work Agreement shall be binding upon and shall inure to the benefit of the parties and their respective successors and permitted assigns. Neither party may assign its rights or obligations under this Work Agreement, in whole or in part, to any other person or entity without the prior written consent of the other party. Any change in control resulting from an acquisition, merger or otherwise shall constitute an assignment under the terms of this provision. Any assignment made without compliance with the provisions of this section shall be null and void and of no force or effect.

#### **13. Acceptance Of Work Agreement:**

This Work Agreement represents PDI's offer to perform the described services on the terms set forth herein. This offer shall not be deemed accepted until this Work Agreement is signed by both parties. PDI may revoke this offer at any time prior to acceptance.

#### **14. Transmittal And Delivery Of Accepted Work Agreement:**

For purposes of this Work Agreement, a signed copy delivered by facsimile or electronically shall be treated by the parties as an original of this Work Agreement and shall be given the same force and effect.

IN WITNESS WHEREOF, the undersigned have mutually agreed upon and entered into this Work Agreement as of the day and year first above written.

**City of Sparks**

*CDMS, INC. dba Precision Document Imaging*

By: \_\_\_\_\_

By: \_\_\_\_\_

Name (Print): \_\_\_\_\_

Name (Print) \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Date \_\_\_\_\_

**EXHIBIT A**  
**COST ESTIMATES PRODUCTS AND SERVICES**

Product & Service	Product Code	License Fee	Qty	Price	Maintenance 1 Year	Total
Ad-hoc Advanced Capture Local Government Production Document Imaging	AZIPW1	\$ 5,000.00	1.00	\$ 5,000.00	\$ 1,000.00	\$ 6,000.00
Local Government Production Document Imaging 2>	GV-B-MU2-ASIPW1	\$ 2,000.00	1.00	\$ 2,000.00	\$ 400.00	\$ 2,400.00
Local Government Production Document Imaging 2>	GV-B-MU2-ASIPW2	\$ 800.00	6.00	\$ 4,800.00	\$ 960.00	\$ 5,760.00
Local Government Workflow Concurrent Client SL	GV-B-MU2-WLIPC1	\$ 1,000.00	5.00	\$ 5,000.00	\$ 1,000.00	\$ 6,000.00
Bar Code Recognition Server	BSIPW1	\$ 5,000.00	1.00	\$ 5,000.00	\$ 1,000.00	\$ 6,000.00
Local Government Web Server	GV-B-MU2-WTIPW1	\$ 4,000.00	1.00	\$ 4,000.00	\$ 800.00	\$ 4,800.00
Document Import Processor	DPIPW1	\$ 5,000.00	1.00	\$ 5,000.00	\$ 1,000.00	\$ 6,000.00
Local Government License Bundle	GV-B-LOCAL	\$16,000.00	1.00	\$ 16,000.00	\$ 3,200.00	\$ 19,200.00
Local Government Concurrent Client	GV-B-MU2-CTIPC1	\$ 650.00	25.00	\$ 16,250.00	\$ 3,250.00	\$ 19,500.00
Local Government Full Text	GV-B-MU2-IDIPC1	\$ 120.00	5.00	\$ 600.00	\$ 120.00	\$ 720.00
Report Services Local Government Integration for Microsoft Outlook 2016	RPIPI1	\$ 5,000.00	1.00	\$ 5,000.00	\$ 1,000.00	\$ 6,000.00
Local Government Distributed Disk Services	GV-B-OLIP1-16	\$ 2,000.00	1.00	\$ 2,000.00	\$ 400.00	\$ 2,400.00
Integration for Accela ShareBase (50 named users)	AAIPI1	\$ 10,000.00	1.00	\$ 10,000.00	\$ 2,000.00	\$ 12,000.00
OnBase Interaction with ShareBase	ShareBase	\$ 500.00 Per Month	12.00	\$ 6,000.00	\$ 0.00	\$ 6,000.00
Bates Stamp Automation Workview Concurrent Client SL	OSHIP11	\$ 5,000.00	1.00	\$ 5,000.00	\$ 1,000.00	\$ 6,000.00
Installation & Training	Bates	\$ 10,000.00	1.00	\$ 10,000.00	\$ 2,000.00	\$ 12,000.00
Accela Integration Services Services for Microfilm Management	VLIPC1	\$ 1,500.00	2.00	\$ 3,000.00	\$ 600.00	\$ 3,600.00
AX Conversion System Total Before Discount	PRO	\$ 150.00	40.00	\$ 5,000.00	Services	\$ 6,000.00
ApplicationXtender Replacement Discount (Software Only)	PRO	\$ 150.00	40.00	\$ 5,000.00	Services	\$ 10,000.00
	PRO	\$ 150.00	66.66	\$ 9,000.00	Services	\$ 10,000.00
	CONVERT	\$ 150.00	80.00	\$ 10,000.00	Services	\$ 12,000.00
				\$ 135,650.00	1 <sup>st</sup> Year *\$ 21,807.50	\$ 157,457.50
					2 <sup>nd</sup> Year \$ 20,130.00	
<b>Total Purchase Price</b>				\$ 26,129.25	\$ 21,807.50	\$ 131,328.25

\*The 1<sup>st</sup> year maintenance is pro-rated for 13 months

**EXHIBIT B**  
**Services Detail**

**City of Sparks System Implementation and Training Cost Table**

<b>One-Time Cost</b>	<b>Qty.</b>	<b>Rate</b>	<b>Total</b>
Solution Implementation and Training Cost	33.33	\$150.00	\$5,000.00
AX to OnBase Conversion	66.66	\$150.00	\$10,000.00
Microfilm Management Solution	60.00	\$150.00	\$ 9,000.00
Accela Integration Services	33.33	\$ 150.00	\$ 5,000.00
Professional Services Total			\$29,000.00

**Software installation and configuration**

**PDI staff will perform all System Installation and Implementation tasks in coordination with City of Sparks IT and assigned key staff. These tasks include:**

- Perform technical evaluation of City technical environment in coordination with City IT staff.
- Work with customer IT staff to ensure proper backups of OnBase solution are completed and verified.
- Configuring OnBase Document Type, Keywords and user security that matches the current application setup in ApplicationXtender
- Set up and schedule Administrator and End User Training

**Training Overview**

On-site training is provided to City of Sparks staff with specific emphasis upon user job position. Training content and scheduling is tailored to the specific requirements for each user and may include all or some of the following tasks:

- System training for IT staff
- System Admin Training
- End User Training

The amount of training time required per installation varies upon the size of the system installed (for IT staff) and the number of end users to be trained. The following is a general guideline that is used for typical training requirements:

- System Administrators and other IT staff: 24 hours
- End Users: 1-2 hrs.

User training is to be conducted in a lab/classroom environment and will utilize City of Sparks training \conference rooms. The lab setting enhances the training experience as users are able to learn about the equipment and programs typically used in their daily routine.

As required, additional “hands-on” instruction may also occur at individual job location workstation(s) with telephone or remote training following the classroom sessions.

The training model described below can be a very cost-effective way for City of Sparks to manage the routine training of new user staff without incurring additional Vendor training expense.

The training materials provided for this training include a Training Manual for classroom and post training reference describing steps within the contract management process, User Reference Guides for the installed equipment, and User Reference Guides for the installed software

### **TRAINING SYSTEM ADMINISTRATORS**

The City of Sparks IT Representative along with selected, assigned back-up IT staff will receive basic and advanced training to include but not limited to the following examples:

- Managing and maintaining the OnBase Core system
- Overall system security

### **TRAINING OPERATIONAL END USERS**

Basic & Advanced training for other end user staff will be conducted at the department level for each assigned business unit. The amount of time and methodology required for each City of Sparks department will vary dependent upon current proficiency levels with document management systems in general, the variables inherent in each department for volume and complexity.

Basic Level: This training examines the various processes of contract management and how they integrate. This level of training will familiarize end users with the fundamentals of all interrelated processes and will consist of:

- Familiarization to the equipment and software
- Overview of capabilities for specific equipment and software purchased by the client
- Live demonstration of the workflow as it relates to the contract management process from Practical “hands-on” application of process steps by users
- For the balance of the session the students will practice with the instructors providing “walk around” assistance.

Advanced Level: This session is designed to enhance the practical application of what was learned during, and subsequent, to the Basic Level training. This level of training will solidify the application process and determine what “how do I’s” remain among end users. This session also assists the County to discern who among the end-users have the best potential for “train the trainer” “super users” advanced training.

### **TRAINING SUPER USER GROUP**

Super Users are individuals from the technical and operational units within the organization who are trained beyond basic levels and who will be assigned the duty of on-going training of new hires, additional remedial or refresher training within each of the organizational departments.

“Train the Trainer” sessions designed to provide in-depth training of advanced applications for super users may also be made available in order to prepare designated staff to assist other users within the work environment after the normal training sessions are complete. These sessions are limited to 10 individuals who have previously received both the Basic and Advanced levels of training – either independent of the end-user groups or as advanced students from those groups.

From this instruction (generally 2 sessions in blocks of 2 hours each) Trainers will gain more intimate knowledge of techniques such as workflow, document entry and retrieval, security guidelines, index pattern options, troubleshooting for operator errors, to enable these super users to assist end-users on a routine basis without assistance from City of Sparks IT or Vendor staff.

## EXHIBIT C Conversion Plan

### Executive Summary

City of Sparks is currently using ApplicationXtender as their Document Management system. This system is being replaced due to the lack of features needed to help the City gain operational efficiencies.

### Introduction

#### Purpose

The Data conversion plan describes the strategy, preparation, and specifications for converting data from the current ApplicationXtender system (“AX”) to the new OnBase environment (“OnBase”). This plan describes the overall approach, assumptions and processes that will be used in the data conversion. It includes an inventory of source and target data elements, schema and metadata; process for data extraction, transformation and loading for each data source; tools needed to execute the conversion; and strategy for data quality assurance and control.

#### Conversion Objectives

The objective of this plan is to:

Migrate all of the current ApplicationXtender applications and their associated documents into OnBase.

#### Risks

Following are a list of risk issues that will need to be monitored and tracked to resolution.

#### Corrupted Images

The image data in the Current System may be corrupted in some cases. This will mean that the document will not convert to OnBase correctly.

#### Annotations

Annotations on documents that aren’t burned into the image will not be converted into OnBase.

#### Data Conversion Approach

##### Identify Conversion Applications

The first step in the Data Conversion Process will be to identify all of the applications that are defined in AX to include data, Images and Metadata that will be moved to OnBase.

##### Identify and Install Data Conversion tools

The tools used to gather documents and meta-data from AX to insert into OnBase shall be:

- AX to OnBase Conversion Utility – This utility will be run against each application to create the load files that contain the metadata and links to the single page TIF files from AX.
- OnBase Document Import Processor (DIP) – The DIP Import Utility will read the load files and create the documents in OnBase. This will require a mapping document containing the original AX field names mapped to OnBase Keywords.
- SQL Server Management Studio (Query Analyzer)

## Conversion Testing of Document Migration

Once the tools are in place, the import process will be tested on a subset of documents for each application.

The conversion process will migrate documents from each of the 35 applications.

City of Sparks and PDI will compare documents in AX to the converted documents in OnBase to confirm that the conversion process:

- 1) Places documents in the correct Document Type in OnBase.
- 2) Correctly migrates the MetaData from AX to OnBase Keywords.
- 3) Verifies that documents are readable with the OnBase Document Viewer capabilities in the Unity Client, Web Client and Thick Client software products.

The team will randomly select documents for comparison. They will also establish and verify metrics such as page counts for each document and number of documents migrated to ensure that both systems show the same statistics.

## Conversion Issues and Errors Identified in Testing

All issues and errors identified in the conversion testing process shall be corrected or mitigated.

## AX Conversion Process Overview

It is our intent to perform the conversion department by department. Before the conversion process can start, we will work with City of Sparks to get the department up and running on OnBase before the conversion is started. Once the department is up and running we will draw a line in the sand so that there can be a clear point in time of the system cutover. During the conversion the application in AX will be read-only so that the documents can still be viewed if necessary while the conversion is running.

\*Note: Depending on the size of the department we might be able to perform the conversion for multiple departments in parallel.

## Roles and Responsibilities

The Data Conversion process will require the following organizations for success. Each group identified is listed with the expected responsibilities

### PDI

- Data Conversion Process consulting
- Data Conversion Process tools installation and configuration
- Testing the conversion process
- Identification of key metrics
- Troubleshoot in conjunction with City of Sparks automation process failures or data integrity issues.
- Determine in Conjunction with City of Sparks when data conversion testing is complete and full conversion can proceed.

### City of Sparks

- Data Conversion testing, quality assurance and validation
- Determine key metrics in conjunction with PDI for validation of the converted data
- Data Conversion Oversight
- Document and report data conversion integrity issues
- Determine in Conjunction with PDI when data conversion testing is complete and full conversion can proceed
- Provide server, memory, disk space and other resources for the data conversion process
- Assist with testing and validation of the data conversion process
- Assist in the determination of key metrics in conjunction with PDI for validation of the converted data
- Report and document automation issues and failures to PDI

- Determine in Conjunction with PDI when data conversion testing is complete and full conversion can proceed

## Data Quality Assurance and Control

### Data Type Redefinitions

Unknown at this time

### Orphaned Records

Unknown at this time

### Corrupted Image Files

There is the possibility that image files in the Current System may be corrupted and will not be able to be successfully imported into OnBase. If it is possible, corrupted documents that do not convert will need to be identified and may be required to be re-scanned or retrieved from alternate sources. Once retrieved, the document will need to be imported into OnBase. The conversion team may elect to manually perform this process in this event.

### Error Handling

If an error is identified, such as a corrupted document, the Data Conversion team will discuss possible solutions. The team will then implement the resolution to the issue.

### Key Metrics

1. During the entire process, key metrics will be captured into log files to assist us in the Quality Assurance and conversion reconciliation process.
2. After the conversion is complete, a full reconciliation will be provided containing document and page counts pre and post conversion, accounting for any discrepancies.
3. For internal auditing and verification of the conversion results, it will also be possible to track from a OnBase document back to the original AX source document.
4. Verification Reporting will be done using queries to confirm document and page counts.

Document counts as of 02/14/2017 (This data was provided by City of Sparks) are as follows:

City Clerk's Office Document info:

AppName	DocCount	PageCount
_RSTAMP	4	4
ADDRESS_REPORTS	311	1129
BUILDING	130336	1413327
BUSINESS	9576	221513
CITYBLDG	1063	48412
CITYOWN	3	294
COPPER-DEV	44	6891
CUSTOMER	28	988
DAMS	21	737
DEV_PROJ	4	60
EFFLUENT	33	7456
EFFLUENT_SYSTEM	32	1929
ENG_ABAND	181	2954
ENG_BOND	630	4609
ENG_CON	394	2574
ENG_DRW	2072	25920
ENG_DRW_FILES	99	7980
ENG_MAPS	2602	4685
ENG_RIVER	31	1457
ENG_SUBD	619	9501
ENG_SWPP	60	66
FIRE	0	0
FIRE_ACCESS_PLANS	1	302
FIRE_CHIEF_CORRESPONDENCE	39	2416
FIRE_INCIDENTS	750	159282
FIRE_PART_2S	168	62213
FIRE_SCBA_CYLINDER_WKLY_INSPECTIONS	118	7885
FIRE_SCBA_WEEKLY_INSPECTIONS	118	7498

FLD_VAR	13	348
FLOODPMT	778	4768
GEOTECH	932	50693
HYDRO	730	49469
LIENS	4955	19780
LIENS_ACTIVE	2135	3831
MARINA	389	1218
MINUTES	1	1
MIS-TRAF	129	8726
NDOT	94	1051
NUGGET	234	3979
OLD_COFO	198	2480
OLDCARDS	606	35379
ORIGINAL_BUILDING_PERMITS	70904	77888
PARCEL	0	0
PAVING	58	134
PLANNING	18587	409533
PLANNING-PLANS	16	135
PLANNING_CORRESPONDENCE	250	540
PLN-LANDSCAPE	144	2076
PROPMGMT	0	0
PUBLICWORKS	2	2
PUBLICWORKS-	24	291
PURCHASE_ORDERS	24695	61981
PURCHASE_ORDERS_CITYWORKS	1318	5281
PURCHASING_BID_EXCEPTIONS	386	2987
PURCHASING_BIDS	253	20129
RECMGMT	13	894
RED-DEV	1102	56249
RISK_EMPLOYEE_RECORDS	696	6443
RPA_VALVE	1	55
SEARCH	27	208
SEWER	244	3465

SPARKS_MARINA	3	191
STORM_WATER	1	712
SUB_FILE	4362	59274
SURPLUS_AUCTIONS	0	0
SURVEY	1608	38970
SURVEY_CERTIFICATES	235	1104
SURVEY_EASE	994	9848
SUV_MISC	31	5868
TERMINATED_EMPLOYEES	115	14255
TESTING	0	0
TMWRF_BLUEPRINTS	6	180
TMWRF_INSPECTIONS	3	245
TMWRF_PERMITS	26	418
TMWRF_REGULATORY	10	1341
TRAFFIC	202	1241
TRAFFIC_AGREEMENTS_NDOT	53	173
TRF_RPT	203	12372
WASHOE_COUNTY	12	1701
WASHOE_COUNTY_SOI	171	608
Totals:	287286	2980597

PD Document Info:

AppName	DocCount	PageCount
CASEFILE	309830	3567233
EVIDENCE	15717	201368
IDJACKET	121651	500888
LICENSE-BACKGROUNDS	1056	41526
PSEUDONYM	5	10
SEALREC	3622	133703
SPILLMANCALLS	45444	77385
Totals	497325	4522113

Data Conversion Warranty

We will warrant the results of the conversion for a period of 6 months from the completion date for each document group. This includes responding to questions about specific documents and following up on any perceived issues with the converted documents.

Issues that are the result of changes in scope or changes in the desired disposition of document groups that require re-running all or portions of the conversion may incur hourly charges – however these would most likely be incremental charges since we would be making modifications to the existing conversion application or process.

Data Conversion Preparation

Prerequisites

The following items shall be completed before the data conversion process may begin.

Data Conversion Plan

The Data Conversion Plan (this document) shall be accepted by City of S before final data conversion can commence.

Data Conversion Specifications

Document Images

- All images shall be converted from AX to OnBase.
- The AX system currently stores documents as single page BIN files (TIF Format).
- All documents are in TIF format, there are no known documents of any other type.

## Annotations

TBD

## Document MetaData

This section identifies all of the fields currently in AX.

The field elements of each table have the specific meaning as follows:

- **Field Name** – The name of the field in AX
- **Type** – The data element type for the field in AX
- **Null** – Are null values allowed in the field or not. Yes, null values are allowed. No, null values are not allowed in the table.
- **Sample** – Sample data for the field.

The Table(s) below provides a data mapping of elements in AX to OnBase Keywords.

### Sample Field Definition Table

Application	FieldName	DataType	Null	Sample
HR	Last Name	VarChar(25)	Yes	Smith

## Document MetaData Conversion

This section identifies all of the fields currently in AX that need a data type conversion before being import into OnBase

### Sample Data Conversion Table

Application	Source Field	Source DataType	Target Field	Target Field Data Type	Notes
HR	Document Date	VarChar(25)	Doc Date	Date	This should be a date field but it is currently defined as a Varchar

## Conversion Schedule by Department

Department	Conversion order	Applications	Est. Start Date	Est. End Date
City Clerk		All under Clerk list		
PD		All under PD list		