



**IBM Software Group**  
**i2, Threat and Counter Fraud Lab Services**  
**Budgetary and Planning Estimate**  
**Collin County**  
**IBM i2 COPLINK Data Source Integration Services**  
**February 26, 2015**

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NOTE: This Budget and Planning Estimate is not a binding contract and cannot be executed.



## INTRODUCTION

IBM Software Group, i2, Threat and Counter Fraud Lab Services (ITCF Services) is pleased to offer this Budget and Planning Estimate (B&PE) to Collin County ("NCTFC") for services to add Mugs from the existing NCTFC data source into the NCTFC COPLINK Node. This document provides an estimate of the recommended professional services in order for IBM to assist you with this initiative.

Whether your project is simple or highly complex, utilizing an experienced team with proven abilities is crucial to a successful engagement. Our team is comprised of resources that specialize in the i2, Threat and Counter Fraud solution set they represent with many years of software development experience.

As such, they bring to any project an unparalleled depth of IBM Software Group knowledge and best practices, delivered with the backing of Product Development. This organizational tie to the developers of the software and the specialized skills of our consultants means a complete services solution direct from IBM.

While we will work with your staff to ensure we meet your expectations for this project, this Letter serves as a framework for a high level implementation plan, and allows you to establish a budget for services.

### ***Our Mission***

ITCF Services is a uniquely skilled services organization within the IBM Software Group. IBM provides deep subject matter skills and expertise to ensure each engagement is delivered following and sharing ITCF Services best practices.

The ultimate goal within ITCF Services is to run successful projects that are on time and within budget. We are responsible for blending customer, IBM and, when appropriate, partner resources into a team, and for ensuring that the team works together to effectively deliver services related to ITCF products.

Additionally, we are responsible for providing our customers with price estimates and contracts. We want your project to be a positive interaction with IBM, thus paving the way for more successful interactions with IBM in the future.

ITCF Services is pleased to provide you with this B&PE Letter that outlines the activities associated with your ITCF Services initiative. We have identified key phases of the engagement with a focus on ITCF Services roles.



## PROJECT SCOPE

Under this project ITCF Services will add Mugs from the existing NCTFC data source into the existing NCTFC COPLINK Node, and also assist in the upgrade to the stored procedure which provides the COPLINK refresh data to better accommodate the refresh load:

### ***High Level Description of Services***

#### **Activity 1 - Project Management**

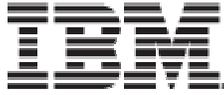
IBM will provide project management for the IBM responsibilities in this B&PE through the IBM Project Manager. The purpose of this activity is to provide technical direction and control of IBM project personnel and to provide a framework for project planning, communications, reporting, procedural and contractual activity. This activity is composed of the following tasks:

##### **Planning**

- a. Review the B&PE and the contractual responsibilities of both parties with your Project Manager.
- b. Maintain project communications through your Project Manager.
- c. Coordinate the establishment of the project environment.
- d. Establish documentation and procedural standards for deliverable Materials.
- e. Assist your Project Manager to prepare and maintain the project plan for the performance of this B&PE which will include the product training plan, activities, tasks, assignments, milestones and estimates.

##### **Project Tracking and Reporting**

- a. Review project tasks, schedules, and resources and make changes or additions, as appropriate. Measure and evaluate progress against the project plan with your Project Manager.
- b. Review the IBM standard invoice format and billing procedure to be used on the project, with your Project Manager.
- c. Work with your Project Manager to address and resolve deviations from the project plan.
- d. Participate in regularly scheduled project status meetings.
- e. Prepare and submit periodic Status Reports to your Project Manager.
- f. Administer the Project Change Control Procedure with your Project Manager.
- g. Coordinate and manage the technical activities of IBM project personnel.



**Completion Criteria:**

This is an ongoing activity which will be considered complete at the end of the Services.

**Deliverable Materials:**

- Status Report(s)

**Activity 2 - Project Kickoff**

The purpose of this activity is to facilitate a high-level project kickoff meeting for NCTFC participants for up to two (2) hours at a mutually agreed date and time.

In this activity, IBM will perform Services which include the following tasks:

- a. Introduce the project participants and Agencies;
- b. Discuss project team roles and responsibilities;
- c. Review the Services objectives;
- d. Provide an overview of the project methodology;
- e. Review Client environment;
- f. Develop a preliminary schedule of activities; and
- g. Initiate the Services.

**Completion Criteria:**

This activity will be considered complete when IBM has conducted the project kickoff meeting.

**Deliverable Materials:**

- High-level Timeline

**Activity 3 - Data Analysis, Mapping and Conversion Plan**

The purpose of this activity is to extract Mug information from the participating Agency Data Source and analyze, map, and assist with the update of the stored procedure to migrate and integrate the Mugs into the COPLINK Database. This will include developing a plan to backfill the historical data.

IBM will:

- a. Verify and analyze the Agency Mug information.
- b. Map the Agency Mug information to the COPLINK Database.
- c. Test the mapping to ensure the mapping will pull in the Mugs to the COPLINK Database.
- d. Provide the new tables and columns needed to accommodate the addition of the Mugs to NCTFC for the update of the stored procedure used in place of the original COPLINK triggers.



- e. Develop a plan to backfill the historical data with Mugs.

**Completion Criteria:**

This activity will be complete when IBM has completed the plan to add Mugs to the COPLINK Database.

**Deliverable Materials:**

- None

**Activity 4 - Assist in the Update of the Refresh Stored Procedure**

The purpose of this activity is to update the stored procedure that extracts new, updated or deleted information from the NCTFC Data Source into the COPLINK Database to better accommodate the current level of agencies, volume of data and level of updates in the Data Source to reduce the processing time of the COPLINK refresh

IBM will:

- a. Provide NCTFC with a listing of all table and columns from which COPLINK is pulling data.
- b. Assist as needed with NCTFC's effort to update the stored procedure.
- c. Review the stored procedure upon completion.

**Completion Criteria:**

This activity will be complete when IBM has completed the review of the updated Refresh Stored Procedure.

**Deliverable Materials:**

- None

**Activity 5 - Data Refresh Verification**

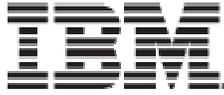
The purpose of this activity is to validate the Mugs are correctly mapped and will be available in the COPLINK Database once the backfill of the historical data completes and to verify with NCTFC that updates are processing correctly.

IBM will:

- d. Verify the refresh operation within the COPLINK Database with the Agency representative.
- e. Provide Data Refresh Verification form to Client for sign-off.

**Completion Criteria:**

This activity will be complete when IBM has provided the Data Refresh Verification form to your Project Manager.



**Deliverable Materials:**

- Data Refresh Verification Form

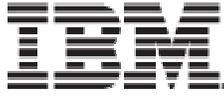
**Activity 6 - Mugs Data Source Integration Support**

The purpose of this activity is to provide annual support to NCTFC for the Services provided by IBM under this B&PE. IBM will:

- Provide telephone and email support Monday through Friday, 8:00am-5:00pm MST to Client's authorized representatives for questions and issues regarding the COPLINK Node. Telephone number and email address to be provided separately.
- Provide a tracking number in response to initial issue reports.
- Respond with an initial assessment and a resolution plan.
- Resolve any issue found by IBM to be a defect in (1) the integration services originally rendered or (2) the IBM (formerly i2/KCC) provided software runtime underlying the integration.
- Monitor the throughput rate and various data statistics to facilitate early identification and resolution of operational issues, under the terms of this B&PE.

**The following are specifically excluded from the Data Source Integration Support provided by IBM:**

- Any support of the COPLINK software (this support is provided to Client by IBM under separate license and maintenance agreements).
- Modifications to an integration made necessary if the data source product is moved from one database platform to another.
- Modifications to a data source integration that are deemed outside the scope of the original data source integration.
- Modifications to data source integrations, the node/warehouse, the overall solution architecture, or any other artifact resulting from services, if modifications are necessary as a result of (1) NCTFC error or oversight at the time services were rendered, or (2) new NCTFC requirements determined after services were completed.
- Corrective actions necessitated by bulk operations performed on a data source (e.g. rewriting all beat codes on crime reports to align with a new jurisdictional breakdown) without prior notification to and coordination with IBM.
- Issues resulting from down time or incorrect operation of data sources.
- Issues related to any third party hardware or software.
- Any third party vendor maintenance charges.
- Bulk deletion of data from the COPLINK warehouse.
- Recovery from catastrophic failure of hardware and/or third-party software.
- Backup of the Intermediate Machine (iBox) or any other customer controlled systems. It is the customer's responsibility to provide this.



The support services will start upon Client's receipt of all Deliverable Materials specified above and will be valid for a period of twelve months.

**Completion Criteria:**

This activity will be complete when the period of the support has expired as set forth in this B&PE.

**Deliverable Materials:**

- Resolution Plan as needed

**Key Assumptions for B&PE**

This B&PE and ITCF Services' estimates are based on the following key assumptions. Changes to these assumptions could impact the pricing estimate.

- a. These estimates are provided for planning and discussion purposes only. This is not a quotation and purchase orders will not be accepted based on this document.
- b. The estimate of effort/price required for this project may vary based on further discussion between NCTFC and ITCF Services.
- c. Estimates of effort/pricing presented in this B&PE are limited to the professional services described herein and do not include:
  - (1) Hardware, software products and maintenance.
  - (2) The services to install or upgrade hardware, third party system software or third party application software components for Initial Production or development/test environments unless specifically included.
  - (3) Formal training.
  - (4) Taxes, shipping or any other charges not specifically included.
- d. This estimate assumes the mugs to be mapped exist in the MugShot table in the previously integrated data source, and that the data includes a URL on a shared network drive.
- e. The estimate includes only the addition of NCTFC's Mugs into the COPLINK Node. No other updates or changes to the previously integrated NCTFC data source are included, with the exception of the trigger updates.

**Please refer to Appendix A for NCTFC Responsibilities.**



## ESTIMATE OF EFFORT

This preliminary planning estimate can be used for project budgeting purposes. This estimate is based on presales information provided by NCTFC to date and is subject to change pending any significant additional requirements or increase in scope of the project, or any changes in any assumptions included.

### Fixed Fee:

Activity	Charges
Activity 1-2: Project Management & Project Kickoff	\$2,640.00
Activity 3: Data Analysis, Mapping and Conversion Plan	\$5,280.00
Activity 5: Data Refresh Verification	\$5,280.00
<b>Sub-Total of Integration Services:</b>	<b>\$13,200.00</b>
Activity 6: Data Source Integration Support	\$1,980.00
<b>Total Service Charge:</b>	<b>\$15,180.00</b>

### Summary:

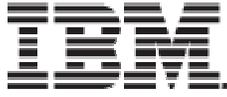
The estimated total for all the above services is **\$15,180.00**. These prices do not include Travel & Living (T&L) expense or applicable taxes. Because the services will be performed remotely, ITCF Services does not expect to incur and travel and living expenses associated with this engagement. Should travel be required, ITCF Services consultants will bill actual and reasonable travel and living expenses.

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Upon documentation of detailed requirements, we will be pleased to submit a SOW including pricing and enter into contract negotiations on specific terms and conditions. As this is not a formal quotation, purchase orders cannot be accepted based on this document. The formal SOW will be crafted to reflect the finally agreed to services and pricing, and will serve as the vehicle for purchasing the professional services.

Unless otherwise specified, this estimate is valid through **60 Days** from Today's Date, unless superseded by a new estimate provided at your request.

The information contained in this B&PE will not be disclosed by NCTFC to any third party and will not be duplicated, used or disclosed in whole or in part for any purpose other than for the purpose of evaluating the Services contemplated by this B&PE. NCTFC will only have the right to duplicate, use or disclose the information in this B&PE internally to the extent required to evaluate this Service offering.



## Appendix A: NCTFC Responsibilities

In order to facilitate delivery, NCTFC has the responsibility to provide the following:

- a. Designate a person called your Project Manager who will be the focal point for IBM communications relative to this project and will have the authority to act on behalf of you in all matters regarding this project.
- b. Prior to the start of the Data Analysis & Mapping activity, NCTFC will provide the following to ITCF Services, if necessary:
  - (a) database backup data (historical load) for the Agency Data Source information database;
  - (b) a second database backup upon request (at least one month after the first historical load is provided); and
- c. Acknowledge that some or all data sources may require purchasing tools or interfaces from the Vendor of the product. NCTFC is responsible for purchasing those if necessary.