



City of Coconut Creek, Florida  
Technical Server/Systems Migration - Statement of Work

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**Overview:**

CentralSquare Technologies Professional Services proposes the following Technical Services related to the migration of the Superior Public Safety and Justice systems outlined below. Services include analysis, planning, business hours migration services and follow-up documentation for the components described herein. Hardware, software licensing and installation and configuration of hardware shall be provided by the client or another third party vendor and should satisfy the recommendations defined in the hardware specifications for Central Square applications.

*Read this document carefully to confirm the work activities listed here are comprehensive, inclusive and accurate for your project. Report discrepancies or questions to your Central Square account executive for revisions to this document and any associated quote for professional services.*

The goal of Central Square is to minimize downtime for production systems. Estimates of downtime listed in this document are determined using typical averages and will vary based on customer environment and technologies available. Actual downtime may be significantly less or more than the estimates provided herein but will always be as short as possible for production systems. Please work with your assigned Technical Engineer from Central Square to address specific application priorities for your organization.

**Summary of Service Hours:**

- 40 hours – Technical preparation tasks for migration services during normal business hours
- 8 hours – Planning, documentation, preparation and follow-up

**Detailed Outline:**

The technical server/systems migration will include the following:

- Server Preparation – Third party vendors shall provide necessary hardware and software, including installation and configuration of such components prior to the scheduled date of the migration activities. The hardware environment must meet the specifications and services proposal data stated herein or incorporated by reference. The configuration shall present virtual machines running the Windows 2016 or later Operating System for installation, configuration and migration of Central Square software solutions. For server requirements, see the Central Square Superior Public Safety Server specifications document incorporated by reference.
- System Migration Preparation/Follow-up – 8 hours
  - Preparation
    - Validation of existing client services and systems in place
    - Review current configuration
    - Create execution plan
  - Follow up
    - Review any unresolved issues
    - Create updated system diagram



- Application Server Migration (RMS/NoCAD)- 12 hours
  - Preparation
    - Data cleanup
    - Configuration review
    - Documentation of configuration changes needed
  - Migration
    - Estimated outage = ~4-8 hours
    - Copy production file share data to new production server
    - Copy training file share data to new training server
    - Export/Import share permissions
    - Export/Import user permissions
    - Execute required configuration changes for production
    - Update configurations for training environment on separate servers
    - Validate application functionality
  - Post Migration
    - Troubleshooting any remaining issues
    - Documentation of changes in infrastructure for client records and support
  
- Database Migration (Production) - 6 hours
  - Preparation
    - Data cleanup
    - Configuration review
    - Documentation of configuration changes needed
    - Document and replicate database permissions
  - Migration
    - Estimated outage = ~2-6 hours
    - Copy data files to new SQL server for production
    - Set security permissions
    - Execute required configuration changes
    - Configure and test database maintenance plans
    - Set database recovery model and version
    - Validate application functionality
  - Post Migration
    - Troubleshooting any remaining issues
    - Validate scheduled function of database maintenance jobs
    - Documentation of changes in infrastructure for client records and support
  
- Database Migration (Training) - 6 hours
  - Preparation
    - Data cleanup
    - Configuration review
    - Documentation of configuration changes needed
  - Migration
    - Copy data files to new SQL server for training
    - Set security permissions
    - Reconfigure scheduled jobs for synchronization of necessary files
    - Execute required configuration changes
    - Adjust database recovery model and version
    - Validate application functionality
  - Post Migration



- Documentation of changes in infrastructure for client records and support
- P2C Migration - 4 hours
  - Preparation
    - Data cleanup
    - Configuration review
    - Documentation of configuration changes needed
  - Migration
    - Estimated outage = ~2-6 hours
    - Copy files to new server
    - Set security permissions
    - Reconfigure scheduled jobs for synchronization of necessary files
    - Execute required configuration changes
    - Validate application functionality
  - Post Migration
    - Troubleshooting any remaining issues
    - Documentation of changes in infrastructure for client records and support
- Message Switch/Mobile Migration – 8 hours
  - Preparation
    - Configuration review, including file locations and network configuration for state connection
    - Documentation of configuration changes needed
  - Migration
    - Estimated outage = ~2-6 hours
    - Copy switch configuration and files to new server
    - Execute required configuration changes, including network routing configuration as needed
    - Install Query Server & Mobile Data Service
    - Validate application functionality
  - Post Migration
    - Troubleshooting any remaining issues
    - Documentation of changes in infrastructure for client records and support
- Utility Server Setup/Configuration – 4 hours
  - Installation and configuration of base product install on new server
    - Configure CentralSquare applications on new utility server
    - Verify application functionality and remote accessibility for support
  - Post Migration
    - Troubleshooting any remaining issues
    - Documentation of changes in infrastructure for client records and support

#### **Special Notes**

Migration services are proposed for delivery during normal business hours. The execution of this Statement of Work is dependent upon completion of install and configuration of hardware, operating system and database software.



### Additional Considerations

Dependencies for a successful technical services server/systems migration may include:

- State Connect connectivity with the new server system (and location as applicable) – Please ensure the state network is accessible to the new server intended to run the Message Switch application. Multi-homed configurations require static routes, other network configurations depend on infrastructure routing for successful state connectivity.
- Remote or physical site and system access
- Domain level system authentication/access
- Access to IT and data management department personnel

Please note:

- Migration of primary systems are performed onsite and travel costs are not included in the costs for professional service. Travel costs are billed as incurred, in accordance with the customers master agreement where applicable and in addition to the costs associated with professional services. Please ensure appropriated funding for travel as needed.
- Migration of web based applications are collaborative efforts between onsite engineers and remote staff dedicated to those applications



Superior, a CentralSquare Company

### Add-On Quote

Quote Prepared For:  
Keat Ooi, Sr. Systems Analyst  
Coconut Creek Police Department  
4800 W. Copans Road  
COCONUT CREEK, FL, 33063  
(954) 973-6747

Quote Number: Q-00015284 Valid Until:  
06/30/19

Quote Prepared By:  
Brian Rennie, Account Manager  
CentralSquare Technologies  
4161 Piedmont Pkwy  
Greensboro, NC 27410  
Phone: (336) 878-1287 Fax: (407) 304-1272  
[brian.rennie@centralsquare.com](mailto:brian.rennie@centralsquare.com)

Date: 05/21/19

Thank you for your interest in our company and our software and services solutions. Please review the below quote and feel free to contact Brian Rennie with any questions.

#### Professional Services Technical Services

Product Name	Amount
Server Migration	9,600.00
<b>Total</b>	<b>9,600.00</b>

#### Project Management

Product Name	Amount
Project Management	2,400.00
<b>Total</b>	<b>2,400.00</b>

**Total Professional Services** 12,000.00

#### Travel & Living Expenses

Product Name	Amount
Public Safety Travel & Living Expenses Estimate	1,700.00
<b>Total</b>	<b>1,700.00</b>



**Summary**

<b>Product/Service</b>	<b>Amount</b>
Professional Services	12,000.00
<b>Subtotal</b>	<b>12,000.00 USD</b>
Services Discounts	1,400.00 USD
<b>Total</b>	<b>10,600.00 USD</b>
Travel & Living Estimate	1,700.00 USD
<b>Total with Maintenance &amp; Travel &amp; Living Estimate</b>	<b>12,300.00 USD</b>

See Product notes in the Additional Information Section

Payment terms as follows, unless otherwise notated below for Special Payment Terms by Product:  
Do not pay from this form. Customer will be invoiced for the fees set forth after execution.

If applicable, annual Access, Subscription and/or Cloud/Hosting Fees will be invoiced annually after the initial term.

Maintenance Service and Support Fees (including third party products) are included with purchase for the initial term and will be invoiced annually after the initial term.

License, Start-up and Third Party software and/or hardware Fees are due at execution.

Training Fees and Travel Expenses are due as incurred. All other Professional Services will be Fixed Fee, due at execution.

Custom Modifications and Third Party Product Implementation Services fees are due 50% on execution of this Quote and 50% due upon invoice, upon completion.

## Korstjens, Virginia

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**From:** Ooi, Keat  
**Sent:** Monday, June 17, 2019 3:27 PM  
**To:** Korstjens, Virginia  
**Subject:** FW: Server Migration

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**From:** Brian Rennie <[brian.rennie@centralsquare.com](mailto:brian.rennie@centralsquare.com)>  
**Sent:** Thursday, June 13, 2019 8:40 AM  
**To:** Ooi, Keat <[KOoi@coconutcreek.net](mailto:KOoi@coconutcreek.net)>  
**Subject:** RE: Server Migration

It was approved to be honored until the end of next month.

Thanks,

Brian



**Brian Rennie**

**Account Executive**

[brian.rennie@centralsquare.com](mailto:brian.rennie@centralsquare.com)

**o:** 336.878.1287 • **m.** 336.209.0329

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**From:** Ooi, Keat <[KOoi@coconutcreek.net](mailto:KOoi@coconutcreek.net)>  
**Sent:** Wednesday, June 12, 2019 5:51 PM  
**To:** Brian Rennie <[brian.rennie@centralsquare.com](mailto:brian.rennie@centralsquare.com)>  
**Subject:** RE: Server Migration

Question – The invoice is expiring June 30<sup>th</sup>. With all the delays with the contract, by the time our City Commission sign off on it, it will be July. Will CentralSquare still honor the invoice/quote past June 30<sup>th</sup>?

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**From:** Brian Rennie <[brian.rennie@centralsquare.com](mailto:brian.rennie@centralsquare.com)>  
**Sent:** Wednesday, June 12, 2019 12:37 PM