



Pragmatica, LLC  
1909 East Ray Road, Suite 9-148  
Chandler, AZ 85225  
Tel (888) 422-0522  
info@pragmatica.us

## **El Mirage Police Department Hosted Justice Web Interface Statement of Work**

### **1. Purpose**

This Statement of Work outlines specific services Pragmatica, LLC (Pragmatica) is expected to perform for the El Mirage Police Department (Agency) Hosted Justice Web Interface (JWI) project, including the scope, deliverables, milestones, schedule, and cost.

### **2. State Contract Applicability**

All terms and conditions from Arizona Enterprise Agreement ADSPO16-132426, Schedule F, apply to this Scope of Work for Agency Hosted JWI.

### **3. Scope of Work**

Pragmatica shall furnish all labor, equipment, materials, operating software, services, permits, transportation, insurance, certifications, applicable taxes and all other items of expense required to provide and maintain a fully functioning JWI computer system in accordance with the terms and conditions, scope of work/specifications contained in this document.

### **4. Key Personnel**

Pragmatica shall provide and maintain an adequate staff of experienced/trained personnel.

### **5. Pragmatica Supplied Services**

Pragmatica provided services shall include:

- JWI computer system hosting and support;
- Implementation and configuration of JWI message switching services which support ACJIS access for internal Agency applications, such as Computer-Aided Dispatch (CAD) and Records Management Systems (RMS);
- On-call operational problem resolution and assistance services for managed software through telephone, email and secure VPN remote access.

### **6. JWI Hosting and Support**

Pragmatica shall:

- Provide internet browser-based access to JWI test and production environments using network infrastructure provided by Agency and the AZ Department of Public Safety (AZ DPS);
- Assist Agency technical staff in the provisioning of users and devices in the JWI application;
- Provide JWI training to Agency users and administrators;
- Provide 99.9% uptime of the JWI system and components that are managed by the Pragmatica as defined in the Service Level Agreement provided in Attachment VI of State Contract ADSPO16-132426;



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- Assist Agency technical staff in creation of security documentation required by AZ DPS Information Technology Bureau (ITB);
- Provide project management support as needed, including status meetings and reports.

## **7. On-call Support and Maintenance**

Pragmatica shall provide 24/7 JWI software support via its Help Line (888) 422-0522, Option 1.

## **8. Problem Resolution Process**

Pragmatica shall resolve all problems within the scope of work/specifications, terms and conditions of the contract during the contract term within the timeframes mutually agreed upon between the Pragmatica and designated Agency IT personnel.

Documented time spent correcting problems that are determined to be the result of Agency activities and not the result of code authored and made available by Pragmatica, shall be compensated at the rate specified in State Contract ADSPO16-132426, Schedule B, multiplying the rate times the total hours spent by the Pragmatica to resolve the problem.

Notwithstanding the above, both parties shall put forth their best efforts to reduce the number of times on-site support and problem resolution processes may be needed.

## **9. Assumptions**

- Agency will permit Pragmatica access to review systems and documentation as needed, and provide timely responses (within three business days) to inquiries.
- Training will be provided on site and/or via remote access and completed within four weeks of completing the deployment to production.

## **10. Term of agreement**

- This agreement will be valid for one year from the date of signature.
- This contract can be extended annually after the initial term up to the maximum term allowed by State Contract ADSPO16-132426.

## **11. Price and Payment**

- This is a fixed price proposal. The cost for these services is Four Thousand Eight Hundred Dollars (\$4,800.00), due upon the execution of this Agreement.
- Pricing is calculated using the current number of JWI Named Users for Agency, @Ten (10) NRUs. This price is for the initial Ten Named Users; an additional NRU will cost \$480.00 for each person added.
- After successful implementation, the annual cost for Hosted JWI services is \$4,800.00, billable in advance for the twelve (12) month period.

## **12. Schedule and Milestones**

- Project Kickoff and Planning;
  - JWI Overview;



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- Analysis of Agency ACJIS terminals, agency ORIs and routing indicators;
- Development of Agency JWI Named User list;
- Provision Agency JWI Named Users;
- Estimated Completion, within 1 week of Contract execution and payment for services.
- JWI Test Rollout
  - Successful demonstration of the JWI application and JWI message switching services over the Agency internal network using the JWI test system hosted at AZ DPS;
  - Estimated Completion, within 4 calendar weeks of project kickoff.
- JWI Production Rollout
  - Successful demonstration of the JWI application and JWI message switching services over the Agency internal network using the JWI production system hosted at AZ DPS.
  - Estimated completion, within two weeks of JWI Test rollout.

**13. Authorization**

Contractor Authorized Signature

Contractor Printed Name

Date

\_\_\_\_\_ Beth Sobotka \_\_\_\_\_

Agency Authorized Signature

Agency Printed Name

Date

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