



AGENDA PLACEMENT FORM

(Submission Deadline – Tuesday, 12:00 PM before Regular Court Meetings)

Date: 12/4/2023

Meeting Date: 12/11/2023

Submitted By: Dan Milam

COMMISSIONERS COURT

Department/Office: Information Technology

DEC 11 2023

Signature of Director/Official: Dan Milam

Approved

Agenda Title: Consideration to approve Project Plan for SOMA Project.

Public Description (Description should be 2-4 sentences explaining to the Court and the public what action is recommended and why it is necessary):

Consideration to approve Project Plan for SOMA Project.

(May attach additional sheets if necessary)

Person to Present: Dan Milam

(Presenter must be present for the item unless the item is on the Consent Agenda)

Supporting Documentation: (check one) PUBLIC CONFIDENTIAL

(PUBLIC documentation may be made available to the public prior to the Meeting)

Estimated Length of Presentation: 5 minutes

Session Requested: Action Item (Action Item, Workshop, Consent, Executive)

Check All Departments Requiring Notification:

County Attorney _____ IT _____ Purchasing _____ Auditor _____

Personnel _____ Public Works _____ Facilities Management _____

Other Department/Official (list) _____



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- [1. Project Schedule](#)
- [2. Project Governance](#)
- [3. Communication Process](#)
- [4. Project Scope](#)
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- [6. Billing Milestones](#)
- [7. Acceptance](#)

The following sections and information are detailed in support of the original contract agreement entered on April 24th, 2023 by and between Vertosoft, LLC and Johnson County, Texas as outlined in the [Vertosoft, LLC Master Services Agreement](#).

1. Project Schedule

SOMA will schedule resources for this project upon signature of the order form. Unless specifically noted, the SOMA assigned project manager (as identified below or such alternate designated by SOMA Global, the "SOMA Project Manager") will work with the Partner's Project Manager to develop the project schedule for deliverables as defined in the SOW. SOMA reserves the right to adjust the schedule based on the availability of SOMA resources and/or Partner resources, and the timeliness of deliverables provided by Partner. The following section defined at a high level the major phases of the Project.

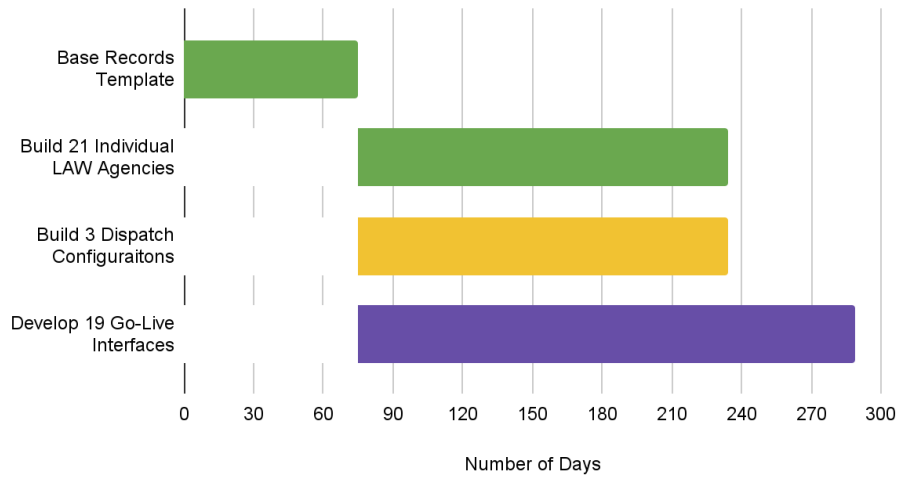
- **Milestone 1** - Project Kickoff and Begin Discovery
- **Milestone 2** - Platform Readiness - *Sign off on Phase 1*

Completion of Project Plan and Project Scope Complete

- Project Plan and Project Scope to be completed and agreed to by the Project Task Team by October 17th, 2023.
- **Milestone 3** - Build, Configure & Testing - *Sign off for Soft Launch Acceptance*
 - By the end of the year Soma Global will have the base Records template as defined in section 4.4 built & validated by the Project Task Team for the Incident Management Suite.
 - Deployment of the 21 law agencies based on the Records template will start at the beginning of the year.
 - At the start of the new year Soma Global will utilize the Dispatch Configuration Worksheets provided by the Project Task Team to complete initial Dispatch configuration for the Critical Response Suite defined in section 4.4 for three Dispatch Centers operating in Johnson County.
 - At the start of the new year Soma Global will concurrently work on the required 3rd party interfaces as defined in section 4.1, with final acceptance of Go-Live Interfaces concluding with Milestone 4.
 - Soft Launch to be completed by June 7th, 2024 with both the law and fire participating agencies.

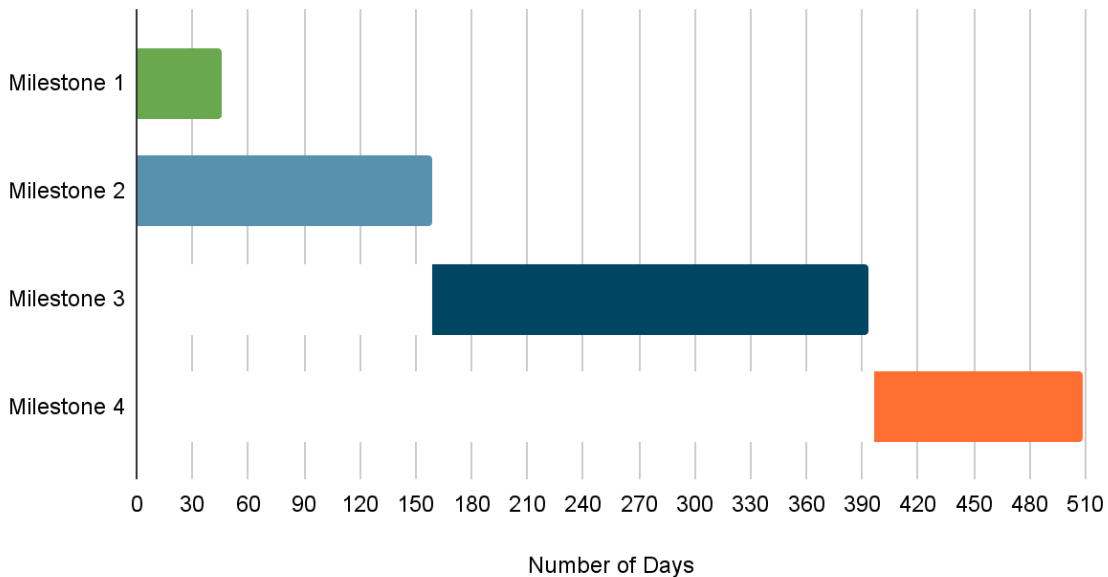
Item	Start Date	End Date
Base Records Template	10/17/2023	12/31/2023
Build 21 Individual LAW Agencies based on the Template	12/31/2023	06/07/2024
Build 3 Dispatch Configurations	12/31/2023	06/07/2024
Develop 19 Go-Live Interfaces	12/31/2023	08/01/2024

Johnson County, Texas



- **Milestone 4** - Delivery, Training & Go-Live - Confirm Go-Live with all contracted service areas.
 - From the completion of Soft Launch to Go-Live, there are 16 weeks to complete training and final interface acceptance to support a Go-Live by October 1st, 2024.
 - Initial focus on bringing the three Dispatch centers live and then staggering the roll out of Records & Mobile across the remaining agencies for both law and fire.

Johnson County, Texas



Project Services:

- **Interfaces**

- SOMA will meet with Partner and with the third parties with which they will interface via video conference to better understand the specific requirements for each interface.

- **Legacy Data Management**

- Data feeds are provided as defined in section 4.2, SOMA will define the files and data field mapping for the converted data as well as the time period to be converted. The Partner and SOMA will sign off on this conversion plan. Any cost to extract data from the legacy systems is the responsibility of the Partner and not SOMA. Partner will be responsible for any interaction with the legacy provider for the purpose of extracting and understanding the contents of the data extracted.

- **Pre-Training Review**

- Prior to Training, SOMA and Partner will review the configuration of the system and agree to move forward with Training and Go Live plans.

- **Training**

- SOMA and Partner will develop a training plan that details the types of positions that will be trained and the type of training that will be provided. These are detailed in section 4.3.
- The number of hours and onsite dedicated support for Production cutover is detailed in section 4.3.

- **Go Live**

- SOMA will develop a go live plan that outlines the requirements for SOMA and the Partner to authorize live operations of the system. This will detail any testing needed, data clean-up, and training readiness. Both parties will be required to sign off on the go live readiness plan prior to live operations.

- The Partner will execute the ATP and prepare a report showing any deviations to the acceptance criteria and submit to the SOMA Project Manager. Partner and SOMA will review this plan and agree on a go forward plan to make the system ready for go live. Any deviations from the ATP may require defect repair, modifications or a workaround. Both parties will agree on the remediation plan and timelines prior to signing off on the go live plan.
- When both parties are in agreement, SOMA and Partner will execute the go live plan to bring the system live. At the mutual agreement of the parties the system may be taken live in modules. Some interfaces may also be taken live at different times as agreed.
- SOMA will provide resources to assist in bringing the systems or subsystems live.
- **Final Acceptance**
 - After each subsystem has gone live the Partner will perform a final acceptance test for that subsystem. Once all subsystems have been accepted the entire system is deemed to be accepted. The SOMA PM and the Partner will issue Task Completion Reports for subsystem and final system acceptance.

2. Project Governance

Project Governance provides the foundation and framework to manage deployments by assessing progress and addressing questions and challenges during the course of the deployment. SOMA follows three guiding principles for governance to maximize the deployment value with our Partners:

- **Regular communication** aligned to the agreed-upon project plan and timing will occur. SOMA expects our Partners to raise questions or concerns as soon as they arise. SOMA will do the same, as we can only address items when known.
- **Executive involvement** is expected from both SOMA and its Partners. Not only may Executives be called upon to clarify expectations and/or confusion, but also to steer strategic items to maximize the value through the deployment.
- **Commitment to the direction** outlined in this SOW and critical assessment change orders to ensure they drive value.

2.1 Communication Components

Meeting/Com ms	Frequen cy	Purpose	SOMA	Partner
Regular Written and Verbal Project Updates	Weekly	Summary of project progress (or lack thereof) against the project plan. A project plan update may accompany the written update if needed. Risks and achievements are highlighted in addition to asks of leadership.	jM, SS, SE	PM, SMEs
SME Sprint	Monthly	Requirements, Information and Baseline Solution Configuration	SS, SE	SMEs
Product Platform /	Quarterly	Advanced Requirements,	SS,SE + Reps	SMEs

Sprint		Information and Platform configuration, new features	from SOMA Product, Training and Platform Teams	
Executive Sponsor Meeting	Quarterly	Discuss deployment: - Strategic impacts: timing, scope, process - Value prop changes, confusion - Project specific: items that need guidance, support and/or clarity	ES, PjM, Reps from SOMA Product, Training and Platform Teams as required	ES, PjM

3. Communication Process

The purpose of the Communications Management Plan is to establish a consistent structured method of communication between the Partner's Project Manager, third party vendor Project Managers, and the SOMA Project Manager with effective and comprehensive communication flow throughout the project life cycle.

Communications Management Plan

This plan includes the processes required to ensure timely and appropriate dissemination of project information among project's stakeholders, key decision makers, and key contributors.

The SOMA Project Manager will be responsible for implementing the project within the framework of this Statement of Work and the Agreements.

Note: Any communication between project team members not authorized by the SOMA Project Manager will not be the responsibility of SOMA. This includes communication between the Partner and its third party subcontractors. Project team members do not have the authority to engage in verbal agreements.

Communications Methods

This document shall outline mutually agreed upon communications methods for the following:

- Project Team Hierarchy (Including Contact Information and Escalation Contacts)
- Project Correspondence Process
- Written Project Progress Reports
- Project Progress Conference Calls
- Project Deliverable Acceptance Process
- Invoice Processing Process
- Technical Support Process during the project's lifecycle

Project Correspondence Process

The SOMA Project Manager shall maintain, throughout the project's lifecycle, a copy of all incoming and outgoing correspondence to include; all project related documents (either hard copy or electronic) to and from each project team member, project progress reports, project schedules, meeting minutes, specifications, etc. All active members of the project will have access to these documents for reference.

Written Project Progress Reports

Project progress reports are a written detailed status update of activities that have transpired during the reporting period. The report may include detailed progress on deliverables, as well as delays and risk that have arisen. Both Project Managers will work together to ensure that the content of the project progress reports are accurate.

- The Project Progress Report at minimum will track major project milestones, tasks completed, issues and risk management
- Frequency: To be determined by Project Team but not less than bi-weekly (every two weeks)
- Criticality: Mandatory
- Initiator: SOMA Project Manager

Project Plan Updates

Project Plan Updates are written detailed status updates of the project schedule that has transpired during the reporting period. This includes an updated timeline for project deliverables and activities. Both Project Managers will work together to ensure that the content of the project plan is accurate.

- The Project Plan Update at a minimum will track major project tasks/milestones and % complete of each documented task
- Frequency: To be determined by project team but not less than monthly
- Criticality: Mandatory
- Initiator: SOMA Project Manager

Project Progress Meetings

Project progress meetings are usually conducted via teleconference or videoconference to review the previous progress and near term future tasks and confirm all parties are proceeding based on universally accepted expectations and schedule.

- The project progress meetings will include topics such as project progress, issues, risks and finance management issues
- Frequency: To be determined by Project Team but not less than monthly
- Criticality: Mandatory
- Initiator: SOMA Project Manager

Project Deliverable Acceptance Process

During the course of the project specific milestones will constitute the need for SOMA and the Partner to mutually agree that a deliverable and/or phase of a project has been completed. These milestones also include a payment as defined in the Payment Terms section of the contract. Within the project plan each payment milestone designates as such. In an effort to control when a specified payment is invoiced, a Task Completion Report shall be completed by the SOMA Project Manager in conjunction with the Partner Project Manager. Only upon a fully executed and signed TCR document shall SOMA invoice the Partner.

Invoice Processing Process

Invoices are considered received once the email along with the invoice attachment has been sent to the Partner Project Manager. SOMA expects that invoices are processed and payment received within the time frame designed in the Agreement.

- **Submission** - Task Completion Reports (TCRs), will be sent electronically via email in PDF format to the Partner for approval. The submission due date for TCRs is within five business days from receipt of the TCR. Signed TCRs are accepted in electronic format. SOMA will not process TCRs over Weekends and holidays.
- **Refusal to Sign** - Refusal to sign a TCR requires a reference to the SOW that would support the opinion that a task/deliverable

deficiency exists. Reason or reasons for refusal shall be in writing and submitted within five business days to SOMA project manager.

- **Failure to Respond** - Lack of approval by the Partner within the defined timelines will not result in default or automatic approval of the documents. However, any delays in the approval process may have a cascading impact on project timelines.

Escalation Process

The project should always strive to make decisions and address issues at the lowest possible level, however when a resolution cannot be made by the project managers, the items should be escalated to the next level of authority to ensure a decision is made before it can cause project impacts. The escalation process should be used to ensure an appropriate method and chain of escalation for achievement of best results and avoiding problems. All issues related to SOMA subcontractor activities shall follow the same process for escalation. Typical project situations requiring escalation include conflicting resource demands threatening project staffing, group dependencies not being met, scope disagreements, and issues with functionality of the project's deliverables nearing release time.

Technical Support Process

During the execution and training/go-live phases of the project, issues related to software defects may arise that require the assistance of SOMA's Technical Support Department. A Technical Support Consultant (TSC) will be designated as the single point of contact for support related issues during these phases. The TSC will act as the conduit to the rest of the Project Team during the project life cycle. The TSC will be responsible for recording all support related issues into SOMA's issue tracking system. The TSC will also be responsible for setting up the Partner's account in the issue tracking system and establishing contact information for the purpose of notification of support related issues. All issues that are reported during the project life cycle that are related to the scope of the project are the responsibility of the SOMA Project Manager. This means that the Project Manager shall be the single point of contact on all issues during the project life cycle. Issues should not be directly reported by the client to the TSC

unless mutually agreed upon by project stakeholders. In the event that SOMA TSC is contacted directly, TCC is required to notify the SOMA Project Manager of all communication required back to the client for researching and closing issues.

Document Revision

Should either party require additional communication methods or tools not expressed within this document, SOMA will amend this document and record such changes within the revision history table.

- The purpose of this section is to define the escalation process, should it be needed, to support closing issues that are raised, and discussed to move forward with the deployment. SOMA and Partner agree to raise concerns and follow the escalation process, resource responsibility, and documentation.

4. Project Scope

4.1 Interfaces

The list below describes at a high level the 3rd party applications/integrations that will be supported as within scope of the project. Anything outside this list, will need to follow the Change Management process as outlined in the Statement of Work:

#	Interface	Note	Agencies	Phase
1	State Racial Profiling Submission - PDF Report	The state of Texas does not support automatic submission.	ALL	1
2	State NIBRS Reporting	The state of Texas has specific requirements for TIBRS	ALL	1
3	CRIS/State Crash Repository.	Bidirectional with approvals and rejection notifications.	ALL	1
4	State Switch/NCIC (TLETS) Query	TLETS/NCIC queries from SOMA Hub	Cleburne PD, JCSO PSAP, STOP	1
5	CPE - ANI/ALI	Three dispatch centers.	Johnson County Sheriff's Office, Cleburne PD, and ESD	1
6	RapidSOS	Three dispatch centers.	Johnson County Sheriff's Office, Cleburne PD, and ESD	1
7	Active 911	CFS Alerting to cell phones.	ESD	1
8	Active 911 + Pagegate	Station Alerting	ESD	1
9	APCO Intellicomm - EMD	EMD Call Cards. Brand new program for ESD.	ESD	1
10	Emergency Reporting	SOMA Calls to Fire	Cleburne FD,	1

	System	RMS.	ESD	
11	ESO	SOMA Calls to ePCR.	Cleburne FD, ESD	1
12	Tyler Incode - Court System	Transfer SOMA Citations to Courts.	Alvarado PD, Cleburne PD, Godley PD, Grandview PD, Venus PD	1
13	Tyler Odyssey - Court System	Transfer SOMA Citations to Courts.	Johnson County Sheriff's Office. Johnson County Constables.	1
14	Fundview - Court System	Transfer SOMA Citations to Courts	Joshua PD, Keene PD, Rio Vista PD	1
15	Cardinal Tracking	Transfer Cardinal Tracking Citations to SOMA	Keene PD	1
16	Tyler Incode - Warrants	Transfer Tyler Incode Warrants to SOMA.	Cleburne PD, Alvarado PD	1
17	Tyler Odyssey - Warrants	Transfer Tyler Odyssey Warrants to SOMA.	Johnson County Sheriff's Office, Johnson County STOP, Johnson County Constables	1
18	Utility Camera System (BWC) - Auto Tagging & Activation	Call for Service data to Utility.	Cleburne PD, Johnson County Constables	1
19	Axon (BWC) - Auto Tagging	Call for Service data to Axon.	Godley PD, Johnson County Sheriff's Office, Venus PD	1
20	WatchGuard (BWC) - Auto Tagging	Call for Service data to WatchGuard	Grandview PD, Johnson County Sheriff's Office	2
21	Brazos Citations	Transfer Brazos Citations to SOMA.	Cleburne PD, Alvarado PD,	2

			Godley PD, Joshua PD, Venus PD	
22	Brazos Accidents	Transfer Brazos Accidents to SOMA.	Cleburne PD	2
23	Livescan - Mentalix	Transfer person data from SOMA to Mentalix.	Johnson County Sheriff's Office, Johnson County STOP, Johnson County Constables	3
24	Tyler Odyssey - Pre-Booking Data	Transfer SOMA Arrest to Tyler Odyssey.	ALL	3
25	Tyler Odyssey - Digital Case Filing	Transfer SOMA Incident Report to Tyler Odyssey.	ALL	3
26	CentralSquare - Poliec2Police	Query centralized database.	ALL	3

Johnson County participating agencies categorized the interfaces into the following definitions:

- **Phase 1** - Prior to Go-Live, necessary for the project to replace current OSSI functionality
- **Phase 2** - Not necessary for go-live, but important to project success, exists at an individual agency level
- **Phase 3** - Enhancement to current system, not necessary for go-live, or involves other vendor cooperation that is not happening.

4.2 Legacy Data Management

Data Feeds

The following elements will be available within a Data Feed which is a live connection between the SOMA system and the legacy database. Customers are required to ensure the legacy database is available to the

SOMA system. Partner will be responsible for interfacing with the legacy data vendor to extract the data required including any associated cost for the data extract. Any cost associated with maintaining or licensing software that stores the legacy data is the responsibility of Customer.

- Master Name
- Master Vehicle
- Master Property
- Incident (Report)
- Call (Call for Service)
- Warrant
- Arrest
- Citation
- Civil Paper
- Document

Only Master Name, Master Vehicle, and Master Property will have the option to import a legacy record into SOMA as their respective type.

Data Feed Sources

The following data sources have been identified by the Johnson County Project Team to be established as data feeds for the respective participating agency:

#	Data Source	Agencies
1	Central Square - Burleson	Alvarado PD, Cleburne PD, ESD, Grandview PD, Johnson County SO, Johnson County Constables 1-4, Johnson County County Attorney, Johnson County District Attorney, Johnson County STOP, Joshua PD, Keene PD, Venus PD
2	Caliber Public Safety	Alvarado ISD, Keene ISD, Rio Vista ISD
3	COPsync	Godley PD, Godley ISD, Rio Vista PD
4	eForce	Johnson County SO, Johnson County Constables 1-4, Johnson County County Attorney, Johnson County District Attorney, Johnson County STOP
5	Net Data	Johnson County SO, Johnson County Constables 1-4, Johnson County County Attorney, Johnson County District Attorney, Johnson County STOP
6	Arms	Joshua ISD, Venus ISD

7	Cardinal (Badge)	Keene PD
8	Tyler Public Safety	Cleburne PD

4.3 Training & Go Live Plan

- SOMA and Customer will mutually agree on a training program which will define the types of training to be provided, who will be trained, and the type of training (end user or train the trainer).
- Initial focus on bringing the three Dispatch centers live (Johnson County Sheriff's Office, Johnson County Emergency Services District, Cleburne Police Department) while also bringing the correlating Records agencies live (Johnson County Sheriff's Office and Cleburne Police Department). After the initial focus then the process will be repeated agency by agency to bring the remaining Law agencies live with Records & Mobile and the Fire agencies live with Mobile.
- SOMA will provide five (5) days of on-site support, Monday through Friday during the go-live.
- SOMA personnel will be on-site with rotational shift coverage for the three dispatch centers supporting the centers 24/7 for the first three days of the go-live.
- SOMA personnel will be on-site the remainder of the week during normal business hours but can adjust start and end times based on shift start times to cover the maximum number of shifts.
- Johnson County Project Team will provide a primary point of contact at each agency to facilitate the cut over of individual departments to the SOMA System. The primary point of contact will be in direct contact with SOMA personnel who will be centrally stationed at the Johnson County EOC. If the need arises then resources can be diverted to the appropriate onsite location.
- SOMA Personnel on site will directly engage SOMA Engineering & Solution resources to troubleshoot any issues which arise during the cut over.
- On Friday a final debriefing will be held to transition the Johnson County participating agencies to SOMA support. The SOMA Account

team provides 24/7 response to support issues and responds within 5 minutes of receiving a message for all support calls.

SOMA Personnel

- Onsite Personnel:
 - Project Manager: Steven Query
 - Account Manager: Mike Olsen
 - Records SME: Patrick Higgins
 - Mobile SME: Kevin Young
 - Dispatch SME: Ashley Bodine
 - Solutions Director: John Challenger
 - Support Director: Alan Braswell
 - Product Manager: Kelly Hungerford
 - Executive: Matt Stull
- Remote Personnel:
 - Account Management: Nikki Vegenski
 - Engineering Team: Joshua Lewis
 - Product Team: Peter Quintas
 - Solutions Team: James Cain
 - Executive Sponsor: Chris Maloney

4.4 SOMA Platform

The following services will be provided as part of this implementation of the SOMA System:

- **Incident Management Suite**
 - Master Data
 - Master Name
 - Master Vehicle
 - Master Property
 - Incident Report
 - Arrests (Pre-Booking)
 - Crash (Texas CR-3)
 - Field Interviews
 - Property / Evidence Involvement
 - Victim / Offender Involvement

- Vehicle Involvement
 - Pseudonyms / Restricted Persons
 - Pursuits
 - Use of Force
 - TIBRS Validation
 - Calls
 - Case Management
 - Citations
 - TX Racial Profiling Collection
 - Property & Evidence Management
 - Texas DIC Forms (DIC-23, DIC-24, DIC-24S, DIC-25, DIC-25S, DIC-54, DIC-55, DIC-57, DIC-57S, DL-76, LAB-203)
 - Jasper Prints
 - Johnson County Citation
 - Johnson County Property & Evidence Label
 - Texas DIC Forms (DIC-23, DIC-24, DIC-24S, DIC-25, DIC-25S, DIC-54, DIC-55, DIC-57, DIC-57S, DL-76, LAB-203)
 - Texas Peace Officer's Crash Report (CR-3)
 - TIBRS Compliant Data Export for the State of Texas
-
- **Critical Response Suite**
 - Dispatch
 - Configuration for Johnson County Sheriff's Office (LAW)
 - Configuration for Johnson County Emergency Services District (FIRE)
 - Configuration for Cleburne Police Department (LAW)
 - Mobile
 - LAW Agencies:
 - Johnson County Sheriff's Office
 - Johnson County Constable Office 1
 - Johnson County Constable Office 2
 - Johnson County Constable Office 3
 - Johnson County Constable Office 4
 - Johnson County District Attorney's Office
 - Johnson County Attorney's Office
 - STOP Special Crimes Unit
 - Alvarado Police Department
 - Cleburne Police Department

- Godley Police Department
- Grandview Police Department
- Joshua Police Department
- Keene Police Department
- Rio Vista Police Department
- Venus Police Department
- Alvarado ISD
- Joshua ISD
- Keene ISD
- Rio Vista ISD
- Venus ISD
- FIRE Agencies:
 - Alvarado Fire Department
 - Blue Water Oaks Fire Department
 - Bono Fire Department
 - Briaroaks Fire Department
 - Cleburne Fire Department
 - Cresson Fire Department
 - Emergency Support Services
 - ESD Station 82
 - ESD Station 83
 - Godley Fire Department
 - Grandview Fire Department
 - Joshua Fire Department
 - Keene Fire Department
 - Liberty Chapel Fire Department
 - Rendon Fire Department
 - Rio Vista Fire Department
 - Venus Fire Department

5. Change Management

Any request for a change from the Project Scope defined above shall follow the Change Management process as outlined in the Johnson County Statement of Work.

6. Billing Milestones

Milestone Billing Table is in reference to the Vertosoft, LLC Master Services Agreement that was signed and dated by Johnson County, SOMA Global, and Vertosoft on April 24th, 2023.

SOMA Milestone Billing	Invoice Amount of Onboarding
Milestone 1 – Project Kickoff and Begin Discovery	30% - \$266,482.50
M1 Project Kickoff and Discovery Audits of Agencies	
Milestone 2 - Platform Readiness	20% - \$177,655
M2 Sign off on Phase 1 Completion of Project Plan and Project Scope Complete	
Milestone 3 - Build, Configure & Testing <i>Solutions Configuration, Testing & Soft Launch</i>	25% - \$222,068.75
2.6 Signoff for Soft Launch Acceptance	
Milestone 4 - Delivery, Training & Go-Live <i>Documentation, User Training, Project Completion</i>	25% - \$222,068.75
3.5 Confirm Go-Live with all contracted service areas	

7. Acceptance

Completion of the Project Plan & Project Scope affirms the fulfillment of Billing Milestone 2 referenced in section 6.

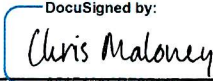
Johnson County



Vertosoft, LLC



Soma Global

DocuSigned by:


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Date

12-11-23

Date

12/04/2023

Date

12/5/2023