

Navarro Juvenile Probation Department
PVE (R88.2) Upgrade
Quote for Professional Service



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NAVARRO COUNTY
AUDITOR'S OFFICE

Scope / Project Description

CASO is providing this estimate for professional services to upgrade the current PaperVision Enterprise (PVE V79.2) solution to version R88.2 on new client-provided hardware. CASO will utilize its industry experience during the installation and configuration of the PVE product and its features. The customer, **Navarro County Juvenile Probation** should actively review with CASO any possible options in PVE which will require reconfiguration from the current legacy Client installation. The deployment of the solution will take place during normal business hours and installation and configuration will be done through remote supervised access. The client's repository will be migrated to a new storage location with the migration being completed by CASO and Navarro IT before the upgrade takes place. CASO will manage the migration of active projects leaving inactive projects behind. If there are multiple entities, CASO will split them, and the licensing will be based on the client's recommendations. During CASO's technical Discovery session, the legacy SQL server had other databases which seem to be for other application within the Juvenile probation department and Navarro IT will determine if they need to be moved or be decommissioned during CASO's upgrade Installation.

This Statement of Work (SOW) documents the in-scope deliverables for this project and will be reviewed and signed by both parties before any work will commence. Any scope change outside these deliverables is considered out of scope for this agreement. The client will provide all new infrastructure (Server, SQL database, new credentials) in advance of CASO performing this upgrade and migration (Please ask CASO for details on new credentials). CASO has recommended a side-by-side upgrade for the lowest risk to the overall project. The client must decommission old PVE servers a short time after this project goes live, Digitech requires the old license to be decommissioned as quickly as possible.

Professional Service Deliverables:

- Requirements gathering and business analysis through Technical Discovery Session (Complete)
- CASO will complete PVE install based on client and CASO recommendations
 - o Navarro IT to provide new A/D Admin credentials for New PVE
 - o Migrate 2 licenses with 2 users each – 4 Total
- Client is updating the PVE – Dual Server Configuration
 - o CASO to provide guidance on new PVE credentials to avoid impacting legacy PVE
 - o The client has dual servers, one each for PVE and SQL
 - o SQL 2022 DB server and MS 2022 App servers will be provided (highest version possible)
 - o CASO will stage PVE software to the new App & SQL Servers
 - o CASO will verify new SQL and App server have space for all PVE components
- CASO to provide link to new PaperVision R88.2 for staging
 - o Migrate image repository for PVE to New server – 64.4 Gig
 - o Create and configure new SQL DB with new credentials for PVE – DB Name = PVE
 - o Migrate SQL database to new server – TCP/IP Port 1433 used
 - DB size 142 MB
 - o Build PVE website on new server supported by IIS with Dot.Net => 4.7
 - o Configure Digitech services to utilize Navarro domain service account will full privileges
 - o Deploy the proposed solution and configuration including Functional Testing

- Configure software with Clients legacy configuration
- Recommend changes to security profiles if deemed necessary
- Provide User training – (Train the Trainer)
- CASO to provide a full SOW for the PaperVision R88.2 upgrade for Navarro's approval

Description of Deliverables

To accomplish the above objectives, the following tasks will be addressed:

1. Solution Requirements

- a. Perform an environment review and detailed discovery of the current environment. (Completed)
- b. Record current architecture, configuration and modules to be recreated in the upgrade.
- c. Provide technical specifications for the project's software and hardware components (On request).
- d. Request Software Drop Point for staging new R88.2 Software

2. Solution Design

- a. PaperVision Enterprise:
 - i. Provide Infrastructure buildout specifications (Server Specs on Request)
 1. Server version required – O/S 2022 or higher - R88.2
 2. PaperVision Single Workstation - Windows 11 PC – (IF required)
 3. Verify new server & DB infrastructure readiness before install
 4. Local disk and remote disk identification/mapping to be completed
 - ii. Review data sources connected to the application
 1. Number of projects – Active only
 2. Entities – 1 as per client statements
 3. The overall size of the Image repository - =/< 64.4 G-Bytes
 4. Determine if Storage is accessible and functioning and sized correctly
 - iii. Move install files and update license into client build environment

3. Build and Installation

- a. PaperVision Enterprise:
 - i. Backup and critical data or files inclosing SQL DB as necessary
 - ii. Migration of image repository – Robocopy and verify till complete
 - iii. Installation of the PVE modules on the client's server/workstation with default features
 - iv. Restore and reconfigure the PVE environment, DB, and associated project and data groups
 - v. Validate new SQL credentials for the PVE database are active and in place
 - vi. Review and update image paths for PVE data groups
 - vii. Review all configuration setting are in place on new App server
 - viii. CASO will Unit Test the basic functionality of the system once installation and configurations are complete.
 - ix. Hand off the new PVE system to Navarro IT and Business for User Acceptance Testing (UAT)

4. Client Managed UAT

- a. Navarro will direct and execute User Acceptance Testing (UAT)
- b. Navarro will report back to CASO if anomalies have been found
- c. CASO will address all anomalies before cut-over to production

5. Knowledge Transfer

- a. CASO Account Manager will provide client communications, project oversight & escalation
- b. CASO will provide End User and Admin Guides (On Request) direct from developers help screens
- c. CASO will provide Admin training on available administrative features (Optional)
- d. CASO will provide End User training to a single Client Tester (train the trainer)

Terms and Conditions

Pricing, deliverables, and project timelines are not final and are subject to change prior to the signing of this SOW. The client directed CASO on their desired outcome and the deliverables in this SOW. The Client grants CASO access and use of client data to complete this project.

CASO holds no right to said data and the client remains responsible for its data throughout the project timeline. The client agrees to complete the UAT testing in one week or less. Delays in UAT will impact the timeline and final cost of this upgrade. All related IT Systems, Infrastructure, and Intra-networking responsibility remains with the client

Timeline

The Project is expected to run for approximately 2 weeks, depending on systems resources, client availability, and completion of UAT in 1 week or less. **The price quoted in this SOW is good for 60 days from the date of email delivery.**

Professional Services

Professional Services Estimate	
- Professional Service Hours for PVE upgrade from R79.2 to R88.2, SQL 2008 to 2022 +/-, Installation, Configuration and Existing Project Migration	\$5,775.00
- User & Admin Training Session	\$750.00
- Total	\$6,525.00

Accepted By

CASO Inc.

Navarro County Juvenile Probation (client)

By:		By:	<i>[Signature]</i>
Printed:	Cameron Granato	Printed:	H. M. DAVENPORT, Jr.
Title:		Title:	NAVARRO County Judge
Date:	Business Development Executive	Date:	10-28-24

Cameron Granato (BDE)
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