

STATE OF MICHIGAN
 DEPARTMENT OF MANAGEMENT AND BUDGET
 PURCHASING OPERATIONS
 P.O. BOX 30026, LANSING, MI 48909
 OR
 530 W. ALLEGAN, LANSING, MI 48933

September 18, 2007

CHANGE NOTICE NO. 12
TO
CONTRACT NO. 071B0000768
between
THE STATE OF MICHIGAN
and

NAME & ADDRESS OF VENDOR		TELEPHONE: (513) 489-6521 ext 178 Christina Jackson
First Data Government Solutions 11311 Cornell Park Drive, Suite 300 Cincinnati, OH 45242 christina.jackson@fdgs.com		VENDOR NUMBER/MAIL CODE
		BUYER/CA (517) 335-0462 Joann Klasko
Contract Compliance Inspector: Virginia Hambric Integrated Voice Response System (IVR) – Family Independent Agency Child Support Enforcement System (CSES)		
CONTRACT PERIOD: From: August 2, 2000 To: September 30, 2008		
TERMS	N/A	SHIPMENT N/A
F.O.B.	N/A	SHIPPED FROM N/A
MINIMUM DELIVERY REQUIREMENTS N/A		

NATURE OF CHANGE (S):

Effective immediately, this contract is hereby EXTENDED to September 30, 2008 and is INCREASED by \$750,000.00. All other values, terms and conditions remain the same.

AUTHORITY/REASON:

Per vendor letter dated September 6, 2007, agency agreement, DMB Purchasing Operations approval and Ad Board approval.

TOTAL REVISED CONTRACT VALUE: \$7,514,232.00

Form No. DMB 234 (Rev. 1/96)
 AUTHORITY: Act 431 of 1984
 COMPLETION: Required
 PENALTY: Contract will not be executed unless form is filed

**STATE OF MICHIGAN
 DEPARTMENT OF MANAGEMENT AND BUDGET
 PURCHASING OPERATIONS
 P.O. BOX 30026, LANSING, MI 48909
 OR
 530 W. ALLEGAN, LANSING, MI 48933**

December 29, 2006

**CHANGE NOTICE NO. 11
 TO
 CONTRACT NO. 071B0000768
 between
 THE STATE OF MICHIGAN
 and**

NAME & ADDRESS OF VENDOR First Data Government Solutions 11311 Cornell Park Drive, Suite 300 Cincinnati, OH 45242		TELEPHONE: (513) 489-6521 ext 178 Christina Jackson
		VENDOR NUMBER/MAIL CODE
		BUYER/CA (517) 335-0462 Joann Klasko
christina.jackson@fdgs.com		
Contract Compliance Inspector: Virginia Hambric Integrated Voice Response System (IVR) – Family Independent Agency Child Support Enforcement System (CSES)		
CONTRACT PERIOD:		From: August 2, 2000 To: September 30, 2007
TERMS	N/A	SHIPMENT N/A
F.O.B.	N/A	SHIPPED FROM N/A
MINIMUM DELIVERY REQUIREMENTS N/A		

NATURE OF CHANGE (S):

**Effective immediately, this contract is hereby EXTENDED to September 30, 2007.
 All other values, terms and conditions remain the same.**

AUTHORITY/REASON:

**Per vendor letter dated December 12, 2006, agency agreement and DMB
 Purchasing Operations approval.**

TOTAL ESTIMATED CONTRACT VALUE REMAINS: \$6,764,232.00

Form No. DMB 234 (Rev. 1/96)
 AUTHORITY: Act 431 of 1984
 COMPLETION: Required
 PENALTY: Contract will not be executed unless form is filed

**STATE OF MICHIGAN
 DEPARTMENT OF MANAGEMENT AND BUDGET
 PURCHASING OPERATIONS
 P.O. BOX 30026, LANSING, MI 48909
 OR
 530 W. ALLEGAN, LANSING, MI 48933**

September 26, 2006

**CHANGE NOTICE NO. 10
 TO
 CONTRACT NO. 071B0000768
 between
 THE STATE OF MICHIGAN
 and**

NAME & ADDRESS OF VENDOR First Data Government Solutions 11311 Cornell Park Drive, Suite 300 Cincinnati, OH 45242		TELEPHONE: (513) 489-9599 ext 178 Donald J. Ruberg, Jr.
		VENDOR NUMBER/MAIL CODE
		BUYER/CA (517) 335-0462 Joann Klasko
druberg@fdgs.com		
Contract Compliance Inspector: Virginia Hambric Integrated Voice Response System (IVR) – Family Independent Agency Child Support Enforcement System (CSES)		
CONTRACT PERIOD:		From: August 2, 2000 To: March, 31, 2007
TERMS	N/A	SHIPMENT
F.O.B.	N/A	SHIPPED FROM
MINIMUM DELIVERY REQUIREMENTS		N/A

NATURE OF CHANGE (S):

**Effective immediately, this contract is hereby EXTENDED though March 31, 2007.
 All other values, terms and conditions remain the same.**

AUTHORITY/REASON:

Per DMB/DIT and vendor concurrence.

TOTAL ESTIMATED CONTRACT VALUE REMAINS: \$6,764,232.00

Form No. DMB 234 (Rev. 1/96)
 AUTHORITY: Act 431 of 1984
 COMPLETION: Required
 PENALTY: Contract will not be executed unless form is filed

**STATE OF MICHIGAN
 DEPARTMENT OF MANAGEMENT AND BUDGET
 ACQUISITION SERVICES
 P.O. BOX 30026, LANSING, MI 48909
 OR
 530 W. ALLEGAN, LANSING, MI 48933**

August 17, 2005

**CHANGE NOTICE NO. 9
 TO
 CONTRACT NO. 071B0000768
 between
 THE STATE OF MICHIGAN
 and**

NAME & ADDRESS OF VENDOR Govconnect Inc. 11311 Cornell Park Drive, Suite 300 Cincinnati, OH 45242	TELEPHONE: (800)747-1374 Donald J. Ruberg, Jr.
	VENDOR NUMBER/MAIL CODE
	BUYER/CA (517) 335-0462 Joann Klasko
Contract Compliance Inspector: Virginia Hambric Integrated Voice Response System (IVR) – Family Independent Agency Child Support Enforcement System (CSES)	
CONTRACT PERIOD: From: August 2, 2000 To: October 1, 2006	
TERMS <p style="text-align: center;">N/A</p>	SHIPMENT <p style="text-align: center;">N/A</p>
F.O.B. <p style="text-align: center;">N/A</p>	SHIPPED FROM <p style="text-align: center;">N/A</p>
MINIMUM DELIVERY REQUIREMENTS <p style="text-align: center;">N/A</p>	

NATURE OF CHANGE (S):

Effective immediately, this contract is hereby EXTENDED though October 1, 2006 and INCREASED by \$400,218.00. Also, the T1 monthly rates and Per Minute Pricing per month rates have been REDUCED and are immediately in effect, per the contractors proposal. All other values, terms and conditions remain the same.

AUTHORITY/REASON:

Per DMB/DIT and vendor concurrence.

INCREASE: \$400,218.00

TOTAL REVISED ESTIMATED CONTRACT VALUE: \$6,764,232.00



First Data Government Solutions



State of Michigan

Department of Information Technology

MICSES Interactive Voice Response Proposal

Original

First Data Government Solutions, LP

1311 Cornell Park Drive, Suite 300
Cincinnati, Ohio 45242

Phone: 513-489-9599

Fax: 513-489-6521

April 15, 2005



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This proposal has been developed at the request of the Michigan Department of Information Technology (DIT) for Fiscal Year 2006 for the MICSES Interactive Voice Response (IVR) system that First Data Government Solutions operates.

Section 1 - Present IVR Projects

1.A Data Center Counties

First Data Government Solutions has been providing Interactive Voice Response support to 54 Michigan counties around the State through its data center in Cincinnati, OH. At the request of DIT and as a good-faith partner, First Data Government Solutions has re-evaluated its pricing model for the State with an eye toward price reductions.

The information below shows the pricing schedule currently in effect for FY 2005:

FY 2005 Pricing Model

T1 Pricing

8 T1's @ \$510 per T1 per month	\$4,080 per month
2 T1's @ \$510 per T1 per month (hot site back-up)	\$1,020 per month

Per Minute Pricing/mo.

From 1 to 100,000 minutes	8.5 cents/minute
From 100,001 to 250,000 minutes	7.7 cents/minute
From 250,001 to 500,000 minutes	6.9 cents/minute
From 500,001 to 1,000,000 minutes	6.6 cents/minute
From 1,000,001 and up	5.9 cents/minute

Our proposed model allowing for a pricing reduction is shown in the following table. This pricing reduction is contingent upon the State extending the present contract of First Data Government Solutions that currently runs through September 30, 2005 for one year to September 30, 2006.

FY 2006 Proposed Pricing Model

T1 Pricing

8 T1's @ \$475 per T1 per month	\$3,800 per month
2 T1's @ \$475 per T1 per month (hot site back-up)	\$ 950 per month

Per Minute Pricing/mo.

From 1 to 100,000 minutes	7.9 cents/minute
From 100,001 to 250,000 minutes	7.1 cents/minute

From 250,001 to 500,000 minutes	6.4 cents/minute
From 500,001 to 1,000,000 minutes	6.1 cents/minute
From 1,000,001 and up	5.9 cents/minute

This pricing model represents a 7% reduction to the State. Based on current usage, First Data Government Solutions estimates that the State will spend about \$450,000 to \$500,000 for this part of the project. Please note that the only level that did not change was the 1,000,001 and up level. The price of 5.9 cents per minute is our lowest threshold and therefore, cannot be reduced. However, the State has never come near this mark in any given month so it is really a moot point. Also, when this pricing model is approved by the State, First Data Government Solutions is willing to implement it upon contract execution as opposed to waiting until October 1, 2005.

As of September 30, 2003, one of the added features of the First Data Government Solutions IVR platform is the ability of the caller to transfer to the SDU from their county-based IVR or from the Data Center counties operating within the First Data Government Solutions Data Center in Cincinnati, Ohio. Since this is a very small percentage of the total calls, the 8 cent charge currently being used for each transferred call will stay as is and is included in the annual cost estimate shown in the previous paragraph.

1.B Maintenance on Premise-Based Counties

There are 27 premise-based systems that are serving 29 counties across the state. The maintenance support pricing at the Gold level (24 hour coverage, Monday through Friday) is as follows:

Type of System	Gold Support	FY 2006 Cost
16 Port IVR System (15)	\$ 5,261 ea.	\$78,915

32 Port IVR System (10)	\$ 6,774 ea.	\$67,740
48 Port IVR System (1)	\$ 9,969 ea.	\$ 9,969
144 Port IVR System (1)	\$21,580 ea.*	\$21,580
Support Specialist App.	\$3,308	\$3,308
Total		\$181,512

* This is Platinum level pricing (24 x 7 support) for Wayne County which is the level Wayne County has for FY 2005.

Because of the age of the servers in the counties, First Data Government Solutions is not in a position to reduce this amount for maintenance support. Under normal circumstances, we would typically be forced to raise our pricing due to the age of the servers, but, as a show of good faith, we have elected to simply keep it at its current 2005 fiscal year level.

The counties served under this support program are as follows:

16 Port IVR Systems (15 Counties)

Allegan, Bay, Eaton, Grand Traverse, Ionia, Lenawee, Livingston, Midland, Montcalm, Newaygo, Ottawa, Saginaw, St. Clair, Van Buren, Washtenaw

32 Port IVR Systems (10 Counties)

Berrien, Calhoun, Genesee, Ingham, Jackson, Kalamazoo, Kent, Macomb, Monroe, Muskegon

48 Port IVR System (1 County)

Oakland

144 Port IVR System (1 County)

Wayne

1.C Contingency Funds

First Data Government Solutions is recommending that the State set aside \$100,000 in contingency funds for small change orders that invariably arise throughout the course of the fiscal year. Some or all of these funds may never be used, but it makes the process flow much more smoothly if contingency funds are available to do small change orders. Changes that could be implemented may include adding additional transfers and script changes due to changing business requirements.

It is difficult to estimate the cost of such changes because it largely depends on the complexity of the change and whether it is a county specific change or a change that must be incorporated for the entire 83 county system. First

Data Government Solutions would present a proposal to the State that will need State approval before First Data Government Solutions would move forward with any proposed change.

Section 2 – Pricing Summary

Below is a table that summarizes the pricing for this proposal:

Project	Description	Estimated FY 2006 Cost
1.A Child Support IVR	Using GovConnect Data Center	\$500,000
1.B Child Support IVR	Maintenance for Premise Based IVR	\$181,512
Subtotal		\$681,512
	Optional Services	

Department of Information Technology (DIT)

Fiscal 2006 MICSES Interactive Voice Response Proposal

April 15, 2005

1.C Child Support IVR	Contingency Funds	\$100,000
Total		\$781,512

Form No. DMB 234 (Rev. 1/96)
 AUTHORITY: Act 431 of 1984
 COMPLETION: Required
 PENALTY: Contract will not be executed unless form is filed

STATE OF MICHIGAN
 DEPARTMENT OF MANAGEMENT AND BUDGET
 ACQUISITION SERVICES
 P.O. BOX 30026, LANSING, MI 48909
 OR
 530 W. ALLEGAN, LANSING, MI 48933

October 18, 2004

CHANGE NOTICE NO. 8
TO
CONTRACT NO. 071B0000768
between
THE STATE OF MICHIGAN
and

NAME & ADDRESS OF VENDOR Govconnect Inc. 11311 Cornell Park Drive, Suite 300 Cincinnati, OH 45242 druberg@govconnect.com	TELEPHONE: (800)747-1374 Donald J. Ruberg, Jr.
	VENDOR NUMBER/MAIL CODE
	BUYER/CA (517) 335-0462 Christine Mitchell
Contract Compliance Inspector: Virginia Hambric Integrated Voice Response System (IVR) – Family Independent Agency Child Support Enforcement System (CSES)	
CONTRACT PERIOD: From: August 2, 2000 To: October 1, 2005	
TERMS <p style="text-align: center;">N/A</p>	SHIPMENT <p style="text-align: center;">N/A</p>
F.O.B. <p style="text-align: center;">N/A</p>	SHIPPED FROM <p style="text-align: center;">N/A</p>
MINIMUM DELIVERY REQUIREMENTS <p style="text-align: center;">N/A</p>	

NATURE OF CHANGE (S):

Effective immediately, this contract is hereby EXTENDED though October 1, 2005. All other values, pricing, terms and conditions remain the same.

AUTHORITY/REASON:

Per Agency contact (JoAnn Klasko) dated 10/18/04.

TOTAL ESTIMATED CONTRACT VALUE REMAINS: \$6,364,014.00

Form No. DMB 234 (Rev. 1/96)
 AUTHORITY: Act 431 of 1984
 COMPLETION: Required
 PENALTY: Contract will not be executed unless form is filed

STATE OF MICHIGAN
 DEPARTMENT OF MANAGEMENT AND BUDGET
 ACQUISITION SERVICES
 P.O. BOX 30026, LANSING, MI 48909
 OR
 530 W. ALLEGAN, LANSING, MI 48933

September 15, 2004

CHANGE NOTICE NO. 7
TO
CONTRACT NO. 071B0000768
between
THE STATE OF MICHIGAN
and

NAME & ADDRESS OF VENDOR Govconnect Inc. 11311 Cornell Park Drive, Suite 300 Cincinnati, OH 45242 druberg@govconnect.com	TELEPHONE: (800)747-1374 Donald J. Ruberg, Jr.
	VENDOR NUMBER/MAIL CODE
	BUYER (517) 335-0462 Christine Mitchell
Contract Administrator: Virginia Hambric Integrated Voice Response System (IVR) – Family Independent Agency Child Support Enforcement System (CSES)	
CONTRACT PERIOD: From: August 2, 2000 To: September 30, 2004	
TERMS <p style="text-align: center;">N/A</p>	SHIPMENT <p style="text-align: center;">N/A</p>
F.O.B. <p style="text-align: center;">N/A</p>	SHIPPED FROM <p style="text-align: center;">N/A</p>
MINIMUM DELIVERY REQUIREMENTS <p style="text-align: center;">N/A</p>	

NATURE OF CHANGE (S):

Effective immediately, the attached modifications are hereby incorporated into this contract with no additional modifications in pricing, terms or conditions.

Contract is also INCREASED by \$900,000.00

AUTHORITY/REASON:

Agency request, vendor agreement.

INCREASE: \$900,000.00



**DEPARTMENT OF INFORMATION TECHNOLOGY
IT SERVICES
STATEMENT OF WORK**

Requesting Department: FIA-Child Support System	<ul style="list-style-type: none"> • <i>Date</i> 6/22/2004
Requesting Department Project Manager: James Fricke	Phone 241-9637
DIT Contract Liaison: Joann M. Klasko	Phone 241-7233
CSES GovConnect Contract 071B0000768 Extension	

BACKGROUND:

The Michigan Family Independence Agency (FIA), through its Office of Child Support (OCS), is mandated by the federal government to maintain a statewide child support enforcement system. Reporting to the Department of Information Technology's Deputy Director, Agency Services is responsible for maintaining the Michigan Child Support Enforcement System (MiCSES). The users of the MiCSES system are the offices of the Friend of the Court, Office of Child Support central and field staff, county Prosecuting Attorney offices, and Attorney General staff. The MiCSES system was installed statewide in the 83 counties for the Friend of the Court (FOC), Office of Child Support (OCS) and Prosecuting Attorney (PA) workers as of September 30, 2003, and is certified by the federal Office of Child Support Enforcement. Child Support Systems also includes the contractually operated Michigan State Disbursement Unit (MiSDU) which is a federally mandated requirement for a single physical work unit responsible for the receipt and disbursement of all state child support payments.

The IVR System was implemented to assist the OCS and FOC offices throughout Michigan with their increasingly large number of phone calls from clients. The system handles more than a million calls each month, answering many routine inquiries for general, payment and legal information, releasing workers to concentrate on other child support enforcement tasks. GovConnect was selected to provide the IVR services because of their prior experience with individual county FOC IVR systems and their operation of the IVR system for the Michigan State Disbursement Unit with which MiCSES must integrate.

PROBLEM:

With the State now fully implemented on MiCSES, the task now turns to maintaining the existing system so that it meets the constantly changing State and Federal mandates for system requirements.

PROJECT OBJECTIVE:

- To ensure continued IVR connectivity and transfer capability to other child support agencies (OCS, MiSDU, FOC, PA).
- Reduction in overall telecom pricing for 54 Michigan counties supported by the GovConnect Data Center in Cincinnati.
- To ensure the ability for IVR callers to be able to transfer from a county based IVR to the IVR servers based in the GovConnect data center in Cincinnati. There will be an associated cost reduction for this functionality.
- Ongoing maintenance of the 27 premise based systems serving 29 Michigan counties.
- Contingency planning for ongoing system changes and enhancements in order to maintain compliance with State and Federal regulations as well as changing business requirements.

TASKS:

- Maintain County FOC IVR scripts
- Maintain OCS Support Specialist scripts
- Maintain equipment supporting the Data Center County IVR Systems (54).
- Maintenance of telephone lines and equipment necessary for the operation of 81 IVR Systems (54 Data Center and 27 Premise-based)

There are several optional additional projects related to this contract that would only be implemented at the State's discretion. These Projects are:

- Web-enable Case Specific Information
- Server replacement

DELIVERABLES:

Deliverables will not be considered complete until the Agency Project Manager has formally accepted them. Deliverables for this project include:

Scheduled and on-call maintenance of the Interactive Voice Response system.

Any additional project will require a detailed project plan and will not be started until there has been agency acceptance sign-off.

SKILL SET/EXPERIENCE REQUIRED:

Project Manager, Business Analyst, Technical Support Analyst

SCHEDULE OF WORK:

(Starting date and completion date of work and work schedule, if applicable)

10/1/2004 – 9/30/2005

PROJECT CONTROL AND REPORTS:

Monthly Status Reports will be required for all optional projects. Monthly statistical reports must be generated for the IVR usage including total call volumes, length of calls and abandoned call rates.

SPECIFIC DEPARTMENT STANDARDS:

Agency standards if any, in addition to DIT standards

- Network/Infrastructure Standards (Voice Servers)
- DIT Web Development Standards
- CSS IVR Script and Report Standards

PAYMENT SCHEDULE:

Payment will be made on a monthly basis. All invoices should reflect actual work completed by payment date; actual costs incurred and must be approved by Agency Project Manager prior to payment.

Effective with this contract extension, pricing for GovConnect Data Center support of telecom functions has been reduced. Per minute pricing has been reduced from FY04 due to the volume of calls placed to the GovConnect Data Center. The State will conduct a cost/benefit analysis to determine if there are additional cost savings in serving more premise based counties through the GovConnect Data Center.

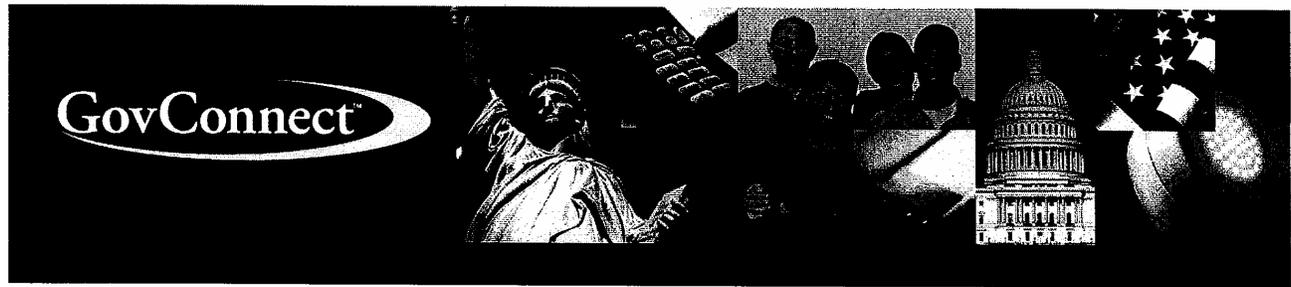
Travel, cell phones, pagers, office space, computers and peripheral equipment are not reimbursable or provided to contractor's staff under this agreement.

PROJECT CONTACTS:

The designated Agency Project Manager is:

Virginia Hambric
Michigan Department of Information Technology
MiCSES Project
1000 Long Boulevard, Suite 20
Lansing, MI 48913
Phone: 517-241-9617

Fax: 517-241-9607 Email: Hambriev@michigan.gov <u>The DIT contract administrator for this project is:</u> Joann Klasko Michigan Department of Information Technology Contracts and Procurement Services Grand Tower Building, 9th Floor 235 S. Grand Avenue, Suite 914 Lansing, MI 48909 Phone: 517.241.7233 Fax: 517.335.3720 Email: Klaskoj@michigan.gov		
AGENCY RESPONSIBILITIES/ASSUMPTIONS: The State will maintain and provide network access to the Oracle database for IVR purposes.		
<u>RIGHT TO OWNERSHIP:</u> All data, materials, documentation and other things developed by the contractor for this project shall belong exclusively to the State. This includes, but is not limited to, source code <i>and documentation</i> . The State shall also own and retain intellectual property rights covering technology developed as part of the services described herein.		
TO BE COMPLETED BY CONTRACTOR (WRITTEN RESPONSE REQUIRED WITHIN 14 BUSINESS DAYS FROM RECEIPT OF AGENCY WORK STATEMENT)		
Response Attached	Response Denied	Date:
Reason for Denying:		
Signature of Contractor:		



State of Michigan
Department of Information Technology
Fiscal 2005 Project Proposals

June 10, 2004

Original

GOVCONNECT, INC
11311 CORNELL PARK DRIVE
SUITE 300
CINCINNATI, OHIO 45242

POWERFUL CONNECTION

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Introduction

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Department of Information Technology (DIT)

Fiscal 2005 Project Proposals

June 10, 2004

This proposal has been developed to help the Michigan Department of Information Technology plan for Fiscal Year 2005 funding for the various projects GovConnect is operating. This proposal has been divided into 2 main sections: Section 1 discusses the known funding needs the State will have, and Section 2 addresses potential additional projects the State may wish to consider and undertake.

Section 1 - Present Projects

1.A Data Center Counties

GovConnect has been providing Interactive Voice Response support to 54 Michigan counties around the State through its data center in Cincinnati, OH. Continued growth in our Data Center operation has allowed GovConnect to gain better pricing from our vendors which has allowed us to reduce our pricing to the State:

The information below shows the estimated costs for FY 2004 and our proposed pricing schedule for FY 2005:

Current Pricing Model (2004)

T1 Pricing

8 T1's @ \$540 per T1 per month	\$4,320 per month
2 T1's @ \$540 per T1 per month (hot site back-up)	\$1,080 per month

Per Minute Pricing/mo.

From 1 to 100,000 minutes	9.1 cents/minute
From 100,001 to 250,000 minutes	8.3 cents/minute
From 250,001 to 500,000 minutes	7.4 cents/minute
From 500,001 to 1,000,000 minutes	6.7 cents/minute
From 1,000,001 and up	5.9 cents/minute

Based on this pricing model and our knowledge of the monthly volumes over the past few years, it is estimated that the State will spend approximately \$450,000 in FY 2004.

FY 2005 Proposed Pricing Model

T1 Pricing

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Department of Information Technology (DIT)

Fiscal 2005 Project Proposals

June 10, 2004

8 T1's @ \$510 per T1 per month \$4,080 per month
 2 T1's @ \$510 per T1 per month (hot site back-up) \$1,020 per month

Per Minute Pricing/mo.

From 1 to 100,000 minutes 8.5 cents/minute
 From 100,001 to 250,000 minutes 7.7 cents/minute
 From 250,001 to 500,000 minutes 6.9 cents/minute
 From 500,001 to 1,000,000 minutes 6.6 cents/minute
 From 1,000,001 and up 5.9 cents/minute

If the State experiences the same volumes that have been estimated for FY 2004, then it is estimated that the State will incur costs of about \$425,000 under the FY 2005 proposed pricing model.

As of September 30, 2003, one of the added features of the GovConnect IVR platform is the ability of the caller to transfer to the SDU from their county based IVR or from the Data Center counties operating within the GovConnect Data Center in Cincinnati, Ohio. The cost estimate shown above accounts for these transfer costs, including an 8 cent charge for each transferred call.

1.B Maintenance on Premise Based Counties

There are 27 premise based systems that are serving 29 counties across the state. The maintenance support pricing at the Gold level is as follows:

Type of County	Gold Support	FY 2005 Cost
16 Port Counties(15)	\$ 5,261 ea.	\$78,915
32 Port Counties(10)	\$ 6,774 ea.	\$67,740
48 Port County(1)	\$ 9,969 ea.	\$ 9,969
144 Port County(1)	\$21,580 ea.*	\$21,580
Support Specialist App.	\$3,308	\$3,308
Total		\$181,512

* This is Platinum level pricing (24 x 7) for Wayne County which is the level Wayne County has for FY 2004.

Maintenance for the Support Specialist Application has also been added here so that its renewal date falls on October 1 of every year. This is 7/12's of the annual maintenance for this application.

16 Port Counties (15 Counties)

Allegan, Bay, Eaton, Grand Traverse, Ionia, Lenawee, Livingston, Midland, Montcalm, Newaygo, Ottawa, Saginaw, St. Clair, Van Buren, Washtenaw

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Department of Information Technology (DIT)

Fiscal 2005 Project Proposals

June 10, 2004

32 Port Counties (10 Counties)

Berrien, Calhoun, Genesee, Ingham, Jackson, Kalamazoo, Kent, Macomb, Monroe, Muskegon

48 Port Counties (1 County)

Oakland

144 Port Counties (1 County)

Wayne

1.C Contingency Funds

GovConnect is recommending that the State set aside \$200,000 in contingency funds for small change orders that invariably arise throughout the course of the fiscal year. Some or all of these funds may never be used, but it makes the process flow much more smoothly if contingency funds are available to do small change orders. Changes that would be implemented may include adding additional transfers and script changes due to changing business requirements.

It is difficult to estimate the cost of such changes because it largely depends on the complexity of the change and whether it is a county specific change or a change that must be incorporated for the entire 83 county system. GovConnect would present a proposal to the State that will need State approval before GovConnect would move forward with any proposed change.

Section 2 – Potential Additional Projects

2.A Web-Enable Case Specific Information

GovConnect is proposing to web-enable the case specific information that can also be accessed from the current IVR script. We would anticipate this web site operating as follows:

- There will be a home page with an SSN/password entry box. This will utilize the same SSN/password as the IVR.

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Department of Information Technology (DIT)

Fiscal 2005 Project Proposals

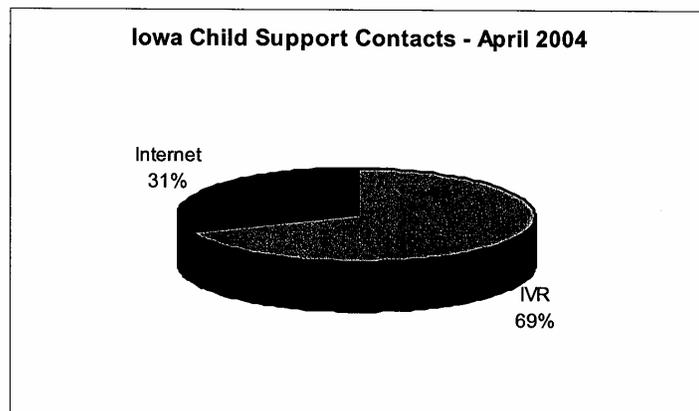
June 10, 2004

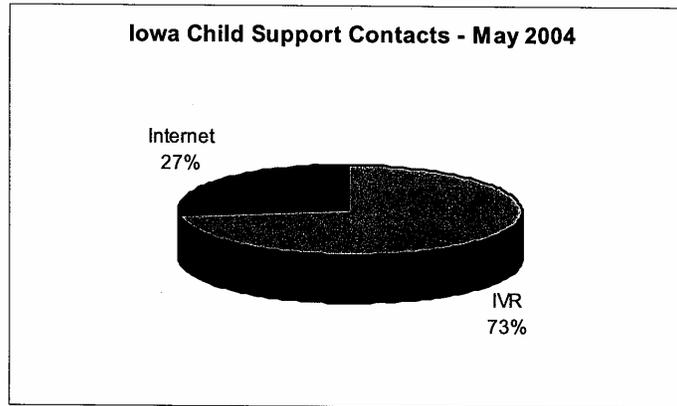
- Both SSN and PIN will be entered on this screen.
- The next screen will present the case numbers for existing cases, up to 8
- After case selection, a person can request
 - Up to the last three payments and current balance
 - Information on lost or stolen checks (displays a page with the static information on county addresses and fax numbers; State to provide this page)
 - Enforcement information for Show Cause Hearing information, Bench Warrant information and Income Withholding Order information
- No general information branch or county specific information will be displayed
- No new DB calls will be written. The current IVR Oracle database will be utilized for the case specific data and also the web stats
- The site will follow the same business rules as the IVR system
- A "back door" will be created for the state to reset PINs
- This effort would be completed within 90 days after State sign-off.

GovConnect has developed and implemented a similar system for the Iowa Child Support program. The system currently provides the ability for the public to access case information via the IVR or internet. Analysis of the current usage shows that approximately 70% of the contacts are via the IVR, and approximately 30% are via the internet. The following charts provide summary-level information on the breakdown of the usage for April and May 2004. Additional details are available if needed.

Iowa Child Support IVR/Web Usage Summary (April - May 2004)

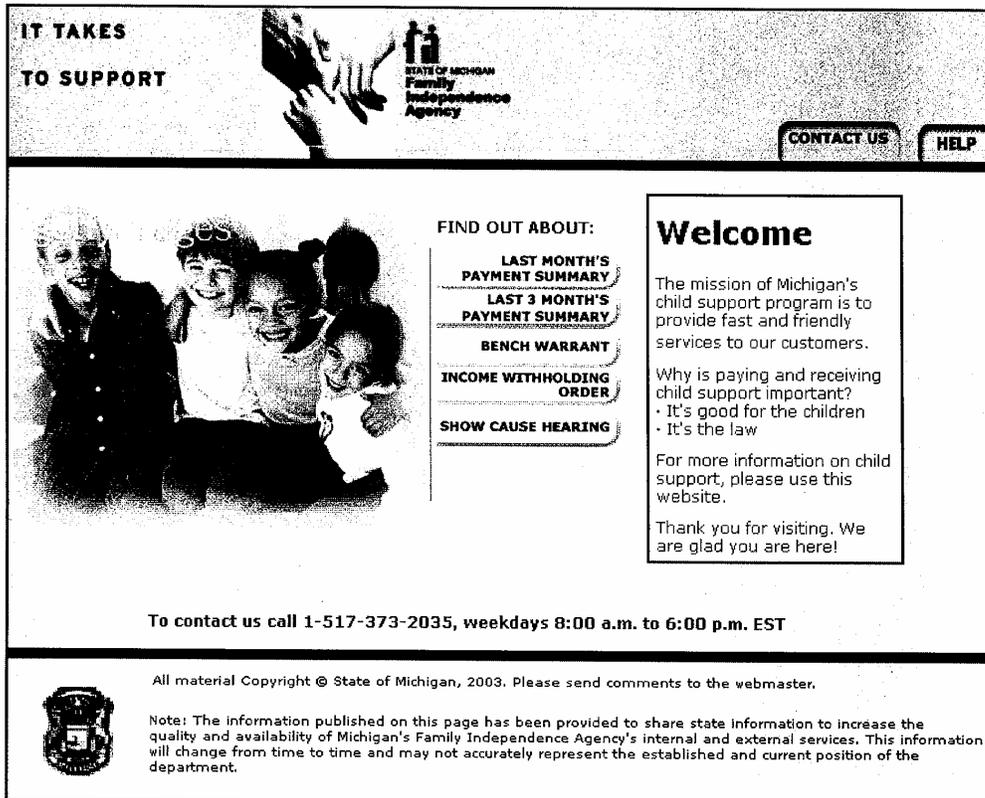
Event	Apr-04	May-04
IVR Main Menu Calls	239,589	236,346
Web Welcome Page	109,161	87,436
Web Enter SSN/Case Number	95,656	76,316





Web Screen Examples

Welcome Screen:



The image shown must be purchased. The purchased image will not have the "Getty Images" logo on it.

Department of Information Technology (DIT)

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June 10, 2004

Enter the SSN:

IT TAKES TO SUPPORT

STATE OF MICHIGAN
Family Independence Agency

CONTACT US **HELP**

Enter Social Security Number Main Menu | Select a Category Below...

To access payment information or to make a payment, your social security number and case number are required.

Please enter your social security number below, then press CONTINUE. If you do not know your case number, you may contact our customer service center at 1-XXX-XXX-XXXX weekdays 8:00 a.m. to 6:00 p.m. EST.

Social Security Number:

CONTINUE

Please Note: It may take several minutes for the payment information to appear.

BACK TO HOME

Dropdown menu on all pages:

- Select a Category Below...
- Back to Home
- Last Month's Payment Summary
- Last 3 Months Payment Summary
- Bench Warrant
- Income Withholding Order
- Show Cause Hearing
- Contact Us
- Help
- Logoff

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Enter PIN:

The screenshot shows a web application interface. At the top, there is a banner with the text "IT TAKES TO SUPPORT" and a logo for the "STATE OF MICHIGAN Family Independence Agency". To the right of the banner are two buttons: "CONTACT US" and "HELP". Below the banner is a section titled "PIN Information" with a "Main Menu" dropdown menu set to "Select a Category Below...". The main content area contains the following text: "A personal identification number (PIN) is required to view further information about whether payments were sent to you or kept by Michigan or another state." and "You currently do not have a PIN." Below this text is a large rectangular box containing two columns of input fields. The left column is titled "To view further information:" and contains an "Enter PIN:" label followed by a text input field. Below this is a "CONTINUE" button. The right column is titled "You may change your PIN:" and contains an "Enter OLD PIN:" label followed by a text input field, with the instruction "(Must be 4 digits, numeric only)" below it. Below the "Enter OLD PIN:" field are two more text input fields labeled "Enter NEW PIN:" and "Verify NEW PIN:". Below these fields is a "CHANGE PIN" button. At the bottom center of the page is a "BACK TO HOME" button.

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Payment Record Example:

IT TAKES TO SUPPORT

STATE OF MICHIGAN
Family Employment Agency

CONTACT US HELP

Payment Record

Main Menu | Select a Category Below... ▾

All payments are sent to payees within two working days of the payment processed date. The date you receive the payment will depend on mail delivery. Allow 3-4 working days from the payment processed date for direct deposits.

Case Number: 200112345DM

To print from your browser menu, select File, then Print.

Payment Processed Date	Payment Amount
XX/XX/XX	\$ XXXXXXXX.XX
XX/XX/XX	\$ XXXXXXXX.XX
XX/XX/XX	\$ XXXXXXXX.XX

If you have questions, contact customer service at 1-XXX-XXX-XXXX weekdays 8:00 a.m. to 6:00 p.m. EST.

Department of Information Technology (DIT)

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Web Pricing Summary

The pricing summary for Task 2A is shown in the table below.

Position	Number of Hours	Rate	Total Cost
Project Manager	120	\$150	\$18,000
Technical Support/ Web Designer	200	\$100	\$20,000
Sr. Developer	100	\$100	\$10,000
Developer	160	\$80	\$12,800
QA Testing	24	\$75	\$1,800
HW/SW Staging	60	\$75	\$4,500
Training	0	\$75	\$0
Phrase Recording			\$0
HW/SW (2 Web Servers)			\$22,715
Travel			\$2,350
Totals	664		\$92,165

Since the State is planning on hosting this web site, the annual maintenance fee is as follows:

Standard Support: Monday through Friday (8:00 AM – 8:00 PM)	\$13,945 per year
Gold Support: Monday through Friday (24 hours/5 days)	\$16,734 per year
Platinum Support: 24 hours/7 days *	\$19,523 per year

*Platinum support includes Web-beat, which is an hourly monitoring of your Web application.

2.B Project Management Support

GovConnect is proposing an option to provide additional project management support for the on-going activities of the MiCSES IVR system. Following completion of the IVR rollout project and system certification, the need has arisen to potentially perform project management activities which are outside the scope of the current maintenance agreement. This includes the following:

- Provide a dedicated project manager with a minimum once-monthly onsite presence
- Participate on status calls, such as the Ticket Assessment Group (TAG), and any other calls as indicated. Attend some of these meetings onsite.
- Provide basic consulting services, including research for Hotline Tickets and other system enhancement requests. Perform analysis of incidents and conduct detailed requirements gathering.
- Assist in integration testing, for example, testing IVR application against the new 9i Database
- Publish meeting minutes based on GovConnect action items
- Provide weekly status reports

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- The GovConnect Client Services help desk will continue to be the first contact point for all issues
- All issues will be logged and tracked in GovConnect's trouble ticket software, SupportMagic

2.C IVR Infrastructure Support

GovConnect is including an option to provide IVR infrastructure support services for the MICSES Interactive Voice Response (IVR) systems. This task includes performing the IVR support role the State currently provides through its PCO contract. It involves acting as the first point of contact for resolution of IVR technical infrastructure problems.

As explained in the PCO RFP, this task would include the following:

- Problem resolution, including the ability to completely install and/or troubleshoot an IVR server with minimal or no additional resource support
- Manage the 83 county IVR custom scripts and transfer options
- Ensure IVR connectivity to a wide variety of telecommunication systems and networks
- Coordinate the activities of other GovConnect staff, County Friends of the Court, County Information Technology officers, County telecommunication specialists, telecommunications system engineers, private sector telecommunication service providers, the MiSDU Call Center, and a variety of MICSES and DIT personnel
- Participate in status meetings, such as the Ticket Assessment Group (TAG), and any other meetings as required
- Provide basic consulting services, including researching Hotline Tickets and general analysis of incidents, detailed requirements gathering that pertain to the IVR as well as recommendations upon request to upgrade the architecture to improve performance, address new requirements or incorporate new technology
- Provide weekly status reports and incident reporting
- Provide inputs to the PCO Schedule Control processes as requested

Because of our depth of experience with the IVR system and its infrastructure, GovConnect could provide the technical services needed with a team that supports 24 x 7 coverage. If possible, we would propose using the project's current IVR infrastructure support staff member to provide dedicated support during business hours, backed up by the GovConnect client services team after hours and when additional support is needed. If the project's current IVR infrastructure support staff member could not be used to perform the role, GovConnect would assign another full time staff member to the position. We have many staff with the required skills. In addition, we also have other staff in the Lansing area that would support the effort as needed, including a technical team member that is currently undergoing training on the GovConnect AccessNet IVR system.

2.D Server Replacement

The original Interactive Voice Response deployment began in 2000. Therefore, some of the original servers installed are 4 years old and will be over 5 years old when this contract is completed (9/30/05), as the table below shows.

INSTALLATION DATE	COUNTIES
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JANUARY, 2000	ALLEGAN
MAY, 2000	MACOMB
JUNE, 2000	CALHOUN, IONIA, KALAMAZOO, MONTCALM, OTTAWA, VAN BUREN
JULY, 2000	BAY, EATON, KENT, LENAWEE, MIDLAND, MONROE, NEWAYGO, WASHTENAW
AUGUST, 2000	JACKSON, LIVINGSTON, MUSKEGON, SAGINAW
MAY, 2001	GRAND TRAVERSE
JULY, 2001	BERRIEN, INGHAM, ST. CLAIR
AUGUST, 2001	GENESEE
SEPTEMBER, 2001	OAKLAND
MARCH, 2002	WAYNE

Therefore, it is possible that counties may want/need to replace these servers some time during Fiscal Year 2005. GovConnect can replace these servers should the counties desire to do so. GovConnect would provide the following as part of our service:

- A new Dell server
- New telephony cards
- Necessary software
- All staging and testing of the servers

IF AND WHEN A COUNTY WANTED TO REPLACE ITS PRESENT SERVER, GOVCONNECT WOULD DO AN ANALYSIS OF THE CALL VOLUMES TO DETERMINE THE APPROPRIATE SERVER REPLACEMENT FOR THAT SPECIFIC COUNTY. THE PRICING FOR EACH REPLACEMENT SERVER IS AS FOLLOWS:

SERVER TYPE	PRICING
12 PORT	\$24,960
24 PORT	\$27,265

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36 PORT	\$29,440
----------------	-----------------

These servers are for direct replacement of Tower systems, and include keyboard, mouse, monitors, etc. A replacement for a Rack server would not include this peripheral equipment.

All servers would be staged and tested at GovConnect's site in Cincinnati and then shipped to the county for installation. Should the County require on-site GovConnect services for installation, there would be an additional charge of \$2,500 per county. GovConnect's Client Services organization would be available to each County via telephone to assist with installation of the new server.

Regarding support of these servers, any new server would fall under Dell's warranty which has a 4 hour response time commitment. Also, as part of the Dell warranty plan, these servers have a 3 year warranty which is included at no additional charge to the pricing shown. All other aspects of the server would be supported by GovConnect's Client Services organization as it has in the past.

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Section 3 – Pricing Summary

Below is a table that summarizes the pricing for this proposal:

Project	Description	Estimated FY 2005 Cost
1.A Child Support IVR	Using GovConnect Data Center	\$425,000
1.B Child Support IVR	Maintenance for Premise Based IVR	\$181,512
Subtotal		\$606,512
	Optional Services	
1.C Child Support IVR	Contingency Funds	\$200,000
2.A Web Enable IVR Script	Providing Information on the Web	\$ 92,165*
2.B Project Mgmt. Support	Add'l GovConnect Support	\$ 30,000
2.C Infrastructure Support	Current PCO Task	\$200,000**
2.D Server Replacement	Replace Older Servers in Counties	\$500,000
Subtotal		\$1,022,165
Total		\$1,628,677

Note:

* For the Project entitled "Web Enable IVR Script" (Implementing the Web), the State must decide what level of maintenance support it wishes to receive from GovConnect. Those amounts are defined in the proposal and must be added into the total amount of funds requested.

** Any travel expenses to counties is not included in this amount.

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PROJECT APPROVAL

The signature below authorizes GovConnect to proceed with this project as described in this proposal. It also signifies agreement with all terms and pricing described herein.

State: Michigan

Agency: Family Independence Agency
Department of Information Technology

Name: _____

Title: _____

Signature: _____

Date: _____

GovConnect

Name: Jeffrey A. Ficke

Title: Senior Vice President

Signature: _____

Date: June 10, 2004

Form No. DMB 234 (Rev. 1/96)
 AUTHORITY: Act 431 of 1984
 COMPLETION: Required
 PENALTY: Contract will not be executed unless form is filed

STATE OF MICHIGAN
 DEPARTMENT OF MANAGEMENT AND BUDGET
 ACQUISITION SERVICES
 P.O. BOX 30026, LANSING, MI 48909
 OR
 530 W. ALLEGAN, LANSING, MI 48933

September 16, 2003

CHANGE NOTICE NO. 6
TO
CONTRACT NO. 071B0000768
between
THE STATE OF MICHIGAN
and

NAME & ADDRESS OF VENDOR Govconnect Inc. 11311 Cornell Park Drive, Suite 300 Cincinnati, OH 45242 druberg@govconnect.com	TELEPHONE: (800)747-1374 Donald J. Ruberg, Jr.
	VENDOR NUMBER/MAIL CODE
	BUYER (517) 373-7396 Andy Ghosh
Contract Administrator: Virginia Hambric Integrated Voice Response System (IVR) – Family Independent Agency Child Support Enforcement System (CSES)	
CONTRACT PERIOD: From: August 2, 2000 To: September 30, 2004	
TERMS N/A	SHIPMENT N/A
F.O.B. N/A	SHIPPED FROM N/A
MINIMUM DELIVERY REQUIREMENTS N/A	

NATURE OF CHANGE (S):

Effective immediately, this contract is hereby EXTENDED through September 30, 2004 and INCREASED by \$873,257.00.

Also effective immediately, the attached proposal is incorporated into this contract.

All other terms, conditions, and specifications remain unchanged.

AUTHORITY/REASON:

Agency request, vendor agreement.

INCREASE: \$873,257.00

TOTAL REVISED ESTIMATED CONTRACT VALUE: \$5,464,014.00



State of Michigan
Department of Information Technology
Fiscal 2004 Project Proposals

June 25, 2003

Original

GOVCONNECT, INC
11311 CORNELL PARK DRIVE
SUITE 300
CINCINNATI, OHIO 45242

POWERFUL CONNECTION

one

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Introduction

This proposal has been developed to help the Michigan Department of Information Technology plan for Fiscal Year 2004 funding for the various projects GovConnect is operating. This proposal has been divided into 2 main sections: Section 1 discusses the known funding needs the State will have, and Section 2 addresses potential additional projects the State may wish to consider and undertake.

Section 1 - Present Projects

1.A Data Center Counties

GovConnect has been providing Interactive Voice Response support to 54 Michigan counties around the State for the past 3 years through its data center in Cincinnati, OH. You will find that our pricing for FY 2004 has been significantly lowered for the following reasons:

- **No Import Files** - With the Gen 2.4 roll-out, there will be no more import files for our Data Center personnel to handle on a daily basis. This was a fairly significant effort in the past that will no longer be necessary once the roll-out is completed by September 30, 2003.
- **Reduced Telecom Costs** - Because the volume of minutes we are driving through our Data Center in Cincinnati, Ohio will rise significantly in 2003, GovConnect has been able to negotiate lower telecom per minute costs. This cost savings is being passed onto the State.
- **Development Costs** - When GovConnect originally implemented this project, it was very complex and intricate. In order to keep some of our upfront development costs lower to the State, GovConnect priced this project so that we would recover some of those costs through the monthly data center charges. GovConnect looked at a 3 year horizon when determining our pricing. Since these costs have been recovered over the initial 3 year period, GovConnect is in a position to further reduce the per minute costs associated with this project.

The information below shows the estimated costs for FY 2003 and our proposed pricing schedule for FY 2004:

Current Pricing Model (2003)

T1 Pricing

4 T1's @ \$750 per T1 per month	\$3,000 per month
2 T1's @ \$750 per T1 per month (hot site back-up)	\$1,500 per month

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Per Minute Pricing/mo.

From 1 to 100,000 minutes	12.9 cents/minute
From 100,001 to 250,000 minutes	12.2 cents/minute
From 250,001 to 500,000 minutes	11.1 cents/minute
From 500,001 to 1,000,000 minutes	10.2 cents/minute
From 1,000,001 and up	9.4 cents/minute

Based on this pricing model and our knowledge of the monthly volumes over the past few years, it is estimated that the State will spend about **\$330,000** in FY 2003.

FY 2004 Proposed Pricing Model

T1 Pricing

4 T1's @ \$540 per T1 per month	\$2,160 per month
2 T1's @ \$540 per T1 per month (hot site back-up)	\$1,080 per month

Per Minute Pricing/mo.

From 1 to 100,000 minutes	9.1 cents/minute
From 100,001 to 250,000 minutes	8.3 cents/minute
From 250,001 to 500,000 minutes	7.4 cents/minute
From 500,001 to 1,000,000 minutes	6.7 cents/minute
From 1,000,001 and up	5.9 cents/minute

If the State experiences the same volumes that have been estimated for FY 2003, then the State will spend about **\$222,000** under the FY 2004 proposed pricing model.

Savings

Therefore, based on the estimated volumes, the State will save about **\$108,000** under the FY 2004 pricing model.

1.B Transfer Pricing

As the roll-out of Gen 2.4 progresses and is completed by September 30, 2003, one of the added features of the GovConnect IVR platform will be the ability of the caller to transfer to the SDU from their county based IVR or from the Data Center counties operating within the GovConnect Data Center in Cincinnati, Ohio. GovConnect expects that approximately 15% of the callers will want/need to transfer. The duration of transferred calls is currently estimated to be approximately 3 minutes per call. Based on these assumptions and the volumes we have experienced over the past three years, the following pricing will apply to transferred calls:

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- Call minutes will be added to the current production data center minutes and billed according to the current rate schedule.
- In addition, there will be a charge of \$0.08 for every call that is transferred.

Estimated Ongoing Monthly Data Center Fees Due to Transfers:

<i>Item</i>	<i>Description</i>	<i>Pricing</i>
Estimated Number of Transfers	Estimated - 15% calls transfer (15% of 85,000 monthly calls = 12,750 calls per month) billed at \$0.08 per transfer event	\$1020.00
Estimated-Transfer Minutes	3 minutes talk time billed for data center 800 number (12,750 x 3) = 38,250 minutes/month 3 minutes talk time billed for direct dial SDU/county number (12,750 x 3) = 38,250 minutes/month	
Total Minutes Charges	76,500 minutes @ 7.4 cents/minute = \$5,661.00	\$5,661.00
Total Estimated Additional Monthly Fees		\$6,681.00

Note: This estimate does not include any hold time at the SDU.

1.C Maintenance on Premise Based Counties

Since the new Gen 2.4 system will require maintenance for only one import file that will then be used for all of the counties, the maintenance costs for the 27 premise based systems that are serving 29 counties will also decrease significantly. The breakdown is as follows:

The maintenance support pricing at the Gold level is as follows:

Type of County	2003 Gold Support	2004 Gold Support	FY 2004 Savings
16 Port Counties	\$ 6,264 ea.	\$ 5,261 ea.	\$15,045
32 Port Counties	\$ 8,064 ea.	\$ 6,774 ea.	\$12,900
48 Port County	\$11,868 ea.	\$ 9,969 ea.	\$ 1,899
144 Port County	\$25,690 ea.	\$21,580 ea.*	\$ 4,110
Total Savings			\$33,954

* This is Platinum level pricing for Wayne County which is the level Wayne County has for FY 2003.

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16 Port Counties (15 Counties)

Allegan, Bay, Eaton, Grand Traverse, Ionia, Lenawee, Livingston, Midland, Montcalm, Newaygo, Ottawa, Saginaw, St. Clair, Van Buren, Washtenaw

32 Port Counties (10 Counties)

Berrien, Calhoun, Genesee, Ingham, Jackson, Kalamazoo, Kent, Macomb, Monroe, Muskegon

48 Port Counties (1 County)

Oakland

144 Port Counties (1 County)

Wayne

1.D Contingency Funds

GovConnect is recommending that the State set aside \$200,000 in contingency funds for small change orders that invariably arise throughout the course of the fiscal year. Some or all of these funds may never be used, but it makes the process flow much more smoothly if contingency funds are available to do small change orders. Changes that would be implemented may include adding additional transfers and script changes due to changing business requirements.

It is difficult to estimate the cost of such changes because it largely depends on the complexity of the change and whether it is a county specific change or a change that must be incorporated for the entire 83 county system. GovConnect would present a proposal to the State that will need State approval before GovConnect moves forward.

Section 2 – Potential Additional Projects

2.A Web-Enable Case Specific Information

GovConnect is proposing to web-enable the case specific information that can also be accessed from the current IVR script. We would anticipate this web site operating as follows:

- There will be a home page with an SSN/password entry box. This will utilize the same SSN/password as the IVR.
- Both SSN and PIN will be entered on this screen.
- The next screen will present the case numbers for existing cases, up to 8
- After case selection, a person can request
 - Up to the last three payments and current balance
 - Information on lost or stolen checks (displays a page with the static information on county addresses and fax numbers; State to provide this page)
 - Enforcement information for Show Cause Hearing information, Bench Warrant information and Income Withholding Order information
- No general information branch or county specific information will be displayed
- No new DB calls will be written. The current IVR Oracle database will be utilized for the case specific data and also the web stats
- The site will follow the same business rules as the IVR system
- A "back door" will be created for the state to reset PINs

This effort would be completed within 90 days after State sign-off.

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Web Screen Examples

Welcome Screen:

The screenshot shows a web page header with a banner on the left that reads "IT TAKES BOTH PARENTS TO SUPPORT A CHILD. OFFICE OF CHILD SUPPORT" and the Michigan Family Independence Agency logo on the right. Navigation buttons for "CONTACT US" and "HELP" are in the top right. The main content area features a photo of a family on the left and a "Welcome" message on the right. The message states the agency's mission and lists reasons why paying and receiving child support is important. A list of links is provided: "LAST MONTH'S PAYMENT SUMMARY", "LAST 3 MONTH'S PAYMENT SUMMARY", "BENCH WARRANT", "INCOME WITHHOLDING ORDER", and "SHOW CAUSE HEARING". At the bottom, contact information is provided: "To contact us call 1-517-373-2035, weekdays 8:00 a.m. to 6:00 p.m. EST". A footer contains a Michigan state seal, copyright information, and a disclaimer note.

IT TAKES BOTH PARENTS TO SUPPORT A CHILD.
OFFICE OF CHILD SUPPORT

STATE OF MICHIGAN
Family Independence Agency

CONTACT US HELP

WELCOME

FIND OUT ABOUT:

- LAST MONTH'S PAYMENT SUMMARY
- LAST 3 MONTH'S PAYMENT SUMMARY
- BENCH WARRANT
- INCOME WITHHOLDING ORDER
- SHOW CAUSE HEARING

The mission of Michigan's child support program is to provide fast and friendly services to our customers.

Why is paying and receiving child support important?

- It's good for the children
- It's the law

For more information on child support, please use this website.

Thank you for visiting. We are glad you are here!

To contact us call 1-517-373-2035, weekdays 8:00 a.m. to 6:00 p.m. EST

All material Copyright © State of Michigan, 2003. Please send comments to the webmaster.

Note: The information published on this page has been provided to share state information to increase the quality and availability of Michigan's Family Independence Agency's internal and external services. This information will change from time to time and may not accurately represent the established and current position of the department.

The image shown must be purchased. The purchased image will not have the "Getty Images" logo on it.

Enter the SSN:

IT TAKES BOTH PARENTS TO SUPPORT A CHILD. OFFICE OF CHILD SUPPORT

DEPARTMENT OF SOCIAL SECURITY Family Independence Agency

CONTACT US HELP

Enter Social Security Number

Main Menu | Select a Category Below...

To access payment information or to make a payment, your social security number and case number are required.

Please enter your social security number below, then press CONTINUE. If you do not know your case number, you may contact our customer service center at 1-XXX-XXX-XXXX weekdays 8:00 a.m. to 6:00 p.m. EST.

Social Security Number:

CONTINUE

Please Note: It may take several minutes for the payment information to appear.

BACK TO HOME



- Select a Category Below...
- Back to Home
- Last Month's Payment Summary
- Last 3 Months Payment Summary
- Bench Warrant
- Income Withholding Order
- Show Cause Hearing
- Contact Us
- Help
- Logout

Enter PIN:

IT TAKES BOTH PARENTS TO SUPPORT A CHILD.
OFFICE OF CHILD SUPPORT

STATE OF MICHIGAN
Family Independence Agency

CONTACT US HELP

PIN Information

Main Menu [Select a Category Below...]

A personal identification number (PIN) is required to view further information about whether payments were sent to you or kept by Michigan or another state.

You currently do not have a PIN.

<p>To view further information:</p> <p>Enter PIN: <input type="text"/></p> <p>CONTINUE</p>	<p>You may change your PIN:</p> <p>Enter OLD PIN: <input type="text"/></p> <p>(Must be 4 digits, numeric only)</p> <p>Enter NEW PIN: <input type="text"/></p> <p>Verify NEW PIN: <input type="text"/></p> <p>CHANGE PIN</p>
--	---

BACK TO HOME

Payment Record Example:

IT TAKES BOTH PARENTS TO SUPPORT A CHILD.
OFFICE OF CHILD SUPPORT

State of Michigan
Family Independence Agency

CONTACT US HELP

Payment Record

Main Menu | Select a Category Below... |

All payments are sent to payees within two working days of the payment processed date. The date you receive the payment will depend on mail delivery. Allow 3-4 working days from the payment processed date for direct deposits.

Case Number: 200112345DM

To print from your browser menu, select File, then Print.

Payment Processed Date	Payment Amount
XX/XX/XX	\$ XXXXXXXX.XX
XX/XX/XX	\$ XXXXXXXX.XX
XX/XX/XX	\$ XXXXXXXX.XX

If you have questions, contact customer service at 1-XXX-XXX-XXXX weekdays 8:00 a.m. to 6:00 p.m. EST.

Pricing Summary

The pricing summary for Task 2A is shown in the table below.

Position	Number of Hours	Rate	Total Cost
Project Manager	120	\$150	\$18,000
Technical Support/ Web Designer	200	\$100	\$20,000
Sr. Developer	100	\$100	\$10,000
Developer	160	\$80	\$12,800
QA Testing	24	\$75	\$1,800
HW/SW Staging	60	\$75	\$4,500
Training	0	\$75	\$0
Phrase Recording			\$0
HW/SW (2 Web Servers)			\$22,715
Travel			\$2,350
Totals	664		\$92,165

Since the State is planning on hosting this web site, the annual maintenance fee is as follows:

Standard Support: Monday through Friday (8:00 AM – 8:00 PM)	\$13,945 per year
Gold Support: Monday through Friday (24 hours/5 days)	\$16,734 per year
Platinum Support: 24 hours/7 days *	\$19,523 per year

*Platinum support includes Web-beat, which is an hourly monitoring of your Web application.

2.B Additional Languages

This enhancement would allow users to select a language option on the web site, and the text would be displayed in the selected language. Adding Spanish as a second language would make the web application consistent with the IVR bi-lingual features.

This enhancement could be performed in structured manner that establishes a variable for the language and would provide the ability to add additional languages in the future. This would be implemented at the same time as the Web Application.

The price for this enhancement is \$39,764.

Standard Support: Monday through Friday (8:00 AM – 8:00 PM)	\$ 5,965 per year
Gold Support: Monday through Friday (24 hours/5 days)	\$ 7,157 per year
Platinum Support: 24 hours/7 days	\$ 8,350 per year

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2.C Forms

This enhancement would allow users to be able to directly download central/ state forms from the MiCSES web application. The forms would be in PDF format and be provided by the State. A link to the Adobe internet web site would be included for users who would need Adobe Acrobat Reader to read the forms. This would be implemented at the same time as the Web Application.

The price for this enhancement is \$23,136.

Standard Support: Monday through Friday (8:00 AM – 8:00 PM)	\$ 3,470 per year
Gold Support: Monday through Friday (24 hours/5 days)	\$ 4,164 per year
Platinum Support: 24 hours/7 days *	\$ 4,858 per year

2.D TDD Functionality

This enhancement would add TDD functionality to the current GovConnect Data Center Application. A TTY caller would call a new 800 number and this would point to a new TDD script. The script would only cover Case Specific Information but include data from all 83 counties.

Any minutes using the TDD functionality through the GovConnect Data Center will be charged according to the pricing matrix in place with the state(see page 3).

The price for this enhancement is \$37,816.

Section 3. Pricing Summary Table

Below is a table that summarizes the pricing for this proposal:

Project	Description	Estimated FY 2004 Cost
1.A Child Support IVR	Using GovConnect Data Center	\$222,000
1.B Child Support IVR	Transfer Pricing	\$ 80,172
1.C Child Support IVR	Maintenance for Premise Based IVR	\$178,204
Subtotal		\$480,376
	Optional Add-ons	
1.D Child Support IVR	Contingency Funds	\$200,000
2.A Web Enable IVR Script	Providing Information on the Web	\$ 92,165
2.B Web Enable IVR Script	Additional Languages	\$ 39,764
2.C Web Enable IVR Script	Provide Forms over the Web	\$ 23,136
2.D TDD Functionality	Provide TDD thru Data Center	\$ 37,816
Subtotal		\$392,881
Total		\$873,257**

****Note:**

1. Pricing for the first two line items above, which has to do with processing calls through the GovConnect Data Center, are estimated costs based on previous years' volumes of calls. The State may wish to add in additional funds to cover any unforeseen increase in call/transfer volumes.
2. For the Projects entitled "Web Enable IVR Script" (Implementing the Web, Additional Languages and Forms), the State must decide what level of maintenance support it wishes to receive from GovConnect. Those amounts are defined in the proposal and must be added into the total amount of funds requested.

Form No. DMB 234 (Rev. 1/96)
 AUTHORITY: Act 431 of 1984
 COMPLETION: Required
 PENALTY: Contract will not be executed unless form is filed

STATE OF MICHIGAN
 DEPARTMENT OF MANAGEMENT AND BUDGET
 ACQUISITION SERVICES
 P.O. BOX 30026, LANSING, MI 48909
 OR
 530 W. ALLEGAN, LANSING, MI 48933

February 20, 2003

CHANGE NOTICE NO. 5
TO
CONTRACT NO. 071B0000768
between
THE STATE OF MICHIGAN
and

NAME & ADDRESS OF VENDOR Govconnect Inc. 11311 Cornell Park Drive, Suite 300 Cincinnati, OH 45242	TELEPHONE: (800)747-1374 Donald J. Ruberg, Jr.
	VENDOR NUMBER/MAIL CODE
	BUYER (517) 373-7396 Andy Ghosh
Contract Administrator: Virginia Hambric Integrated Voice Response System (IVR) – Family Independent Agency Child Support Enforcement System (CSES)	
CONTRACT PERIOD: From: August 2, 2000 To: September 30, 2003	
TERMS <p style="text-align: center;">N/A</p>	SHIPMENT <p style="text-align: center;">N/A</p>
F.O.B. <p style="text-align: center;">N/A</p>	SHIPPED FROM <p style="text-align: center;">N/A</p>
MINIMUM DELIVERY REQUIREMENTS <p style="text-align: center;">N/A</p>	

NATURE OF CHANGE (S):

\$969,866.00 is ADDED to the contract to make the following changes to the contract:

Continue and complete the migration from an IVR environment based on multiple distributed county specific databases to an IVR environment supported by a single, statewide database. Convert all existing voice/database servers into voice only servers. Develop and implement script changes consistent with centralization, call transfer functionality, and MICSES 2.4. Develop and implement an IVR test environment to support multiple concurrent county conversions. Secure additional contract spending authority for continued operations and enhancement of the IVR system through fiscal year 2003.

The work statement and the vendor proposal are enclosed.

AUTHORITY/REASON:

Agency request, vendor agreement.

INCREASE: \$969,866.00

TOTAL REVISED ESTIMATED CONTRACT VALUE: \$4,590,757.00

**THE STATE OF MICHIGAN
DEPARTMENT OF INFORMATION TECHNOLOGY
CHILD SUPPORT SYSTEMS**

REQUEST FOR CONTRACT CHANGE NOTICE

TO

**DEPARTMENT OF MANAGEMENT & BUDGET
CONTRACT No. 071B0000768**

**GOVCONNECT
INTERACTIVE VOICE RESPONSE SYSTEM
FOR
CHILD SUPPORT SYSTEMS**

NOVEMBER 27, 2002

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A.	GovConnect 2.4 IVR Roll-Out Proposal dated November 20, 2002
B.	MiCSES Deployment Schedule/Map

Introduction

The Department of Information Technology - Child Support Systems is seeking to amend the existing Contract No. 071B0000768 with GovConnect (formerly known as Renaissance Government Solutions, Inc.) for the development, installation, support and maintenance of the Interactive Voice Response (IVR) System within the Michigan Child Support Enforcement System (MiCSES). The purpose of this change notice request is to:

- Amend the scope of the contract to include statewide implementation of the IVR platform as integrated with the second generation Child Support Enforcement System (MiCSES Gen 2.4), for all remaining premise based county servers (26) and the fifty-four data center serviced counties;
- Secure additional contract spending authority in the amount of \$1,091,720.00 for the statewide implementation of MiCSES Gen 2.4 and enhancement of the IVR System through Fiscal Year (FY) 2003, and
- Secure additional contract spending authority in the amount of \$138,804.00 for continued operations and enhancement of the IVR System through Fiscal Year (FY) 2003. For purposes of this change notice, the calculations reflect continued operations beginning February 1, 2003 and ending on September 30, 2003 (8 month period).

The contract end date will be October 1, 2003.

Background

The Michigan Family Independence Agency (FIA), through its Office of Child Support (OCS), is mandated by the federal government to develop and implement a statewide child support enforcement system. Management and direction of the MiCSES project, including all related system development and support contracts, was transferred to the Department of Information Technology effective October 2002. The Department of Information Technology also administers and operates the CSES data center infrastructure.

The users of the MiCSES system are the staff of the Friend of the Court, OCS central and field staff, and county Prosecuting Attorney workers. The first generation MiCSES system is currently installed in all 83 counties for the Office of Child Support (OCS) and in 82 county Friend of the Court (FOC) offices. The second generation child support application (MiCSES 2.3) is currently installed in the Wayne County Friend of the Court office and in all Prosecuting Attorney (PA) offices statewide.

Child Support Systems also includes the contractually operated Michigan State Disbursement Unit (MiSDU) which is a federally mandated requirement for a single physical work unit responsible for the receipt and disbursement of all state child support payments.

The current IVR System was implemented to assist the OCS and FOC offices throughout Michigan with their increasingly large number of phone calls from clients. The system handles many routine inquiries for general, payment and legal information, releasing workers to concentrate on other child support enforcement tasks. GovConnect was selected to provide the IVR services because of their prior experience with individual

county FOC IVR systems and their operation of the IVR system for the Michigan State Disbursement Unit with which MiCSES must eventually integrate.

In January 2000 the Purchase Order No. 431P0000349 was issued to GovConnect for a total value of \$1,148,850, to develop, install, and implement the Child Support IVR system for those county Friend of the Court offices using the first generation application and for the additional counties converting to the first generation application in FY 2000. The purchase order was converted to Contract No. 071B000768 on October 11, 2000 with the addition of \$444,190 for a total contract value of \$1,593,040 to cover ongoing software support and maintenance and the conversion of the remaining counties to the first generation application in FY 2001. The contract end date was also extended to August 2, 2003.

Change Notice 1, dated November 15, 2000, modified requirements to include a PIN identification number. The cost of this change was \$67,000 increasing the total contract value to \$1,660,040. Change Notice 2, and Change Notice 3 addressed a change in the DMB buyer and incorporated a memorandum of understanding regarding state and contractor roles and responsibilities. These change notices (2 & 3) did not impact the contract scope, costs or timeframes.

Change Notice 4, dated January 25, 2002, modified requirements to include the implementation of an IVR for Wayne County, including integration with the second generation of the MiCSES application. This change notice also included maintenance and operations for all premise and data center based IVR systems through September 30, 2003. The cost of this change was \$1,960,851.

Description of the Current System

In support of the first generation MiCSES application, GovConnect currently maintains and operates the IVR System hardware and software for 56 Michigan county FOC offices at their data center in Cincinnati, Ohio. In addition, GovConnect provides software support and maintenance for 26 county FOC offices that have IVR database/voice servers located on-site.

In support of MiCSES 2.3, GovConnect supports and maintains a voice server installed in the Wayne County Friend of the Court office. This voice server “points” to the database servers that reside in the DIT – Data Operations Center.

The State is currently developing and testing the next version of the second generation application, MiCSES 2.4. This version will be implemented statewide for all FIA and PA offices, as well as the Wayne County FOC on February 18, 2003. Subsequently, MiCSES 2.4 will be implemented statewide for the remaining 82 county Friend of the Court offices by September 30, 2003.

The IVR system architecture, compatible with MiCSES 2.4, must be implemented in the 82 county Friend of the Court offices concurrently with the conversion from the first generation application to MiCSES 2.4.

**Scope of Change Notice Request
Ongoing Operations**

Funding for continuation of operations of the existing MiCSES IVR System for the 56 data center counties and support and maintenance of the 27 premise based counties is requested through September 30, 2003.

Statewide Second Generation MiCSES IVR System Implementation

The first instance of the IVR to support the second generation MiCSES application was implemented for the Wayne County Friend of the Court office on March 31, 2002. This implementation provided the framework for the statewide MiCSES Gen 2 IVR system with the installation of clustered database/application servers directed toward a replicated MiCSES 2.3 database in Lansing, Michigan. This work was completed under Change Notice No. 4.

Following is the work to be completed under this requested change order:

- During FY2003, as each county is converted to MiCSES 2.4, the existing voice server for that county will be reconfigured to point to the replicated MiCSES 2.4 database via the clustered database/application servers. This configuration will make use of all of the existing premise-based voice servers that support 26 counties and all of the data center voice servers that support 56 counties.
- All counties on the first generation MiCSES and IVR systems will be converted to the second generation MiCSES 2.4 application by September 30, 2003. The statewide MiCSES Gen 2 IVR System must be available for their conversion at the same time.
- The IVR configuration, as outlined above, will support the IVR requirements for the statewide rollout of the MiCSES Gen 2.4 application and leverages the State's child support systems IVR investments to date. In effect, the local premise based and data center IVR servers will become voice servers in the statewide solution. This enables clients to still make local calls, saving the State more than \$1.5M per year over the alternative of centralized voice servers with incoming 1-800 phone lines.
- The implementation process includes conversion and testing. In order to meet the deadline for implementing counties to the MiCSES 2.4 application, multiple counties will be converted during the same timeframe. For example, 28 counties will be implemented during the same timeframe for Region 3 phase of conversion. To ensure full system functionality for the IVR, it is necessary to provide an environment that simultaneously supports pre-conversion testing, conversion and on-going support activities.

CSS and GovConnect have identified the requirements for the conversion of the rest of the state to the new IVR system. These requirements will be script, server and application programming changes. Counties that did not implement a General Information script during the initial implementation will have the option of creating this script for the 2.4 conversion. The following counties do not have this script: Jackson, Kent, Saginaw, Van Buren and Clinton.

Additional hardware is not anticipated for the premise-based counties.

Statewide Child Support Call Center and MiCSES IVR System

In conjunction with the statewide rollout, the Office of Child Support is implementing a statewide Customer Service Call Center. The service center supports the new MiCSES Gen 2.4 application that includes both local and central functionality. The IVR system is an integral part of this functionality because is it used as the primary interface between the child support clients, the local Friend of the Courts, Office of Child Support (Detroit and Lansing) and the MiSDU teams in Lansing.

The goal of the service center is to provide 24/7 customer service with the use of resources such as the IVR, Internet, Voice Messaging and Customer Service Representatives. The first phase of the call center was implemented on September 15, 2002 with the release of the MiCSES Gen2.3 application to the Wayne County FOC. With this release, the MiSDU became responsible for disbursement of child support payments previously disbursed by the Wayne FOC. The OCS and MiSDU units implemented new business practices that allowed them to fully support the needs of the child support clients. Specifically, allow clients to provide information on reporting and recovering lost and stolen child support checks.

Because the child support clients (Wayne and statewide) are familiar with the IVR system and the services provided, it was determined that the IVR technology should be leveraged to facilitate communication between local and central services. This decision was also supported by the fact that the IVR system meets 80-85% of caller's needs and that approximately 15% of the callers transfer to the local Friend of the Court for additional assistance. Of the 15% that transfer, 10% of the callers require assistance for payment related information. The goal of the customer service call center is to provide immediate response to the 15% of callers who normally transfer to the FOC. Clients requiring payment related assistance would be transferred to the MiSDU, while the remaining population will be transferred to either the FOC or OCS for problem resolution.

The IVR system is the front-end of the customer service call center and was re-programmed to transfer callers to the correct agency based on the IVR query and the client's needs. To date, the IVR provides information and/or transfers calls to the customer service center for:

- Lost/Stolen Checks,
- Name and Address Changes,
- IVR Pin Resets,
- Direct Deposit Sign-up,
- Credit Bureau Reporting and,
- Client Messaging

This functionality must be extended to all FOC counties converting to MiCSES Gen 2.4 by September 2003. The customer service call center will eventually support clients requiring assistance during any phase of their child support case. The IVR system will be upgraded to provide callers information on not only FOC cases, but also OCS and PA information.

Therefore, work is required for upgrading the IVR software, application and scripts to support the customer service center implementation as counties are converted. This work includes functionality for transferring calls from premise-based (Michigan) and data center based voice servers (Cincinnati, OH) to the FOC, OCS, PA and MiSDU offices. Also, enhancement of the forms capability to distinguish between local and central requests; and the option of creating a web-based front-end for IVR inquiries to be accessed by the customer service representatives at the FOC, OCS, PA and MiSDU.

Costs

Contract spending authority is requested for the operational costs of the existing MiCSES IVR System and the implementation of the MiCSES Gen 2.4 IVR System for the remaining 82 counties in FY 2003, and for continued operational costs of all counties in FY 2003.

System Operational Costs

Existing system operational costs for the 56 data center based counties and the 27 premise based counties consist of the following:

1.

Level Software Maintenance and Support

Gold Level Support provides Monday through Friday, 24 hour a day, 2 hour response time coverage for all of the premise based IVR systems implemented by GovConnect. Support includes all new product releases, upgrades and documentation. There is a change to support pricing rates from the original proposal, to provide Platinum Level Support for Wayne County. This would increase support to 24/7, 7 days per week. This service includes "Heartbeat" which monitors the system hourly to ensure appropriate database connectivity. In essence, this service would provide a benefit for the entire state since all counties will point to one database. Additional support cost for the Wayne County system would increase by \$7,066. Platinum level support is an optional feature and not required for conversion to MiCSES Gen2.4.

2.

Phone Lines

There is an existing 56K phone line at the GovConnect Data Site for 56 counties. The MiCSES 2.4 application uses a centralized database in Lansing for the IVR system access. All counties will access the same database and the current 56K line will not provide the speed necessary to maintain a consistent connection. The upgrade of the existing 56K line to a T1 phone line at the GovConnect Data Center are included in the costs for this change notice request. Additional T1 phone line costs are projected to be \$6,000.00 for FY 2003 per Appendix A, GovConnect MiCSES 2.4 IVR Roll-Out Proposal, page 36.

3.

Monthly Call Volume Fees

Monthly call volume fees for the data center based counties included a fixed minimum monthly rate for the first 100,000 minutes of calls to the GovConnect Data Center and a variable per minute rate based on the actual number of minutes in excess of 100,000. There are no changes to the fixed and variable monthly call volume rates as established in Contract No. 071B0000768. At the time of this contract, calls were not being transferred from the Data Center to the local FOC. For purposes of this change notice request, additional monthly call volume fees for transfers are estimated at \$121,380.00 for FY 2003 per Appendix A, GovConnect MiCSES 2.4 IVR Roll-Out Proposal, page 36. This excludes the cost of Web Hosting indicated on this page.

4.

Existing System Software Upgrades

Software upgrades is an optional cost category to cover costs of application/script changes to existing IVR systems requested by the State for reasons such as Child Support Enforcement Program policy changes or user requested enhancements. Upon the State's request for a change or enhancement, GovConnect will provide a written estimate of costs for the State's approval prior to initiating work on the requested change. There is no change in the estimated costs for FY 2003.

New IVR System Costs

New IVR System Costs consist of the following costs related to implementation of the MiCSES Gen 2.4 IVR System statewide (82 counties). The costs are as follows:

1. **Hardware/Software**

This includes the upgrade of 2 voice servers in Cincinnati, Ohio. This upgrade will support the current, testing and conversion environments required simultaneously for the statewide implementation. The specifications for these products are consistent with voice servers in Wayne County. The hardware costs, which are stated on page 23 of Appendix A, GovConnect MiCSES 2.4 IVR Roll-Out Proposal, total \$31,578.00 for FY2003. No additional new software costs are anticipated for FY 2003.

2. Conversion of Statewide IVR to MiCSES 2.4 (Premise Counties)

This cost category covers costs associated with conversion of 26 premise-based counties on the existing MiCSES IVR System to the MiCSES Gen2.4 IVR System. These costs may include project management planning and oversight, script development and application programming, quality assurance testing, technical support, and update and/or development of training packages. These costs also include upgrade of the existing Wayne County MiCSES Gen2.3 application to Gen2.4. A breakdown of the FY 2003 costs of \$382,169.00 is provided on page 11 of Appendix A, GovConnect MiCSES 2.4 IVR Roll-Out Proposal. In addition, if Jackson, Kent, Saginaw and Van Buren Counties request a General Information Branch script, this will cost \$5,750.00 per county, an estimated total of \$23,000.00.

3. Conversion of Statewide IVR to MiCSES 2.4 (Data Center Counties)

This cost category covers costs associated with conversion of 56 data center counties hosted in Cincinnati on the existing MiCSES IVR System to the MiCSES Gen2.4 IVR System. These costs may include project management planning and oversight, script development and application programming, quality assurance testing and technical support. A breakdown of the FY 2003 costs of \$434,410.00 is provided on page 18 of Appendix A, GovConnect MiCSES 2.4 IVR Roll-Out Proposal. In addition, if Clinton County requests a General Information Branch script, this will cost \$5,750.00.

4. Creation of Test Environment to Support Statewide Conversion to MiCSES 2.4

This cost category covers costs associated with creating and supporting a test environment in Cincinnati for 82 counties during the conversion to the MiCSES Gen2.4 IVR System. These costs may include project management planning and oversight, script development and application programming, quality assurance testing and technical support. This excludes the pricing for purchase of additional hardware. This cost is included in the hardware section above. A breakdown of the FY 2003 costs of \$63,200.00 is provided on page 23 of Appendix A, GovConnect MiCSES 2.4 IVR Roll-Out Proposal.

5. Forms Enhancement/Hearing Request Enhancement for MiCSES 2.4

This cost category covers costs associated with upgrading the forms functionality for local and central service requests. This will allow callers to automatically initiate services regardless of which agency (FOC, OCS, MiSDU) completes the request. These costs may include project management planning and oversight, script development and application programming, quality assurance testing and technical support. A breakdown of the FY 2003 costs of \$41,914.00 is provided on page 31 of Appendix A, GovConnect MiCSES 2.4 IVR Roll-Out Proposal.

6. Child Support Call Center and IVR Centralization for MiCSES 2.4

This cost category covers costs associated with implementing the call center for Wayne County. This will allow callers to automatically transfer to the appropriate agency by updating the existing script in Wayne County. Also, this task will include changes for centralizing the IVR and upgrading the Oracle database from NT to UNIX environment. These costs may include project management, script development and technical support. A breakdown of the FY 2003 costs of \$39,218.00 is provided on page 33 of Appendix A, GovConnect MiCSES 2.4 IVR Roll-Out Proposal.

7. Web-Enabled Case Specific Information for MiCSES 2.4 (OPTIONAL)

This cost category covers costs associated with developing a web-based application for internal child support users (FOC, OCS, PA, and MiSDU) to view IVR information. This site is being designed to support customer service representatives fielding inquiries from the child support clients. These costs may include project management, web design, application development, hardware, and technical support. This web application is not critical to the conversion to MiCSES. However, it offers an additional tool for call representatives statewide for improved customer service. A breakdown of the FY 2003 costs of \$92,165.00 is provided on page 30 of Appendix A, GovConnect MiCSES 2.4 IVR Roll-Out Proposal. In addition, a monthly web-hosting fee from the Data Center (Cincinnati, OH) will cost \$11,424.00 for the FY 2003.

Cost Summary

The table below summarizes the current and projected total costs for this contract in Fiscal Year 2003.

Cost Category	FY 2003	Change Notice FY 2003	Total Yearly Costs FY 2003
Annual Gold Level Maintenance	\$212,158.00	\$0.00	\$212,158.00
Annual Platinum Level Maintenance	\$0.00	\$7,066.00	\$7,066.00
Phone Lines	\$54,000.00	\$6,000.00	\$60,000.00
Monthly Call Volume Fees	\$436,800.00	\$121,380.00	\$558,180.00
New IVR System Costs	\$0.00	\$953,271.00	\$953,271.00
General Information Branch Scripts	\$0.00	\$28,750.00	\$28,750.00
Other Upgrade/Development Costs	\$100,000.00	\$39,218.00	\$139,218.00
Web Site Development & Hosting	\$0.00	\$103,589.00	\$103,589.00
Total Yearly Costs	\$802,958.00	\$1,259,274.00	\$2,062,232.00
FY 2003 Contract Balance		\$289,408.45	\$1,092,366.45
Additional Contract Value Needed			\$969,865.55
Total All Years	\$2,062,232.00		

Exhibits 1 and 2 that follow provide further breakdown of the costs by year.

Terms and Conditions

All terms and conditions, including payment schedules and deliverable acceptance procedures, remain as stated in Contract 071B0000768, this contract change request and the attached vendor documents.



**State of Michigan
Department of Information Technology
MiCSES 2.4 IVR Roll-Out &
Associated Proposals**

**November 20, 2002
Revision 2**

Original

GOVCONNECT, INC
11311 CORNELL PARK DRIVE SUITE 300
CINCINNATI, OHIO 45242



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Introduction and Project Review

This proposal is submitted to the Michigan Department of Information Technology (DIT) for development and implementation of the Child Support Interactive Voice Response (IVR) platform to support the MiCSES 2.4 system. Additional proposals for Web-enabling the IVR systems, forms and request hearing software development, support for the call center centralization and upgrading support for the current MiCSES 2.3 IVR are also included.

The Michigan Child Support Enforcement System (MiCSES) development framework is set within the context of achieving Federal Certification, full MiSDU functionality and full compliance with the Alternate System Configuration waiver. These goals provide the structure to guide the release plan described in this document.

The goal of the MiCSES 2.4 project is to enhance the Friend of the Court module to fully support statewide financial and enforcement processing and the State Disbursement Unit (MiSDU) requirements of the Personal Responsibility and Work Opportunities Reconciliation Act (PRWORA). Specifically, the billing, receipting, allocation, adjustments, suspense management, disbursements, electronic fund transfer (EFT), bank reconciliation, and tax offset capabilities will be enhanced to support statewide financial processing and full utilization of the State Disbursement Unit (MiSDU).

Support for the OCS Customer Service Vision

This proposal supports the long-term vision of customer service for the Michigan Child Support Program. It provides the initial steps toward establishing a coordinated customer service strategy that integrates multiple initiatives and platforms, such as the IVR, SDU, county FOC, and the IAU. We understand the long-term goal is to provide a “no wrong door” approach to customer service – a virtual customer service center that allows the public to interact with the program using a variety of contact points from which they can receive the correct information and services they require. The major advantage of this approach is that it moves away from “islands” of customer interface to seamlessly integrated points of contact. While the tasks in this proposal will not achieve all of this by itself, it will provide the framework that can do so in the future.

In support of this vision, GovConnect recently performed a study with FIA to identify and assess options for the statewide IVR solution. It focused on implementing an IVR solution with voice servers located in Wayne County, interfacing with centralized database application servers containing MiCSES 2.3 data located in Lansing. This solution/approach can then be applied to all counties while leveraging the current investment in child support voice response systems. It established a recommended solution that would support the OCS customer service vision and position the program to migrate, in phases, from an IVR solution to a one-stop, state-of-the-art customer service solution

The study included participants from MiCSES, OCS, MiPC, and MiSDU and followed a structured approach to ensure the following decision factors were adequately addressed:

- **Support for the OCS vision**
- **Cost effectiveness**
- **Impact on customers**

- **Best practices from other states**
- **Hardware, software, and infrastructure requirements**
- **Integration with the MiCSES system and the SDU**

The result of the study was a recommended solution that will continue to use the distributed voice servers currently located in the counties and GovConnect data center with a centralized database/application in MiPC. The current local phone numbers will continue to be used for the premise-based counties, and the current toll-free number will be used for the data center counties. The data for all counties will be centralized in the MiPC Data Center using the current MiCSES 2.3 IVR database servers. The call transfer capabilities of these systems will be modified to transfer callers to the SDU, OCS, or the county FOC. This may involve asking the caller to identify the purpose of the transfer in order to determine the proper location. The transfer of calls to the local county office would continue to be a local call for premise systems.

This proposal is consistent with the recommended approach, currently being used for the Five County IVR Rollout Project, and includes estimates for five specific tasks related to the MiCSES IVR System:

1. Implement the IVR system for the remaining 78 counties and create a test environment that could be used for all 83 counties to test the MiCSES 2.4 IVR script.
2. Web-enable case specific information
3. Forms enhancement/hearings request development
4. Call center/centralization support
5. Platinum maintenance for MiCSES 2.4 IVR

IVR Overview

The Michigan Child Support Program has established a standardized IVR system to enable customers to access information regarding their accounts and to obtain general program information via the telephone. Currently, all eighty-three counties are using the statewide child support system. Of the 83 counties, one Friend of the Court and 83 Prosecuting Attorneys are using the alternate system, which will be installed in the remaining 82 counties by September 2003. Eighty-two (82) Friend of the Court and 83 Office of Child Support counties are using the existing statewide system (CSES 1.5.1).

The next MiCSES release (2.4) will enhance the Friend of the Court module to fully support statewide financial and enforcement processing and the State Disbursement Unit (MiSDU) requirements. This major effort will prepare the system for full statewide implementation of the MiCSES FOC and Support Specialist component and continue compliance with the Alternate System Configuration waiver.

The MI Child Support program currently has IVR systems operating for all 83 counties. There are two primary configurations:

1. MiCSES 2.3 IVR system operating in Wayne County with a connection to a replicated MiCSES 2.3 database in MiPC
2. CSES IVR systems operating in remaining 82 counties with individual county databases

The following sections describe these two configurations.

MiCSES 2.3 IVR Implementation in the First County - Wayne County

The MiCSES 2.3 IVR system established a statewide IVR application processing system, which interfaces with the MiCSES 2.3 system. In an effort to accelerate the IVR development and implementation in Wayne County, the program was built on the baseline CSES 1.5.1 IVR system, which is currently running in all other Michigan counties. The system's script/application, data, and hardware/software/communications are described below.

Script/Application. Implementation of the statewide IVR system in Wayne County uses a modified version of the existing script developed by GovConnect and running in all other counties currently. Modifications include playing monthly payment summaries.

Data Access. The statewide IVR system accesses MiCSES 2.3 data in a replicated Oracle database located in Lansing, MI. This database was developed and maintained by the state's MiCSES 2.3 staff. For this configuration, IVR voice servers were implemented in Wayne County and are directed to a set of application servers located in Lansing, which interface to the Oracle database. The system interfaces with the Oracle database via a standard set of stored procedures.

- The state's MiCSES 2.3 staff provided the stored procedures to access the MiCSES 2.3 data. The stored procedures are executed on the Oracle database server. The Oracle database, stored procedures, and SAN access are set up and maintained by MiCSES 2.3 staff.
- Statistical data is stored in an Oracle database hosted on the database server.
- No data imports are required; all transactions are performed against a replicated Oracle database.

Hardware/Software/Communications. The system includes three voice servers in Wayne County as well as clustered database servers in the MIPC data center and a hot site database server in the MIPC hot site (Treasury Building).

- The system is comprised of 144 licensed ports. There are three voice servers with 72 ports in each server.
- The database servers serve as an access point to the Oracle database via standard ODBC stored procedure-based calls to the Oracle database. There is also a database server in the hot site.
- The State of Michigan and Wayne County supply T-1 service, which allow operator transfers through FXO signaling. Transfers are to the Wayne County Friend of the Court Office and the SDU.

Current CSES 1.5.1 IVR System in Remaining 82 Counties

The CSES 1.5.1 IVR system is currently operating in 82 counties (all Michigan counties except for Wayne County). The counties are grouped into two categories, depending on the configuration of their system:

- **Premise-based systems** – Twenty-six systems are currently in place at county offices (providing data for 28 counties). Callers to these systems dial a local phone number for each system. These systems also provide the ability for callers to be transferred to an agent at the county office for help. The systems consist of a single server, which performs the function of voice server and

database/ application server. Each system has its own database, which includes the data for its county only. The data for these systems is provided nightly in a file that is uploaded via FTP by each system. GovConnect maintains the applications remotely.

- **Data Center systems** – Fifty-four counties currently use a single IVR system, which is hosted in the GovConnect corporate data center in Cincinnati, OH. Callers to this system dial a toll-free number (866.543.2660 or 866.KID.2660) and do not have the ability to transfer to an agent. If the caller wishes to speak with someone, they are told to hang up and call the local office phone number. The data for these counties is provided nightly by 46 different files that are uploaded via FTP. The hardware and application are maintained by GovConnect.

TASK 1A. MODIFICATION OF THE IVR TO SUPPORT MiCSES 2.4 (PREMISE COUNTIES)

The scope of this effort involves modifying the MiCSES Child Support Interactive Voice Response (IVR) platform to support the MiCSES 2.4 system and implementing it for 24 CSES counties (22 premise based systems) and upgrading Wayne County from MiCSES 2.3 IVR to MiCSES 2.4 IVR. It will build on the system and infrastructure that is currently operating for the MiCSES 2.3 IVR in Wayne County. The resulting solution will use the distributed voice servers currently located in the counties with the centralized MiCSES 2.4 IVR database/application in MiPC. The current local phone numbers will continue to be used for the premise-based counties, enabling FIA to serve their customers in a cost-effective manner. In addition, a transfer menu will be implemented on these systems to transfer calls to the SDU, OCS, or county FOC.

Overall, the scope will require modifications to the system script, data, stored procedures, and infrastructure. The scope of the MiCSES 2.4 IVR functionality will be same as the previously implemented in the MiCSES 2.3 IVR, with the exception of modifications to support multiple counties and other enhancements identified during the Wayne County implementation, which deviated from the existing standards. This will include the following:

- Reconfiguring the premise county IVR servers to use the central database framework established in MiPC to access the MiCSES 2.4 replicated data.
- Ability to identify the originating county and retrieve case information from multiple counties. The county number field has been added to the fields passed back from the Stored Procedures.
- Addition of a statewide broadcast message that cannot be interrupted and one that can be interrupted.
- Addition of a new county recorded interruptible broadcast phrase, based on county number, that would be played for that county.
- Playing back of payment and enforcement phrases that are based on the originating county.

The scope of these will be finalized in the Detailed System Design document (DSD).

A process will be run on the current CSES 1.5.1 premise Voice Servers/Database Servers to convert the servers to Voice Servers only that will point to the centralized Database Servers in MiPC. The current local phone numbers will continue to be used for all the counties. The data for all counties will be centralized in one Oracle replicated database in the MiPC Data Center using the database servers that were implemented for the initial MiCSES 2.3 IVR system in Wayne County. The data requests will be processed over the WAN from the voice servers to the database servers located in MiPC. Estimated peak rates vary for the individual counties from 2 kilobit/sec to 71 kilobits/sec. The maximum flow for all counties combined is estimated to be 103 kilobits/sec. Initial meetings with the Network and Architecture Group raised no objections to this data flow and felt that it would not be an issue.

IVR Script/Application

Implementation of the MiCSES 2.4 IVR system will use a modified version of the existing MiCSES 2.3 script developed by GovConnect and running in Wayne County currently.

As part of the design process for the MiCSES 2.4 IVR, script/application changes will be finalized. The current scope for MiCSES 2.4 will include the following:

- The MiCSES 2.4 scripts will include standard touch-tone support with English and Spanish languages.

- Only English phrase changes will be recorded. All others will be the already recorded phrases currently being used.
- The script will be changed to identify the originating county for the support orders.
- The counties' current General Information branches, and current FOC transfers will be ported over to MiCSES 2.4 with phrase changes only. Also counties will use a local AccessNet Integrated Database Manager tool (IDM) that will store the General Information and Transfer Information on the Voice Servers.
- The scripts will reference the calling county when resolving PIN/SSN access issues and the county FOC where the support order originates for reference to payment and enforcement information.
- All support orders identified by SSN will be played back regardless of the county called. The support order listing will identify the originating county.
- No AccessNet Messaging is incorporated in the MiCSES 2.4 application. AccessNet Messaging is a function where callers may leave messages that are stored on the IVR itself.
- There will be a forms request option added. The MiCSES 2.3 IVR script for Wayne County and the current CSES 1.5.1 IVR script for Ingham County currently use a forms request package. This will be offered to the counties as part of the MiCSES 2.4 rollout. This will be implemented by configuring a local forms export on each Voice Server. The processing of the forms will be handled at the county and therefore each county will generate it's own forms files. The forms files include SSN, Case Number, Name of Form Requested, and Date/Time.
- Transfer Menu and Centralization functions shall also be added consistent with the changes made to Wayne County.
- The hearing and forms requests functions will be implemented for the counties. This function allows callers to request different hearings and forms over the IVR. The requests are written to a flat file and then processed by the counties.
- "Whisper" functionality will also be a part of this modification. "Whisper" is a technology in which the SSN of the caller is spoken to the Customer Service Representative or Friend of the Court Representative when a call transfer is made. This allows the representative to key in the SSN to their system so they have information about the caller. This would be used for callers who are successfully authenticated on the IVR before transfer.
- One half-day on-site training course will be provided for each premise county. This will include the custom application training and some basic AccessNet training. The training manual created for Wayne County will be used, with updates for the MiCSES 2.4 application.
- Upgrade Wayne County from MiCSES 2.3 script to MiCSES 2.4 script.

Data Access

The MiCSES 2.4 IVR system will access MiCSES 2.4 data in a replicated Oracle database located at the MiPC Data Center in Lansing, MI. This database will be developed and maintained by the state's MiCSES 2.4 staff. The system will interface with the Oracle database via a standard set of stored procedures. The state's MiCSES 2.4 staff will modify the MiCSES 2.3 stored procedures as required by the script and data changes.

- The state's MiCSES 2.4 staff will provide the stored procedures to access the MiCSES 2.4 data. The stored procedures will be executed on the Oracle database server. The Oracle database, stored procedures, and SAN access will be set up and maintained by MiCSES 2.4 staff.

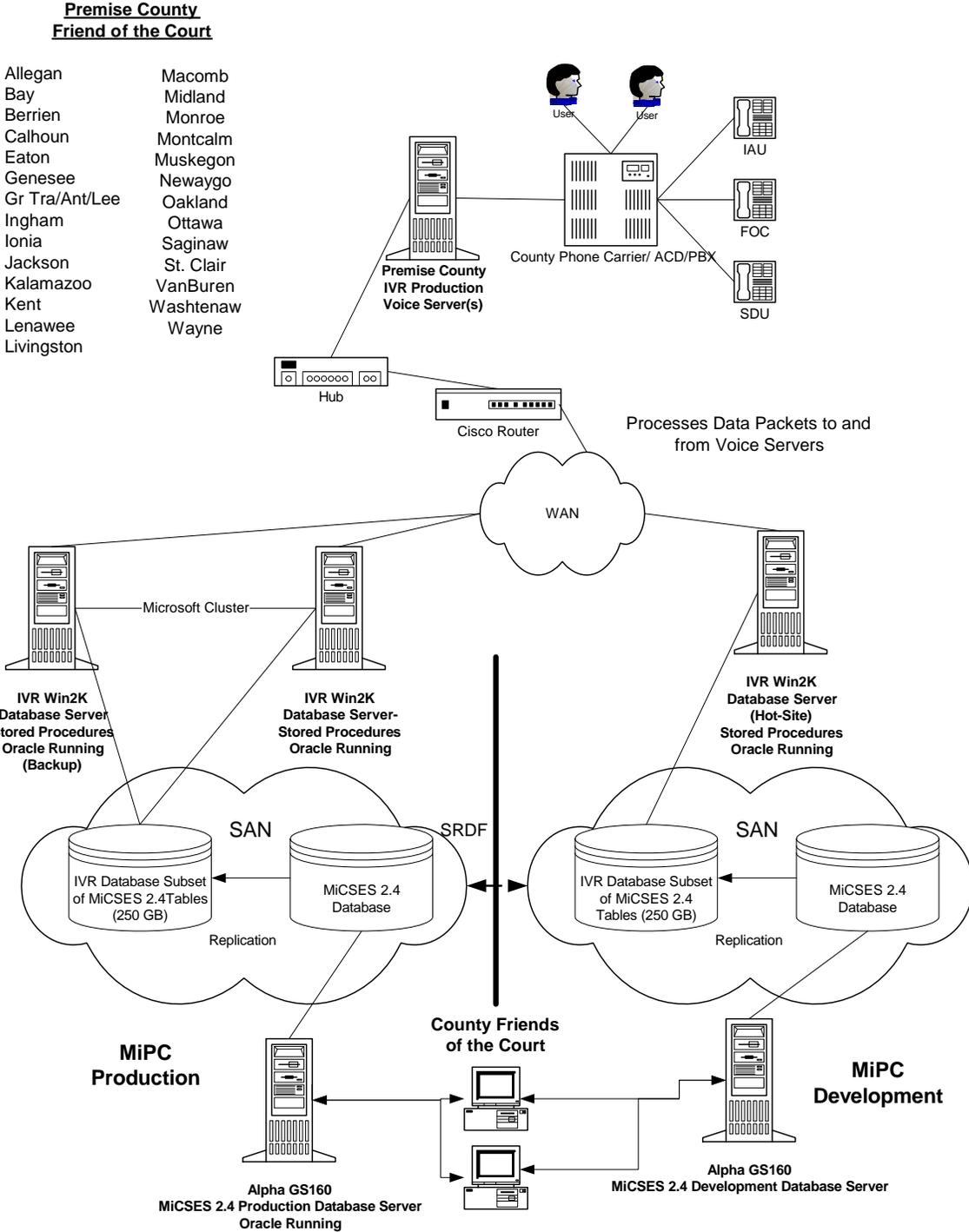
- Statistical data will be stored in an Oracle database hosted on the database server. The counties will have the ability to run statistical reports from the voice servers. The state will acquire and provide the required Oracle Client software that is compatible with their version of Oracle to the voice servers so the statistical reports may be run. GovConnect Staging Services shall load the client as part of the installation, with assistance from the State Oracle Infrastructure Team.
- No data imports will be required; all transactions will be performed against the replicated Oracle database.

Hardware/Software/Communications

- The current CSES 1.5.1 voice servers/database servers used in the counties will be converted to voice servers only. No additional hardware will be needed.
- Software and phrase updates, as a result of this project, will be loaded on the Wayne County voice servers. This would allow Wayne County to be at the same software level as the rest of the counties.
- The counties will maintain their current number of voice channels.
- The application servers will serve as an access point to the Oracle database via standard ODBC stored procedure-based calls to the Oracle database. There is also an application server at the hot-site.
- The application database servers are to be maintained by the MiCSES 2.4 staff and are located in Lansing.
- IVR servers will access the database/application servers through the State's WAN.
- Network connectivity between the voice servers and the application servers will be implemented and maintained by the state networking staff.
- Transfers will be to the Friend of the Court Offices, the SDU, or OCS.
- A Service Level Agreement that was prepared between MIPC and MiCSES for MiCSES 2.3 will be used for MiCSES 2.4 with appropriate changes.
- In order to provide software support to the all servers, GovConnect will require the ability to remotely connect to all servers via Vendor Extranet and PCAnywhere TCP/IP.
- Each premise server will have a local parameters table and forms tables stored in an Access database and will also operate a local database server process to access these tables.
- Existing servers will remain at their current location, using the current telephone lines and transfer numbers. If there is a need to move the server, GovConnect will update and support the server at its new location.

A diagram of the premise counties is provided on the following page.

MiCSES 2.4 Premise IVR Configuration



Task 1a Pricing Summary

Position	Number of Hours	Rate	Total Cost
Sr. Project Manager	800	\$150	\$120,000
Project Manager (2)	0	\$125	\$0
Business Analyst	800	\$120	\$96,000
Technical Support	200	\$100	\$20,000
Sr. Developer	40	\$100	\$4,000
Developer	40	\$80	\$3,200
QA Testing	160	\$75	\$12,000
HW/SW Staging	480	\$75	\$36,000
Training	200	\$75	\$15,000
Phrase Recording			\$36,641
HW/SW			\$0
Travel			\$39,328
Total Cost	2,720		382,169

In addition, to create a new General Information Branch, the cost will be \$5,750 and will include English and Spanish translation. This would only apply to counties that did not implement a General Information branch during the initial IVR rollout in 2000-2001. These counties are: Jackson, Kent, Saginaw, and Van Buren.

Assumptions

The following assumptions were made and identified in the process of assembling this estimate:

1. The statewide IVR system will make use of the existing IVR voice servers in their current locations.
2. MiCSES database and IVR data servers will continue to be located at MIPC.
3. The statewide IVR/call center will be implemented in conjunction with the MiCSES 2.4 rollout schedule.
4. The MiCSES Test (IT) team will conduct testing of the Oracle stored procedures for IVR.
5. The System Test team will provide IVR Test Scenarios to our team.
6. The Application Development team will provide stored procedures to GovConnect.
7. The Infrastructure team will update the replicated database structure.
8. MIPC will provide remote access, including FTP services, to all servers to GovConnect.
9. There are twenty-two premise systems; the average cost per county is approximately \$17,370.
10. There will be two Project Managers assigned to this task so that each Project Manager can be the Point of Contact for eleven county sites. The Project Management tasks include the following:
 - Conducting a county meeting for each premise site
 - Conducting follow-up conference calls
 - Coordinating and providing the script updates
 - Preparation of standard test plans
 - Coordinating testing
 - Addressing testing issues
 - Managing and scheduling the updates and system conversions.

One of the Project Managers will be Gwen Moore. Internal GovConnect support will be provided to Gwen via the Business Analyst role.

11. Staging resources are needed to upgrade the servers to the MiCSES 2.4 IVR script.
12. In conjunction with the MiCSES IVR team and the county phone carriers, technical and development resources will address technical issues with the call transfers to SDU or OCS or technical issues occurring from the system updates.
13. QA resources will be used to test the county scripts before production.
14. There will be half-day training sessions conducted to train the counties on new system functionality.
15. Spanish translation and recording of case specific and General Information scripts will be conducted.
16. The Business Analyst will support the Project Managers in documentation updates.
17. The county systems will conform to the standards in place for Wayne County.

Task 1b. Modification of the IVR to Support MiCSES 2.4 (Data Center Counties)

The scope of this effort involves modifying the MiCSES Child Support Interactive Voice Response (IVR) platform to support the MiCSES 2.4 system and implementing this for 54 counties. It will build on the system and infrastructure that is currently operating for the MiCSES 2.3 IVR. The resulting solution will use the existing voice servers currently located in the GovConnect data center with the centralized MiCSES 2.4 IVR database/application in MiPC. The current toll-free telephone number will continue to be used for these counties. In addition, a transfer menu will be implemented on this system to transfer calls to the SDU, OCS, or the county FOC.

Overall, the scope will require modifications to the system script, data, stored procedures, and infrastructure. The scope of the MiCSES 2.4 IVR functionality will be same as the previously implemented MiCSES 2.3 IVR, with the exception of modifications to support multiple counties and other enhancements identified during the Wayne County implementation. This will include the following known changes:

- Ability to identify the originating county and retrieve case information from multiple counties. The county number field has been added to the fields passed back from the Stored Procedures.
- Reconfiguring the GovConnect Data Center IVR servers to use the central database framework established in MiPC to access the MiCSES 2.4 replicated data.
- Addition of a statewide broadcast message that cannot be interrupted and one that can be interrupted.
- Addition of a new county recorded interruptible broadcast phrase, based on county number, that would be played for that county.
- Playing back of payment and enforcement phrases that are based on the originating county.

The details of these modifications will be finalized in the Detailed System Design document (DSD).

The Data Center servers will be updated using software updates to convert the servers to Voice Servers only that will point to the centralized Database Servers in MiPC. The current 877-KID-2660 phone numbers will be used for all 54 counties. The data for all counties will be centralized in one Oracle replicated database in the MiPC Data Center using the database servers that were implemented for the initial MiCSES 2.2 IVR system in Wayne County. The data requests would be processed over the WAN from the voice servers to the database servers located in MiPC.

As premise counties are converted to MiCSES 2.4, their scripts shall be added to the Data Center Scripts to allow access for these counties through the 877-KID-2660 phone number.

The CSES 1.5.1 counties and MiCSES 2.4 converted counties need to co-exist on the data center servers during the rollout using the current 877 number.

The calculated bandwidth based on current call volumes shows the flow to be between 11-15 kilobits per second. It is recommended by GovConnect Data Center Technical Staff for the State to upgrade the current 56k data line to a T1 data line. This one-time upgrade would provide the bandwidth for this implementation, the use of a test environment and potential web applications.

IVR Script/Application

Implementation of the MiCSES 2.4 IVR system will use a modified version of the existing MiCSES 2.3 script developed by GovConnect and running in Wayne County currently.

As part of the design process for the MiCSES 2.4 IVR, script/application changes will be identified. The current scope for MiCSES 2.4 will include the following:

- The MiCSES 2.4 scripts will include standard touch-tone support with English and Spanish languages. The existing Voice Recognition will also be used.
- Only English phrase changes will be recorded. All others will be the already recorded phrases currently being used.
- The script will be changed to identify the originating county for the support orders.
- The counties' current General Information branches will be ported over to MiCSES 2.4 with phrase changes only.
- There will be a local AccessNet Integrated Database Manager tool (IDM) that will store the General Information and Transfer Information on the Voice Servers for the Data Center Counties.
- The scripts will reference the county FOC where the support order originates for payment and enforcement information.
- When the county is converted to MiCSES 2.4, a transfer menu will also be implemented consistent with the premise county installations. This will involve transfer to the local FOC and to the SDU or other State Call Center. This will be by use of Direct Dial Numbers.
- All support orders identified by SSN will be played back regardless of the county called. The support order listing will identify the originating county.
- No AccessNet Messaging is incorporated in the MiCSES 2.4 application. AccessNet Messaging is a function where callers may leave messages that are stored on the IVR itself.
- There will be a forms request option added. The MiCSES 2.3 IVR script for Wayne County and the current CSES 1.5.1 IVR script for Ingham County currently utilize a forms request package. This will be offered to the Data Center Counties as part of the MiCSES 2.4 Rollout. This will be implemented by configuring a local Forms export on each Voice Server. The processing of the forms will be handled at the county and therefore each county will generate it's own forms files. The forms files include SSN, Case Number, Name of Form Requested, and Date/Time.
- If the change order to develop hearing requests is approved, there will also be a hearing request option added. This would be offered to the Data Center Counties as part of the MiCSES 2.4 Rollout. This will be implemented by configuring a local Hearings export on each Voice Server. The processing of the hearing requests will be handled at the county. The hearing request files include SSN, Case Number, Name of Hearing Requested, and Date/Time.
- "Whisper" functionality will also be a part of this modification. "Whisper" is a technology in which the SSN of the caller is spoken to the Customer Service Representative or Friend of the Court Representative when a call transfer is made. This allows the representative to key in the SSN to their system so they have information about the caller. This would be used for callers who are successfully authenticated on the IVR before transfer.
-
- Transfer option menu needs to be implemented in the Data Center to connect to originating county and also to the SDU Call Center.

Data Access

The MiCSES 2.4 IVR system will access MiCSES 2.4 data in a replicated Oracle database located at the MiPC Data Center in Lansing, MI. This database will be developed and maintained by the state's MiCSES 2.4 staff. The system will interface with the Oracle database via a standard set of stored procedures. The state's MiCSES 2.4 staff will modify the MiCSES 2.3 stored procedures as required by the script and data changes.

- The state's MiCSES 2.4 staff will provide the stored procedures to access the MiCSES 2.4 data. The stored procedures will be executed on the Oracle database server. The Oracle database, stored procedures, and SAN access will be set up and maintained by MiCSES 2.4 staff.
- Statistical data for the Data Center Counties will be stored in a local SQL Server database and also used for billing purposes. The reports will be provided to the State monthly, as are the current CSES 1.5.1 Statistical Reports.
- The state will acquire and provide the required Oracle Client software that is compatible with their version of Oracle to the voice servers so the statistical reports may be run. GovConnect Data Center Staff shall load the client as part of the installation, with assistance from the State Oracle Infrastructure Team.
- No data imports will be required; all transactions will be performed against the replicated Oracle database.
- Forms and Hearings Data Requests will be stored on the Data Center Database/Statistical Server.

Hardware/Software/Communications

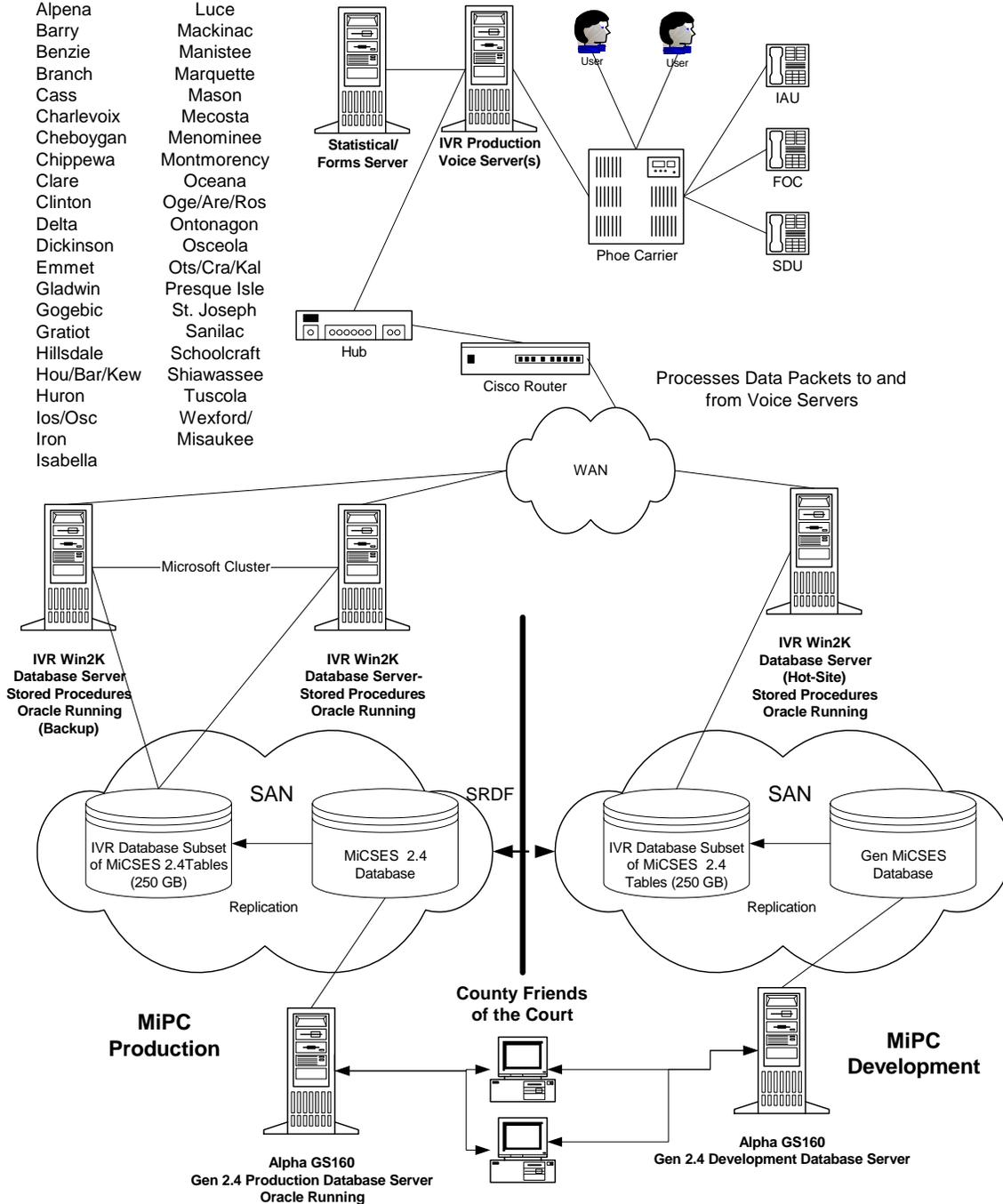
- Two new voice servers shall be obtained to replace the current CSES 1.5.1 production servers. The existing servers will be used for the Test Environment. One of the existing voice servers will be used for the Test Environment Voice Server and the other Voice Server will be used for a statistical server and to store local forms/hearings data.
- The application servers will serve as an access point to the Oracle database via standard ODBC stored procedure-based calls to the Oracle database. There will also be an application server in the Hot-site.
- The application database servers are to be maintained by the Gen. 2.4 staff and are located in Lansing.
- IVR servers will access the Database/application servers through the State's WAN.
- Network connectivity between the voice servers and the application servers will be implemented and maintained by the state networking staff.
- Transfers will be to the Friend of the Court Offices or the SDU or OCS.
- A Service Level Agreement that was prepared between MIPC and MiCSES for MiCSES 2.3 will be used for MiCSES 2.4 with appropriate changes.
- In order to provide software support to the all servers, GovConnect will require the ability to remotely connect to all servers via Vendor Extranet and PCAnywhere TCP/IP.
- It is the responsibility of the state to increase the size of the data line from 56k to T1 and provide the appropriate router equipment.
- There will be a local parameters table and forms tables stored in an Access database. The IVR will operate a local database server process to access these tables.

A diagram of the data center system is provided on the following page.

MiCSES 2.4 Data Center IVR Configuration

Data Center County
Friend of the Court

- | | |
|-------------|--------------|
| Alcona | Lake |
| Alger | Lapeer |
| Alpena | Luce |
| Barry | Mackinac |
| Benzie | Manistee |
| Branch | Marquette |
| Cass | Mason |
| Charlevoix | Mecosta |
| Cheboygan | Menominee |
| Chippewa | Montmorency |
| Clare | Oceana |
| Clinton | Oge/Are/Ros |
| Delta | Ontonagon |
| Dickinson | Osceola |
| Emmet | Ots/Cra/Kal |
| Gladwin | Presque Isle |
| Gogebic | St. Joseph |
| Gratiot | Sanilac |
| Hillsdale | Schoolcraft |
| Hou/Bar/Kew | Shiawassee |
| Huron | Tuscola |
| Ios/Osc | Wexford/ |
| Iron | Misaukee |
| Isabella | |



Task 1b Pricing Summary

Position	Number of Hours	Rate	Total Cost
Sr. Project Manager	660	\$150	\$99,000
Project Manager (2)	0	\$125	0
Business Analyst	1588	\$120	\$190,560
Technical Support	200	\$100	\$20,000
Sr. Developer	40	\$100	\$4,000
Developer	40	\$80	\$3,200
QA Testing	80	\$75	\$6,000
HW/SW Staging	80	\$75	\$6,000
Training	0	\$75	\$0
Phrase Recording			\$90,650
HW/SW			\$0
Travel			\$15,000
Totals	2,688		\$434,410

Cost per minute of data center use: Incoming Call and Transferred Call Minutes will be added to the current production data center minutes and billed according to the current rate schedule.

For example, the call minutes are calculated as follows:

Incoming Call listening to the IVR = 2.00 minutes

Transferred call- On-hold time = 5.00 minutes

Call Center or County Talk Time = 5.00 minutes

Total Call Minutes = 12.00 minutes

In addition, there will be a charge of \$0.08 for every call that is transferred.

In addition, to create a new General Information Branch for Clinton County, the cost will be \$5,750 and will include English and Spanish translation. This is because Clinton County did not implement a General Information branch during the initial IVR rollout in 2000-2001.

Assumptions

The following assumptions were made and identified in the process of assembling this estimate:

1. The IVR database servers will continue to be located at MIPC.
2. The statewide IVR/call center will be implemented in conjunction with the MiCSES 2.4 rollout schedule.
3. The MiCSES test (IT) team will conduct testing of the Oracle stored procedures for IVR.
4. The system test team will provide IVR test scenarios to our team
5. The application development team will provide stored procedures to GovConnect
6. The Infrastructure team will update the replicated database structure

7. MIPC will provide remote access, including FTP services, to all servers to GovConnect
8. There are Fifty-four data center counties; the average cost per county is approximately \$8,045
9. There will be two Project Managers assigned to this task so that each Project Manager can be the Point of Contact for 27 counties. The Project Management tasks include the following:
 - Conduct a regional site meeting
 - Conducting follow-up conference calls
 - Coordinate and provide the script updates
 - Preparation of standard test plans
 - Managing and scheduling the system conversions

One of the Project Managers will be Gwen Moore. Internal GovConnect support will be provided to Gwen via the Business Analyst role.

10. The Business Analyst will be the primary point of contact for testing and addressing testing issues.
11. Staging resources are needed to upgrade the current CSES 1.5.1 servers to add the MiCSES 2.4 IVR script.
12. In conjunction with the MiCSES IVR team, technical and development resources will address technical issues with the call transfers to SDU or OCS or technical issues that occurring from the system updates. This includes support from the GovConnect data center staff to support the implementation/conversion of the counties to MiCSES 2.4. Also the data center staff will load premise county scripts to the data center as these counties convert to MiCSES 2.4.
13. QA resources will be used to test the county scripts before production.
14. There will be no training provided for the data center counties.
15. Spanish translation and recording of case specific and General Information scripts will be conducted.
16. The county systems will conform to the standards in place for Wayne County.

Task 1c. Creation of Test Environment for MiCSES 2.4 IVR Testing

The scope of this effort involves the creation of a test environment for the 83 counties to test their scripts. This includes the following:

- Test environment to be hosted at GovConnect secure data center
- Ability for multiple counties to test at one time
- Use of test 800 number
- The Test environment will be accessible by State IVR team using PCAnywhere via TCP/IP via the state's T1 network circuit.

Data Access

The MiCSES 2.4 Test IVR system will access test and production MiCSES 2.4 data in a replicated Oracle database located at the MiPC Data Center in Lansing, MI. This database will be developed and maintained by the state's MiCSES 2.4 staff. The system will interface with the Oracle database via a standard set of stored procedures. The state's MiCSES 2.4 staff will modify the MiCSES 2.3 stored procedures as required by the script and data changes.

- The state's MiCSES 2.4 staff will provide the stored procedures to access the MiCSES 2.4 data. The stored procedures will be executed on the Oracle database server. The Oracle database, stored procedures, and SAN access will be set up and maintained by MiCSES 2.4 staff.
- Statistical data for the test counties will be stored in a local SQL Server database and also used for billing purposes. The reports will be provided to the State monthly, as are the current CSES 1.5.1 statistical reports.
- The state will acquire and provide the required Oracle Client software that is compatible with their version of Oracle to the voice servers so the statistical reports may be run. GovConnect data center staff shall load the client as part of the installation, with assistance from the State Oracle Infrastructure Team.
- Statistical data will be stored in an Oracle database hosted on the database server.
- No data imports will be required; all transactions will be performed against the replicated Oracle database.
- Forms and hearings data will be stored on the test database/statistical server.

Hardware/Software/Communications

- The test voice server will serve as an access point to the Oracle database via standard ODBC stored procedure-based calls to the Oracle database.
- The test server shall be a combination of voice and databases server and make calls to an Oracle database on the test region in Lansing.
- Network connectivity between the test voice/database server and the Oracle database will be implemented and maintained by the state networking staff.
- Test transfers will be to the Friend of the Court offices or the SDU and shall use a direct dial number.
- The WAN connection between GovConnect data center and State of Michigan network would need to be upgraded to a T1 line.

A diagram of the test environment is provided on the following page.

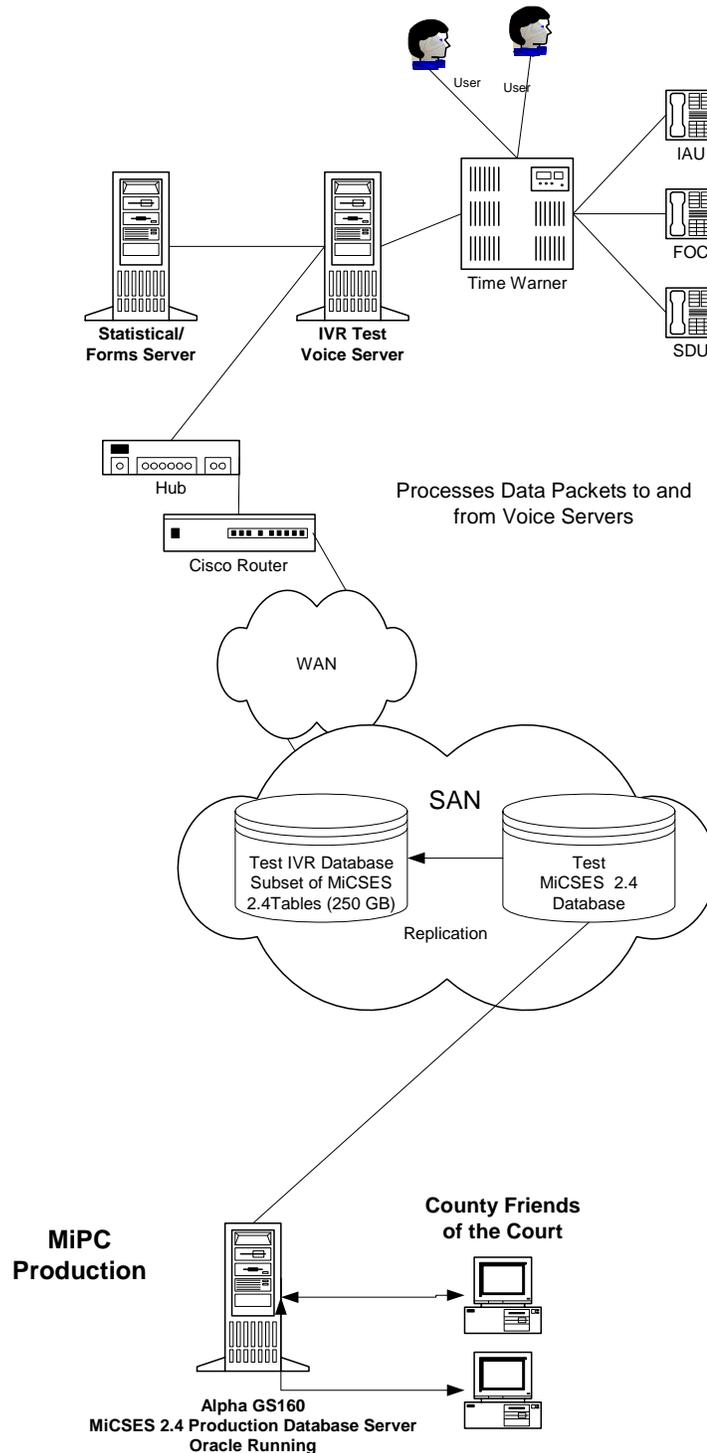
MiCSES 2.4 GovConnect Data Center Test IVR Configuration

**Data Center County
Friend of the Court**

Alcona	Lake
Alger	Lapeer
Alpena	Luce
Barry	Mackinac
Benzie	Manistee
Branch	Marquette
Cass	Mason
Charlevoix	Mecosta
Cheboygan	Menominee
Chippewa	Montmorency
Clare	Oceana
Clinton	Oge/Are/Ros
Delta	Ontonagon
Dickinson	Osceola
Emmet	Ots/Cra/Kal
Gladwin	Presque Isle
Gogebic	St. Joseph
Gratiot	Sanilac
Hillsdale	Schoolcraft
Hou/Bar/Kew	Shiawassee
Huron	Tuscola
Ios/Osc	Wexford/ Misaukee
Iron	
Isabella	

**Premise County
Friend of the Court**

Allegan	Macomb
Bay	Midland
Berrien	Monroe
Calhoun	Montcalm
Eaton	Muskegon
Genesee	Newaygo
Grand Traverse	Oakland
Ingham	Ottawa
Ionia	Saginaw
Jackson	St. Clair
Kalamazoo	VanBuren
Kent	Washtenaw
Lenawee	Wayne
Livingston	



Position	Number of Hours	Rate	Total Cost
Sr. Project Manager	80	\$150	\$12,000
Project Manager	0	\$125	\$0
Business Analyst	40	\$120	\$4,800
Technical Support	80	\$100	\$8,000
Sr. Developer	100	\$100	\$10,000
Developer	180	\$80	\$14,400
QA Testing	100	\$75	\$7,500
HW/SW Staging	60	\$75	\$4,500
Training	0	\$75	\$0
Phrase Recording			\$2,000
HW/SW (2 Voice Servers)			\$31,578
Travel			\$0
Totals	640		\$94,778

Also, the following pricing applies to the use of the GovConnect data center for the testing environment:

One Voice T-1 Line = \$750 per month

Cost per minute of data center use: Incoming Call and Transferred Call Minutes will be added to the current production data center minutes and billed according to the current rate schedule.

For example, the call minutes are calculated as follows:

Incoming Call listening to the IVR	= 2.00 minutes
Transferred call- On-hold time	= 5.00 minutes
Call Center or County Talk Time	= 5.00 minutes
Total Call Minutes =	12.00 minutes

In addition, there will be a charge of \$0.08 per call transfer event.

Assumptions

The following assumptions were made and identified in the process of assembling this estimate:

1. The MiCSES Oracle database will be located at MiPC.
2. The test environment shall be ready by the end of January 2003, assuming the task order is approved and funded by November 30, 2002.
3. The system test team will provide IVR test scenarios to our team.
4. The application development team will provide stored procedures to GovConnect.
5. The Infrastructure team will update the replicated database structure.
6. Remote access will be available to State IVR team and GovConnect Project Management team.
7. The Project Management task involves the creation of the design, specifications and managing the installation and creation of the test environment.

8. The Business Analyst shall support the Project Manager in documentation updates for the test environment.
9. Staging resources are needed to stage the new servers for the production CSES 1.5.1/MiCSES 2.4 production and restage the existing production servers for the test environment- one voice server and one forms/statistical server.
10. Technical and development resources shall create the technical design and make the development changes needed for CSES 1.5.1 and MiCSES 2.4 scripts to be co-located on the same server, allow counties to be pointed to MiCSES 2.4 test or production regions and address technical issues involved with the call transfers and testing.
11. QA resources shall be used to support the implementation and testing of the test environment and verify that the system conforms to the specifications and design.
12. There will be no training provided for the data center counties.
13. There shall be some new phrases (recorded in English and Spanish) for the setup of the test environment.
14. The test environment will be setup to allow testing for both premise and data center Counties.
15. The voice server shall use one T1 line, which would allow 24 callers to test at one time.
16. A toll-free test number will be provided.

Task 2. Web-Enable Case Specific Information

GovConnect is proposing to web-enable the case specific information that can also be accessed from the current IVR script. We would anticipate this web site operating as follows:

- There will be a home page with an SSN/password entry box. This will use the same SSN/password as the IVR.
- Both SSN and PIN will be entered on this screen.
- The next screen will present the case numbers for existing cases, up to 8
- After case selection, a person can request
 - Up to the last three payments and current balance
 - Information on lost or stolen checks (displays a page with the static information on county addresses and fax numbers; State to provide this page)
 - Enforcement information for Show Cause Hearing information, Bench Warrant information and Income Withholding Order information
- No general information branch or county specific information will be displayed.
- No new DB calls will be written. The current IVR Oracle database will be utilized for the case specific data and also the web stats.
- The site will follow the same business rules as the IVR system.
- A "back door" will be created for the state to reset PINs.
- The site will be designed to support 1200 concurrent users.

This effort would be completed within 60 days after State sign-off.

Task 2 Web Screen Examples

Welcome Screen:

The screenshot shows the welcome screen of the Michigan Family Independence Agency website. The header is purple and contains the text "IT TAKES BOTH PARENTS TO SUPPORT A CHILD." and "OFFICE OF CHILD SUPPORT". There is a logo for the "STATE OF MICHIGAN Family Independence Agency" and the website address "www.michigan.gov". Navigation buttons for "CONTACT US" and "HELP" are in the top right. The main content area has a light blue background. On the left is a photo of four smiling children with a "gettyimages" watermark. To the right of the photo is a "FIND OUT ABOUT:" menu with links for "LAST MONTH'S PAYMENT SUMMARY", "LAST 3 MONTH'S PAYMENT SUMMARY", "BENCH WARRANT", "INCOME WITHHOLDING ORDER", and "SHOW CAUSE HEARING". A white box on the right contains a "Welcome" message, the agency's mission statement, a list of reasons why paying and receiving child support is important, and a thank-you note. At the bottom, there is contact information: "To contact us call 1-517-373-2035, weekdays 8:00 a.m. to 6:00 p.m. EST". A footer section includes a copyright notice and a disclaimer note.

IT TAKES BOTH PARENTS TO SUPPORT A CHILD.
OFFICE OF CHILD SUPPORT

STATE OF MICHIGAN
Family Independence Agency
www.michigan.gov

CONTACT US HELP

gettyimages

FIND OUT ABOUT:

- LAST MONTH'S PAYMENT SUMMARY
- LAST 3 MONTH'S PAYMENT SUMMARY
- BENCH WARRANT
- INCOME WITHHOLDING ORDER
- SHOW CAUSE HEARING

Welcome

The mission of Michigan's child support program is to provide fast and friendly services to our customers.

Why is paying and receiving child support important?

- It's good for the children
- It's the law

For more information on child support, please use this website.

Thank you for visiting. We are glad you are here!

To contact us call 1-517-373-2035, weekdays 8:00 a.m. to 6:00 p.m. EST

All material Copyright © State of Michigan, 2003. Please send comments to the webmaster.

Note: The information published on this page has been provided to share state information to increase the quality and availability of Michigan's Family Independence Agency's internal and external services. This information will change from time to time and may not accurately represent the established and current position of the department.

The image shown must be purchased. The purchased image will not have the "Getty Images" logo on it.

Enter the SSN:

The screenshot shows the Michigan Family Independence Agency website. The header includes the slogan "IT TAKES BOTH PARENTS TO SUPPORT A CHILD." and the "OFFICE OF CHILD SUPPORT" logo. A navigation bar contains "CONTACT US" and "HELP" buttons. The main content area is titled "Enter Social Security Number" and includes a "Main Menu" dropdown menu. Below the title, a message states: "To access payment information or to make a payment, your social security number and case number are required." A text box contains instructions: "Please enter your social security number below, then press CONTINUE. If you do not know your case number, you may contact our customer service center at 1-XXX-XXX-XXXX weekdays 8:00 a.m. to 6:00 p.m. EST." Below this is a form with the label "Social Security Number:" and an input field, followed by a "CONTINUE" button. A "Please Note:" section states: "It may take several minutes for the payment information to appear." At the bottom, there is a "BACK TO HOME" button.

Dropdown menu on all pages:

- Select a Category Below...
- Back to Home
- Last Month's Payment Summary
- Last 3 Months Payment Summary
- Bench Warrant
- Income Withholding Order
- Show Cause Hearing
- Contact Us
- Help
- Logoff

Enter PIN:

The screenshot shows a web page for the Michigan Family Independence Agency. The header is purple and contains the text "IT TAKES BOTH PARENTS TO SUPPORT A CHILD." and "OFFICE OF CHILD SUPPORT". There is an image of hands being held together and the agency logo. Navigation buttons for "CONTACT US" and "HELP" are in the top right. The main content area is light blue and titled "PIN Information". It includes a "Main Menu" dropdown menu. The text explains that a PIN is required for payment information and states that the user currently does not have a PIN. Two columns of input fields are provided: one for viewing further information (with a "CONTINUE" button) and one for changing the PIN (with "CHANGE PIN" button). The "CHANGE PIN" section includes fields for "Enter OLD PIN:", "Enter NEW PIN:", and "Verify NEW PIN:". A "BACK TO HOME" button is located at the bottom of the page.

IT TAKES BOTH PARENTS TO SUPPORT A CHILD.
OFFICE OF CHILD SUPPORT

STATE OF MICHIGAN
Family Independence Agency
www.michigan.gov

CONTACT US **HELP**

PIN Information

Main Menu

A personal identification number (PIN) is required to view further information about whether payments were sent to you or kept by Michigan or another state.

You currently do not have a PIN.

<p>To view further information:</p> <p>Enter PIN: <input type="text"/></p> <p>CONTINUE</p>	<p>You may change your PIN:</p> <p>Enter OLD PIN: <input type="text"/> (Must be 4 digits, numeric only)</p> <p>Enter NEW PIN: <input type="text"/> Verify NEW PIN: <input type="text"/></p> <p>CHANGE PIN</p>
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BACK TO HOME

Payment Record Example:

The screenshot shows the Michigan Family Independence Agency website. The header includes the slogan "IT TAKES BOTH PARENTS TO SUPPORT A CHILD." and the Office of Child Support logo. The main content area is titled "Payment Record" and features a "Main Menu" dropdown menu. Below the menu, there is a paragraph explaining payment processing times. A "Case Number: 200112345DM" is displayed. A table with two columns, "Payment Processed Date" and "Payment Amount", contains three rows of placeholder data. At the bottom, there is a footer with contact information for customer service.

IT TAKES BOTH PARENTS TO SUPPORT A CHILD.
OFFICE OF CHILD SUPPORT

STATE OF MICHIGAN
Family Independence Agency
www.michigan.gov

CONTACT US **HELP**

Payment Record

Main Menu

All payments are sent to payees within two working days of the payment processed date. The date you receive the payment will depend on mail delivery. Allow 3-4 working days from the payment processed date for direct deposits.

Case Number: 200112345DM

To print from your browser menu, select File, then Print.

Payment Processed Date	Payment Amount
XX/XX/XX	\$ XXXXXXXX.XX
XX/XX/XX	\$ XXXXXXXX.XX
XX/XX/XX	\$ XXXXXXXX.XX

If you have questions, contact customer service at 1-XXX-XXX-XXXX weekdays 8:00 a.m. to 6:00 p.m. EST.

Task 2 Pricing Summary

Position	Number of Hours	Rate	Total Cost
Sr. Project Manager	120	\$150	\$18,000
Technical Support/ Web Designer	200	\$100	\$20,000
Sr. Developer	100	\$100	\$10,000
Developer	160	\$80	\$12,800
QA Testing	24	\$75	\$1,800
HW/SW Staging	60	\$75	\$4,500
Training	0	\$75	\$0
Phrase Recording			\$0
HW/SW (2 Web Servers)			\$22,715
Travel			\$2,350
Totals	664		\$92,165

Also, there is a \$1,428 per month charge for hosting this solution through the GovConnect data center.

Assumptions

The following assumptions were made and identified in the process of assembling this estimate:

1. The Project Management task involves the creation of the design, specifications and creating a test plan, testing and addressing client testing issues and the coordinating production schedule.
2. The technical support/ web designer will create the web screens according to the specifications outlined in the Detailed System Design.
3. The development resources will develop the back-end interface from the web screens to the Oracle stored procedures.
4. Staging resources are needed to build the web servers.
5. QA resources shall be used to test the web system before User Acceptance Testing.
6. There will be no training provided.
7. The GovConnect data center shall provide all networking, including cables, firewalls, and routers for the web server.
8. The GovConnect data center will be responsible for network and system security
9. The GovConnect data center will provide Verisign
10. The state will provide the web site URL

Task 3. Forms Enhancement/Hearing Request Change Order

This task is for the development necessary to enhance the forms functionality and hearing requests capabilities. Currently, MiCSES has a forms section that writes forms requests to a local Access database. There are two main tables – a table that lists all forms offered and a table to store the form requests. Currently, the export writes the records all to one file. This change order will allow the system to create a file for each type of form. The file name would be the name of the form and the county name (e.g. Demand for Medical Payment_Wayne.txt). Also, the export files will be automatically e-mailed to an e-mail distribution list.

The forms and hearings request processes will have the ability to store forms requests in one location or at the county servers. There will also be the ability to combine data from multiple counties, if required. The “Hearing Requests” process will also be created using a similar process as the Forms Requests. There are two main tables – a table that lists all hearings offered and a table to store the hearing requests. The hearings will be exported to a separate hearing file and will be automatically e-mailed to an e-mail distribution. The current export file/report would be enhanced with space separators between fields and Column titles.

Current Report

8219977061203827895920C010220020819141143Tax Administrative Review

Enhanced Export (Example)

Cty #	Case Number	SSN	Role	Form #	Date Requested	Form Name
82	19977061203	827895920	C	0102	20020819141143	Tax Admin Review

Task 3 Pricing Summary

Position	Number of Hours	Rate	Total Cost
Sr. Project Manager	140	\$150	\$21,000
Business Analyst	20	\$120	\$2,400
Technical Support	0	\$100	\$0
Sr. Developer	8	\$100	\$800
Developer	160	\$80	\$12,800
QA Testing	24	\$75	\$1,800
HW/SW Staging	16	\$75	\$1,200
Training	0	\$75	\$0
Phrase Recording			\$1,914
Travel			\$0
Totals	368		\$41,914

Assumptions

The following assumptions were made and identified in the process of assembling this estimate:

1. The Project Management task involves the creation of the design, specifications and creating a test plan, testing and addressing client testing issues and the coordinating update schedule.
2. The Development resources shall develop the forms changes and create a hearings functionality

3. Staging resources are needed to update the servers.
4. QA resources will be used to test the system before User Acceptance Testing.
5. There will be no training provided.

Task 4. Call Center/Centralization Support

During the contract period, the services of the GovConnect Project Manager (Debbie Palmer) and other GovConnect personnel will be needed to support centralization activities and implement IDM and phrase changes. The pricing below represents the time spent in this effort. It also accounts for any phrase changes that need to be made/implemented during this time. However, this includes phrase changes to support centralization but does not include custom code development.

In support of the efforts to plan for and implement the OCS long-term customer service vision, this task will involve participation in the Customer Service Work Group to advise the team on technical issues regarding the IVR and its interaction with the call center. The task will also include implementing changes as required by this group to support the centralization efforts and a move to an IVR UNIX Oracle database.

This task will also provide resources to support the replacement of the NT Oracle IVR replicated database with a UNIX IVR replicated database.

Task 4 Pricing Summary

Position	Number of Hours	Rate	Total Cost
Sr. Project Manager	192	\$150	\$28,800
Technical Support	48	\$100	\$4,800
Sr. Developer	0	\$100	\$0
Developer	0	\$80	\$0
QA Testing	0	\$75	\$0
HW/SW Staging	0	\$75	\$0
Training	0	\$75	\$0
Phrase Recording			\$2,350
HW/SW			\$0
Travel			\$3,268
Totals	240		\$39,218

Assumptions

The following assumptions were made and identified in the process of assembling this estimate:

1. The Project Management task involves participation in the Customer Service Work Group and implementing changes as required by this group to support the centralization efforts and a move to an IVR UNIX Oracle Database.
2. The Development resources address transfer and technical issues that may arise from the centralization effort and the move to an IVR UNIX Oracle Database.

Task 5. Platinum Maintenance Support for MiCSES 2.4 IVR

While implementing Wayne County last spring, it was GovConnect's experience that the County required our Platinum level support even though our contract calls for Gold level support. The difference is that with our Platinum level service, Wayne County would have around-the-clock support

(24 hours per day, 7 days per week). With our Gold level service, support is provided Monday through Friday (24 hours per day, 5 days per week).

Our Client Services Department has fielded support calls on the weekend for Wayne County.

We believe that Wayne County and the State would greatly benefit from uplifting their support level to our Platinum service. The pricing for Wayne County to go from Gold to Platinum support would be an additional \$7,066. Also, with the Platinum level of support, Wayne County will receive our Heartbeat service. With the Heartbeat service, Wayne County's system is monitored on an hourly basis to insure that it is operating properly. If something is amiss, our Heartbeat service will automatically notify the proper GovConnect personnel so the problem can be corrected as soon as possible.

Heartbeat can be used when non-interruptible phrases are used. If it is the intent to use temporary non-interruptible phrases, additional custom development is needed to implement heartbeat using a hidden option. This change would be rolled into the other development changes for the MiCSES 2.4 test environment. There would be no additional charge for this.

Proposal Pricing Summary

<i>Item</i>	<i>Pricing</i>
Task 1a. Modification of the IVR to Support MiCSES 2.4 (Premise Counties)	\$382,169.00
Task 1b. Modification of the IVR to Support MiCSES 2.4 (Data Center Counties)	\$434,410.00
Task 1c. Creation of Test Environment for MiCSES 2.4 IVR Testing	\$94,778.00
Task 2. Web-Enable Case Specific Information	\$92,165.00
Task 3. Forms Enhancement/Hearing Request Change Order	\$41,914.00
Task 4. Call Center/Centralization Support	\$39,218.00
Task 5. Annual Platinum Maintenance Support for MiCSES 2.4 IVR	\$7,066.00
	\$1,091,720.00

ONGOING MONTHLY DATA CENTER FEES:

<i>Item</i>	<i>Description</i>	<i>Pricing</i>
Monthly Test T1 Fee	T1 Line to Test Environment	\$750.00
Estimated Number of Transfers	Estimated - 15% calls transfer (85,000 monthly calls = 12,750 calls per month) 8 cents per transfer event	\$1020.00
Estimated- Transferred Minutes	Estimated ten minute total hold and talk time = 127,500 minutes	
Total minutes Charges	127,500 minutes @ 11.1 cents/minute = 14,152.50	\$14,152.50
Web Hosting Rates	Web Hosting(per Task 2)	\$1,428.00
	Total Additional Monthly Fees	\$17,350.50

Form No. DMB 234 (Rev. 1/96)
 AUTHORITY: Act 431 of 1984
 COMPLETION: Required
 PENALTY: Contract will not be executed unless form is filed

STATE OF MICHIGAN
 DEPARTMENT OF MANAGEMENT AND BUDGET
 ACQUISITION SERVICES
 P.O. BOX 30026, LANSING, MI 48909
 OR
 530 W. ALLEGAN, LANSING, MI 48933

February 21, 2002

CHANGE NOTICE NO. 4
TO
CONTRACT NO. 071B0000768
between
THE STATE OF MICHIGAN
and

NAME & ADDRESS OF VENDOR Govconnect Inc. 11311 Cornell Park Drive, Suite 300 Cincinnati, OH 45242	TELEPHONE: (800)747-1374 Donald J. Ruberg, Jr.
	VENDOR NUMBER/MAIL CODE
	BUYER (517) 373-7396 Andy Ghosh
Contract Administrator: Virginia Hambric <p style="text-align: center;">Integrated Voice Response System (IVR) – Family Independent Agency Child Support Enforcement System (CSES)</p>	
CONTRACT PERIOD: From: August 2, 2000 To: September 30, 2003	
TERMS <p style="text-align: center;">N/A</p>	SHIPMENT <p style="text-align: center;">N/A</p>
F.O.B. <p style="text-align: center;">N/A</p>	SHIPPED FROM <p style="text-align: center;">N/A</p>
MINIMUM DELIVERY REQUIREMENTS <p style="text-align: center;">N/A</p>	

NATURE OF CHANGE (S):

Effective immediately, the following requirements are added to the contract:

- 1. Integrate the second-generation child support enforcement system (MiCSES, GEN. 2) starting with third circuit court in Detroit.**
- 2. Implement the IVR platform MiCSES, GEN. 2 in Wayne County, FIA.**
- 3. Convert FIA statewide to MiCSES, GEN. 2**

The work statement and other attachments are enclosed.

AUTHORITY/REASON:

Agency request, vendor agreement.

INCREASE: \$1,960,851.00

TOTAL REVISED ESTIMATED CONTRACT VALUE: \$3,620,891.00



GovConnect™



Error! Unknown switch argument.

State of Michigan Family Independence Agency Wayne County IVR Proposal January 7, 2002

Original

GOVCONNECT, INC
11311 CORNELL
PARK DRIVE SUITE
300
CINCINNATI, OHIO
45242

K:\word\02ws\GovConnect AttachmentB

POWERFUL CONNECTION

one

Introduction

This proposal is submitted to the Michigan Family Independence Agency (FIA) for development and implementation of the Child Support Interactive Voice Response (IVR) system for Wayne County. This proposal includes pricing for implementation of the IVR platform for Wayne County and the integration with the Gen 2.2 system with a completion date of March 31, 2002. Details of this proposal are as follows.

Implementation of the Wayne County IVR System

This task involves establishing a centralized IVR application processing system as an initial phase of the Gen 2.2 IVR and implementing it for Wayne County. This task assumes there is no existing GovConnect IVR running in Wayne County.

In an effort to accelerate the IVR implementation in Wayne County, GovConnect will build on the baseline MiCSES IVR system, which is currently running in all other Michigan counties. It will take advantage of the existing script as much as possible and will establish much of the framework for the statewide system to be rolled out to the other counties. The planned system's script/application, data, and hardware/software/communications are described below.

Script/Application

Implementation of the statewide IVR system in Wayne County will use a modified version of the existing script developed by GovConnect and running in all other counties currently. Script changes will be minimized.

- Script will be modified to play back current support and arrearage totals for balances and payments.
- Only client custom phrases will be recorded. All others will be the already recorded script running in the current counties.
- It will include standard touch-tone support with a single language only.
- No messaging is incorporated in the current application.
- A 1 day on site training course will be provided

Data Access

The statewide IVR system will access Gen 2.2 data in a backup Oracle database located in Lansing, MI. This database will be developed and maintained by the state's Gen 2.2 staff. For this configuration, IVR voice servers will be implemented in Wayne County and will be directed to a set of application servers located in Lansing, which will interface to the Oracle database. The system will interface with the Oracle database via a standard

set of stored procedures. The state's Gen 2.2 staff will build stored procedures that mimic the inputs and outputs of the existing GovConnect IVR processes, modified as required by the script changes.

- The state's Gen 2.2 staff will provide the stored procedures to access the Gen 2.2 data. The stored procedures will be executed on the Oracle database server. The Oracle database, stored procedures, and SAN access will be set up and maintained by Gen 2.2 staff.
- Statistical data will be stored in an Oracle database hosted on the database server.
- No data imports or exports will be required; all transactions will be performed against a backup Oracle database.

Hardware/Software/Communications

The proposed system will include 2 voice servers in Wayne County (plus an on-site spare) as well as clustered application servers in Lansing and a hot site server.

- System will be comprised of 144 licensed ports. There will be two voice servers with 72 ports in each server plus a backup server with 72 ports.
- The application servers will serve as an access point to the Oracle database via standard ODBC stored procedure-based calls to the Oracle database. There will also be an application server in the Hot-site.
- No special redundancy is required
- The state will supply the required Oracle Client software that is compatible with their version of Oracle.
- The State of Michigan will supply T-1 service, which will allow operator transfers through FXO signaling. Transfers will be to the Wayne County Friend of the Court Office.
- If GovConnect procures both the Voice and Database Application Servers, the Voice Servers will be staged and installed by GovConnect in Wayne County and the Database Servers will be staged and installed according to the MIPC Data Center Requirements. A Service Level Agreement will be prepared between MIPC and MiCSES.
- In order to provide software support to the all servers, GovConnect will require the ability to remotely connect to all servers via Vendor Extranet and PCAnywhere TCP/IP.

Detailed pricing for this proposal can be found on the next page.

31 March 2002 Gen 2.2
Wayne County IVR Pricing

<i>Item</i>	<i>Description</i>	<i>Price</i>
6 IVR Servers, Dialogic Hardware & Component Kit Software	<ul style="list-style-type: none"> • 2 clustered database/application servers (see attached Dell component list #1) • 1 standalone database/application server for hot site (see attached Dell component list #2) • 3 voice servers (see attached Dell component list #3) • 3 Dialogic 48 Port DualSpan Cards • 3 Dialogic 24 Port SingleSpan Cards • 3 Voice Server Kits(see attached software kits list) • 2 Clustered DB Server Kits(see attached software kits list) • 3 LightPulse™ LP8000-N1 Fibre Channel PCI Host Bus Adapters • 1 Server rack system for voice servers 	\$132,375
IVR Licenses for One (1) Premise Based 144 port IVR system	GovConnect AccessNet licensing for Database and 144 phone line users	\$ 75,800
Project Mgmt./ Development	Hourly staffing requirements for project mgmt./development (see below for detail)	\$ 186,100
Total		\$394,275

Project Management/Development Cost Breakdown

Position	Number of Hours	Rate	Total Cost
Project Manager (Palmer)	480	\$150	\$72,000
Technical Support	380	\$85	\$32,300
Sr. Developer	230	\$80	\$18,400
Developer	260	\$59	\$15,340
QA Testing	160	\$75	\$12,000
HW/SW Staging	100	\$75	\$7,500
Training	60	\$76	\$4,560
Travel			\$24,000
Total Cost			\$186,100

Pricing Assumptions

- Project Manager hours represent January through March 2002. Additional Project Manager hours may be required in April 2002 for problem resolution.
- Training hours represent the time required to update the training materials to the Gen 2.2 IVR software platform. User training will be performed by FIA.
- This pricing reflects the effort to required to thoroughly develop, test, and implement the initial Gen 2.2 IVR software platform, which will form the foundation for the rollout to the remaining 82 counties.

Software Support

All GovConnect systems include a 90 day warranty. Therefore, the Wayne County system will be covered through June 30, 2002. Pricing for software support after this date at GovConnect's Gold service level is as follows:

July thru September, 2002 = \$ 6,422.50

October, 2002 thru September, 2003 = \$25,690.00

All other premise based counties within Michigan are currently being serviced at the Gold Software Support level. As with the other premise based counties, the State of Michigan will have responsibility for all hardware maintenance. GovConnect's warranty includes all software and Dialogic cards.

Project Risks

Implementing the Wayne County IVR system by March 31, 2002 can be attained.

However, there are several risks that may jeopardize the project. They are:

- Receiving prompt approval from FIA to proceed with this project.
- Receiving prompt responses from the Wayne County staff regarding questions on scripting, how to integrate with the Wayne County data, and any other information that is necessary to implement this system
- Timely installation of communication lines in Wayne County
- Timely development of stored procedures by Gen 2.2 development staff to access data

Below are the hardware specifications for the following:

- Dell Component List #1 – Clustered Database/Application Servers- To be located in MIPC
- Dell Component List #2 – Standalone Database/Application Server – To be located at the MIPC Hotsite
- Dell Component List #3 – Voice Servers – To be located in Wayne County

Dell Component List #1 – Clustered Database/Application Servers

Base Unit:	Dell Poweredge 4400 Base,1GHz with 256K Cache,P3 Xeon (220-0998)
Processor:	2nd Processor,1GHz/256K,Xeon, for Dell PowerEdge 4400 (311-1934)
Memory:	1GB SDRAM,133MHz,4 X 256MB DIMMs,for Dell PowerEdge 4400,Factory Install (311-1227)
Keyboard:	No Keyboard Option (310-3281)
Monitor:	No Monitor Option (320-0058)
Hard Drive:	18GB 10000RPM,1.0in,U3,Hard Drive,for Dell PowerEdge 4400 (340-6648)
Hard Drive Controller:	PERC3-Di RAID Enabler Kit with128MB Cache,for Dell PowerEdge4400,Factory Install (340-6663)
Floppy Disk Drive:	1.44MB,3.5",Floppy Drive, for Dell PowerEdge Servers, Factory Install (340-0608)
Operating System:	No Operating System for Dell PowerEdge Servers, MS NT/ENT,Factory Install (420-4101)
Operating System:	Dell OpenManage Kit,32-Bit (310-1261)
Mouse:	Mouse Option None (310-0024)
NIC:	On-Board NIC (460-6604)
TBU:	PowerVault 110T,DLTVS80 40/80,Half Height,CC Internal (340-2949)
CD-ROM or DVD-ROM Drive:	17/40X SCSI CD ROM #1,Black, for Dell PowerEdge 4300/6300, Factory Install (313-7008)
Speakers:	8-Bay Split 2 X 4 Hard Drive Cage,1 inch Only,for Dell PowerEdge 4400/6400,Factory Install (340-5773)
Documentation Diskette:	Electronic Documentation on CD (310-0438)
Additional Storage Products:	18GB 10000RPM,1.0in,U3,Hard Drive,for Dell PowerEdge 4400 (340-6648)
Controller Option:	PERC3,DC,128MB,0 Internal & 2 External Channels,With Documentation (340-2489)
Option 1:	Configuration #4,ROMB 1/No Drives in Cage,for Dell PowerEdge 4400,Factory Install (340-7738)
Option 2:	Rack,Rapid-Rail,7U (310-0516)
Service:	Type 2 Contract - Same Day 4-Hour 7x24 Parts & Labor On-Site Response Initial Year (900-6810)
Service:	Type 2 Contract - Same Day 4-Hour 7x24 Parts & Labor On-Site Response 2YR Extended (900-6352)
Service:	Premier Enterprise Support - Gold - Advanced Software Support (950-0117)
Service:	Premier Enterprise Support - Gold - Premium Services, Extended (950-0119)
Service:	Premier Enterprise Support - Gold - Premium Services, Initial (950-0268)
Installation:	On-Site Installation Declined (900-9997)
Misc:	Power Supply,Redundant Option/Shipping Information,for Dell PowerEdge 4400,Factory Install (310-3561)

Misc:	Intel Pro 100 Plus, Network Interface Card (430-1970)
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Dell Component List #2 – Standalone Database/Application Server

Base Unit:	PowerEdge 2550, Pentium III, 1.0GHz, 256K Cache, Base(220-3489)
Processor:	Information, No Second Processor(311-1193)
Memory:	1GB SDRAM, 133MHz, 2 X 512MB DIMMs(311-0855)
Keyboard:	No Keyboard Option(310-3281)
Monitor:	No Monitor Option(320-0058)
Hard Drive:	18GB U160M SCSI, 1 in, 10000RPMHard Drive, PowerEdge 2550(340-2333)
Hard Drive Controller:	Raid Enabler, PERC3-DI, 128MB, with documentation, for Dell PowerEdge 2550(340-2437)
Floppy Disk Drive:	1.44MB, 3.5", Floppy Drive, for Dell PowerEdge Servers, Factory Install(340-5986)
Operating System:	No Operating System for Dell PowerEdge Servers, MS NT/ENT, Factory Install(420-4101)
Operating System:	Dell OpenManage Kit, 32-Bit(310-1261)
Mouse:	Mouse Option None(310-0024)
NIC:	Dual On-Board NICS ONLY(430-8991)
TBU:	PowerVault 110T, DLTVS80 40/80, Half Height, CC Internal (340-2946)
CD-ROM or DVD-ROM Drive:	24X IDE Internal CD-ROM, Black, for Dell PowerEdge(313-0317)
Speakers:	4 Bay Hard Drive Backplane, (1.0 in only), PowerEdge 2550(311-1296)
Documentation Diskette:	Electronic Documentation on CD (310-0438)
Additional Storage Products:	18GB U160M SCSI, 1 in, 10000 RPMHard Drive, PowerEdge 2550(340-2333)
Option 1:	C4, MR5, ROMB 5, for Dell PowerEdge 2550(340-2494)
Option 2:	Rapid Rails for Dell Rack(310-5986)
Service:	Type 2 Contract – Same Day 4-Hour 7x24 Parts and Labor On-Site Response, Initial Year(900-6350)
Service:	Type 2 Contract – Same Day 4-Hour 7x24 Parts and Labor On-Site Response, 2 year Extended(900-6352)
Service:	Premier Enterprise Support – Gold – Advanced Software Support(950-0117)
Service:	Premier Enterprise Support – Gold – Premium Services, Extended (950-0119)
Service:	Premier Enterprise Support – Gold – Premium Services, Initial(950-0138)
Installation:	On-Site Installation Declined(900-9997)
Misc:	Power Supply, 330W, 2 Units, DOM, Redundant, for all Dell Servers, Tied(310-0604)
Misc.	18GB U160M SCSI, 1 in, 10000 RPMHard Drive, PowerEdge 2550(340-2333)

Dell Component List #3 – Voice Servers

Base Unit:	PowerEdge 2550,Pentium III, 1.0GHz,256K Cache,Base (220-3489)
Processor:	Information,No Second Processor (311-1193)
Memory:	2GB SDRAM,133MHz,4 X 512MB DIMMs (311-0856)
Keyboard:	No Keyboard Option (310-3281)
Monitor:	No Monitor Option (320-0058)
Hard Drive:	18GB U160M SCSI,1 in,10000 RPMHard Drive,PowerEdge 2550 (340-2333)
Hard Drive Controller:	Raid Enabler,PERC3-DI,128MB, With Documentation,for Dell PowerEdge 2550 (340-2437)
Floppy Disk Drive:	1.44MB,3.5",Floppy Drive, for Dell PowerEdge Servers, Factory Install (340-5986)
Operating System:	No Operating System for Dell PowerEdge Servers, MS NT/ENT,Factory Install (420-4101)
Operating System:	Dell OpenManage Kit,32-Bit (310-1261)
Mouse:	Mouse Option None (310-0024)
NIC:	Dual On-Board NICS ONLY (430-8991)
TBU:	PowerVault 110T,DLTVS80 40/80,Half Height,No Controller with Cables Internal (340-2944)
CD-ROM or DVD-ROM Drive:	24X IDE Internal CD-ROM,Black,for Dell PowerEdge (313-0317)
Speakers:	4 Bay Hard Drive Backplane, (1.0 in only),PowerEdge 2550 (311-1296)
Documentation Diskette:	Electronic Documentation on CD (310-0438)
Additional Storage Products:	18GB U160M SCSI,1 in,10000 RPMHard Drive,PowerEdge 2550 (340-2333)
Option 1:	C3,MR1,ROMB 1,for Dell PowerEdge 2550 (340-2493)
Option 2:	Rapid Rails for Dell Rack (310-5986)
Service:	Type 2 Contract - Same Day 4-Hour 7x24 Parts and Labor On-Site Response, Initial Year (900-6350)
Service:	Type 2 Contract - Same Day 4-Hour 7x24 Parts & Labor On-Site Response 2YR Extended (900-6352)
Service:	Premier Enterprise Support - Software Support Quantity 3 Resolutions (950-0227)
Installation:	On-Site Installation Declined (900-9997)
Misc:	Power Supply,330W,2 Units,DOM,Redundant,for Dell Servers, Tied (310-0604)

Software Kits

The AccessNet 2000 Voice Server kits include: Windows 2000 Server(5 user), PCAnywhere 10.0, Norton Anti-Virus 2000v6.0, ArcServe 2000 Server, ArcServe 2000 Disaster Recovery Option, and UnixDos.

Three(3) voice server kits are included in this proposal.

The AccessNet 2000 Clustered DB Server kits include: Windows 2000 Advanced Server(5 user), Microsoft Access 2000, PCAnywhere 10.0, Norton Anti-Virus 2000v6.

Oracle Client, Oracle Server and Oracle Licenses will be provided by the State of Michigan.

Two(2) clustered DB server kits are included in this proposal.

Project Approval

The signature below authorizes GovConnect to proceed with this project as described in this proposal. It also signifies agreement with all terms and pricing described herein.

State: Michigan

Agency: Family Independence Agency

Name: _____

Title: _____

Signature: _____

Date: _____

GovConnect

Name: Jeffrey A. Ficke_____

Title: Senior Vice President_____

Signature: _____

Date: 1/10/02_____

Appendix - Alternative Wayne County IVR Implementation Approach

Description: Implement a standalone IVR system in Wayne County as soon as possible prior to the Gen 2.2 release. Then convert the system to the statewide Gen 2.2 configuration by March 31, 2002.

Approach: In an effort to accelerate the IVR implementation in Wayne County, build on the baseline MiCSES IVR system, which is currently running in all other Michigan counties.

- Use a modified version of the existing script. Changes will be minimized, and the modified script will also be used for the Gen 2.2 implementation by 31 March 2002.
- All equipment to be placed on-site in Wayne County. This includes two voice servers and a database/application server.
- System to be sized for 144 lines. Wayne County will supply 6 T-1 lines, which will allow operator transfers through FXO signaling. Transfers will be to the Wayne County FOC office.
- Wayne County will establish and maintain an Oracle database, which the IVR will interface with via a standard set of stored procedures. All transactions will be performed against a backup Oracle database. Wayne County staff will develop the stored procedures and set up the database.
- For conversion to the Gen 2.2 system, the Wayne County database server will be converted to a backup voice server as the Gen 2.2 database will be hosted in Lansing.

Assessment of Alternatives:

	Early implementation of standalone system, followed by Gen 2.2 system	Gen 2.2 system only
Cost	\$475K	\$394K
Schedule	<ul style="list-style-type: none"> • Standalone system implemented early March • Gen 2.2 system implemented March 31, 2002 	<ul style="list-style-type: none"> • Implemented March 31, 2002
Pro	<ul style="list-style-type: none"> • Provide improved service to Wayne County clients prior to March 31, 2002 • Decrease workload on FOC staff 	<ul style="list-style-type: none"> • No distractions to risk impacting Gen 2.2 implementation date
Con	<ul style="list-style-type: none"> • Minimal time of operation prior to Gen 2.2 system (approx one month) • Time required to install T1 lines 	<ul style="list-style-type: none"> • Provides no relief to Wayne County FOC staff until March 31, 2002

	<p>typically 6 weeks</p> <ul style="list-style-type: none"> • Time to purchase hardware on state contract typically 6 weeks • Creates additional work for Protech development staff with specialized knowledge of Wayne County data • Risk of impacting ability to implement with Gen 2.2 by March 31, 2002 • Development for Wayne County and Gen 2.2 must be concurrent and County, MiCSES, and Development resources may be limited 	
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Recommendation: Implement March 31, 2002 with Gen 2.2. Time frames and resources are too constrained to implement an early solution without jeopardizing the March 31, 2002 deadline.

Alternative Approach Step #1

Implement a standalone IVR system in Wayne County prior to the Gen 2.2 release

In an effort to accelerate the IVR implementation in Wayne County, GovConnect will build on the baseline MiCSES IVR system, which is currently running in all other Michigan counties. It will take advantage of the existing script as much as possible and will also establish much of the framework for the statewide system to be implemented by 31 March 2002. The planned system’s script/application, data, and hardware/software/communications are described below. It is anticipated that this installation could be completed by early March, 2002.

Script/Application

Implementation of the standalone Wayne County IVR system will use a modified version of the existing script developed by GovConnect and running in all other counties currently. Script changes will be minimized, and the modified script will also be used for the centralized system to be implemented 31 March 2002.

- Script will be modified to play back current support and arrearage totals for balances and payments.
- Only client custom phrases will be recorded. All others will be the already recorded script running in the current counties.
- It will include standard touch-tone support with a single language only.
- No messaging is incorporated in the current application.
- A 1-day on site training course will be provided.

Data Access

Wayne County will establish and maintain an Oracle database, which the IVR will interface with via a standard set of stored procedures. No data imports or exports will be required; all transactions will be performed against a backup Oracle database. The project management team will document the current inputs and outputs of each database case used in the existing IVR scripts running in the other counties. Wayne County staff will build stored procedures that mimic the inputs and outputs of the existing GovConnect IVR processes, modified as required by the script changes. The stored procedures will be executed on the Oracle database server, which will be set up and maintained by Wayne County staff.

Hardware/Software/Communications

All equipment will be placed on site in Wayne County. This will include two voices servers, a database/application server (which can function as backup voice server), and communications lines.

- The system will be comprised of 144 licensed ports. There will be two voice servers with 72 ports in each server.
- The database/application server will serve as an access point to the Oracle database via standard ODBC stored procedure-based calls to the Oracle database server. The IVR database/application server will also store statistical data in a SQL database.
- No special redundancy will be included in the system
- Wayne County will supply the required Oracle client software that is compatible with their version of Oracle.
- Wayne County will supply T-1 service, which will allow operator transfers through FXO signaling. Transfers will be to the Wayne County Friend of the Court Office.

Alternative Approach Step #2

Convert the Wayne County standalone IVR to a state-wide configuration accessing Gen 2.2 data by March 31, 2002

For this task, the Wayne County standalone IVR system will be converted to the planned statewide configuration. It will also include implementation of a centralized application processing system to interface with Gen 2.2 data. This task makes use of development efforts performed for the standalone environment by redirecting the IVR to a new set of servers interfacing to a new Oracle database. The new database will continue to use the existing stored procedures developed for the Wayne County standalone system. The planned system's script/application, data, and hardware/software/communications are described below.

Script/Application

Implementation of the statewide IVR system in Wayne County will use the script developed for the standalone Wayne County implementation described above. There may be some minor changes, but these will be limited to the changes required to incorporate “state-wideness.”

- It will include standard touch-tone support with a single language only.
- No messaging is incorporated in the current application.
- Testing of the script will be done against the IVR equipment by splitting off a line or two to perform testing against the new Gen 2.2 centralized database server.
- A 1 day on site training course will be provided

Data Access

The statewide IVR system will access Gen 2.2 data in an Oracle database located in Lansing, MI. This database will be developed and maintained by the state’s Gen 2.2 staff. For this configuration, the IVR voice servers in Wayne County will be redirected to a new set of application servers located in Lansing, which will interface to the Oracle database. As in the standalone configuration, the system will interface with the Oracle database via a standard set of stored procedures. These will be the modified stored procedures used in the Wayne County standalone implementation.

- The state’s Gen 2.2 staff will provide the stored procedures to access the Gen 2.2 data. The stored procedures will be executed on the Oracle database server. The Oracle database, stored procedures, and SAN access will be set up and maintained by Gen 2.2 staff.
- Statistical data will be stored in an Oracle database hosted on the state’s database server.
- As in the Wayne County standalone system, no data imports or exports will be required; all transactions will be performed against a backup Oracle database.

Hardware/Software/Communications

The statewide system will make use of the servers implemented in Wayne County for the standalone configuration as described above. In addition, it will include implementation of clustered application servers in Lansing and a Hot-site server. None of the Wayne County standalone equipment will need to be redeployed.

- System will be comprised of 144 licensed ports. There will be two voice servers with 72 ports in each server plus a backup server with 72 ports.
- The application servers in Lansing will serve as an access point to the Oracle database via standard ODBC stored procedure-based calls to the state’s Oracle database. There will also be an application server in the Hot-site.
- No special redundancy is required
- The state will supply the required Oracle Client software that is compatible with their version of Oracle.

- Wayne County will supply T-1 service, which will allow operator transfers through FXO signaling. Transfers will be to the Wayne County Friend of the Court Office.
- If GovConnect procures both the Voice and Database Application Servers, the Voice Servers will be staged and installed by GovConnect in Wayne County and the Database Servers will be staged and installed according to the MIPC Data Center Requirements. A Service Level Agreement will be prepared between MIPC and MiCSES.
- In order to provide software support to the all servers, GovConnect will require the ability to remotely connect to all servers via Vendor Extranet and PCAnywhere TCP/IP.

Alternative Approach Pricing

<i>Item</i>	<i>Description</i>	<i>Price</i>
6 IVR Servers, Dialogic Hardware & Component Kit Software	<ul style="list-style-type: none"> • 2 clustered database/application servers (see attached Dell component list #1) • 1 standalone database/application server for hot site (see attached Dell component list #2) • 3 voice servers (see attached Dell component list #3) • 3 Dialogic 48 Port DualSpan Cards • 3 Dialogic 24 Port SingleSpan Cards • 3 Voice Server Kits(see attached software kits list) • 2 Clustered DB Server Kits(see attached software kits list) • 3 LightPulse™ LP8000-N1 Fibre Channel PCI Host Bus Adapters • 1 Server rack system for voice servers • 1 DB Server Kit for Wayne County database server 	\$138,053
IVR Licenses	GovConnect AccessNet licensing for Database and 144 phone line users (2 sites operating concurrently for some time period)	\$ 94,800
Project Mgmt./ Development	Hourly staffing requirements for project mgmt./development (see following table for detail)	\$ 242,260
Total		\$475,113

Alternative Implementation Pricing
Project Management/Development Cost Breakdown

Position	Number of Hours	Rate	Total Cost
Project Manager (Palmer)	480	\$150	\$72,000
Technical Support	535	\$85	\$45,475
Sr. Developer	370	\$80	\$29,600
Developer	410	\$59	\$24,190
QA Testing	265	\$75	\$19,875
HW/SW Staging	160	\$75	\$12,000
Training	120	\$76	\$9,120
Travel			\$30,000
Total Cost			\$242,260

Pricing Assumptions

- Project Manager hours represent January through March 2002. Additional Project Manager hours may be required in April 2002 for problem resolution.
- Training hours represent the time required to update the training materials for the Wayne County standalone IVR and then the Gen 2.2 IVR software platform. User training will be performed by FIA.
- This pricing reflects the effort to required to thoroughly develop, test, and implement the initial Wayne County standalone IVR system and the Gen 2.2 IVR software platform, which will form the foundation for the rollout to the remaining 82 counties.

Software Kits

The AccessNet 2000 Voice Server kits include: Windows 2000 Server(5 user), PCAnywhere 10.0, Norton Anti-Virus 2000v6.0, ArcServe 2000 Server, ArcServe 2000 Disaster Recovery Option, and UnixDos.

Three(3) voice server kits are included in this proposal.

The AccessNet 2000 Clustered DB Server kits include: Windows 2000 Advanced Server(5 user), Microsoft Access 2000, PCAnywhere 10.0, Norton Anti-Virus 2000v6.

Oracle Client, Oracle Server and Oracle Licenses will be provided by the State of Michigan.

Two(2) clustered DB server kits are included in this proposal.

The AccessNet 2000 DB Server kit includes: Windows 2000 Server (5 user), Microsoft SQL Server 2000 (5 users), Microsoft Access 2002 for Windows NT/95, PCAnywhere 10.0, Norton Anti-virus 2000 v6.0 for NT Server

One DB server kit is included in this proposal.



k:\word\02ws\GovConnect\Attachment A.doc

**The Third Circuit Court
Friend of the Court
(Wayne County)
IVR
Requirements Document**

Version 1.0

January 7, 2002

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Cincinnati, OH 45242
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govconnect.com

Revision History

Revision Date	Version	Reason for Revision
December 14, 2001	Draft	Draft for review
January 7, 2002	1.0	Updated with Review Comments by Bruce Fredrick

Requirements Document

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Application Requirements Document

Executive Summary

This Requirements Document identifies four options for the IVR solution to be deployed in the Third Circuit Court Friend of the Court (3CC FOC), Wayne County as part of the initial installation of MiCSES Gen II v 2.2 by March 31, 2002.

Based on historical data derived from an extrapolation of data obtained from the other 82 counties in Michigan, 144 voice channels (six FXO T1s) are needed to process about 400,000 calls per month for the 3CC FOC. The data interface recommended is to use ODBC to a set of replicated backup Gen 2.2 Data Tables, which are refreshed once daily. The GovConnect Database Application Servers will be installed in the MIPC Data Center co-located with the Gen 2.2 Database.

The solutions analyzed are:

1. Locate Voice Servers in Wayne County, Database Application Servers in MIPC.
2. Locate Voice Servers and Database Application Servers at MIPC Data Center
3. Locate Voice Servers in GovConnect Corporate Data Center, Database Application Servers in MIPC.
4. Locate Voice Servers in SDU, Database Application Servers in MIPC.

The largest factor in the different solutions involves the monthly telecom costs. If the current local number were used, then all the voice traffic would not require an 800 number and associated costs. Costs for any centralized system could incur monthly telecom costs from \$96k to \$112k per month that would not be incurred with the solution where Voice Servers are located in Wayne County.

It is recommended that the Voice Servers be installed in Wayne County with the Database Application Servers located in MIPC Data Center. It is also recommended that this solution provide the framework for the statewide IVR system.

Requirements Introduction

The Requirements Document ("RD") is generally considered the first step in an overall implementation strategy. This process allows all parties to concentrate on requirements and responsibilities required for a complete delivery of the project at a high level of success.

The RD ensures that project scope and level of effort are well defined and anticipated by all parties. For these reasons, this document forms the foundation for building a quality/on-time solution.

This document shall be used by the implementation and integration groups of each organization (Michigan Office of Child Support (MiOCS), Michigan Child Support Enforcement System (MiCSES), Third Circuit Court Friend of the Court (the 3CC FOC) and GovConnect) to define and build their respective components of the MiCSES Gen 2.2 IVR Application system.

The Requirements Document contains the following sections:

- **Application Summary** - This section overviews the IVR Application at a high level and describes the needs identified by the MiOCS.
- **Application and Script Requirements** - This section defines the functional requirements of the IVR Application, including features of the current CSES IVR and enhancements.
- **Data Requirements** - This section defines the data elements that are needed.
- **Reporting Requirements** - This section defines the standard reports that are provided in the AccessNet IVR Product.
- **Voice Network Requirements** - This section defines requirements of the Voice Server and the Database Server that stores the custom database and statistics.
- **Testing Requirements** - This section defines testing methodology and responsibilities of all parties.
- **Documentation Requirement** - This section defines documentation requirements and responsibilities of all parties.
- **Data Backup and Recovery** - This section emphasizes the need for backups and responsibilities of all parties.
- **GovConnect Remote Support** - This section defines Client Services support of the application and gold level maintenance.

Application Summary

The IVR application shall provide child support case specific information to the payer or payee and general child support information specific to the 3CC FOC. The 3CC FOC shall be the first County on the MiCSES Gen 2.2 Statewide IVR System.

Application and Script Requirements

The requirements of the solution are:

- Provide Case Specific Child Support Information including:
 - Current and arrears balance
 - Last payment and distribution
 - Last three payments and distribution
 - Show cause hearings
 - Bench warrants
 - IWOs
 - General information
- Provide General Information about the 3CC FOC's child support policies including:
 - Office Hours and Mailing Address
 - Directions to the Office
 - Enforcement Information
 - Employer Information
 - Frequently Asked Questions
 - General information
 - Other Information as required
- Provide Transfers to the 3CC FOC Office
- Shall be the front-end to the 3CC FOC Office.
- The current CSES IVR script shall be used as starting point with changes made to the way payee payments and balances are played back. The payment to the payee and the balances shall be broken down by amount to current support and amount to arrears.

GovConnect's Role & Responsibilities:

After the approval of the requirements document and the receipt of a Purchase order, a project kickoff meeting shall be scheduled to review the project schedule and to get

agreement on specific timelines. Also, it is GovConnect's role to work with the MiOCS/MiCSES to create a Detail System Design.

MiOCS/MiCSES/3CC FOC's Role & Responsibilities:

The MiOCS/MiCSES is responsible for providing design input and approving the Detail System Design.

Data Requirements

During the December 19, 2001 Data Requirements Meeting, it was decided and approved that the data interface would be the ODBC to the Gen 2.2 Backup Replicated Database. This is consistent with the requirements identified in the System Development Document, IVR Validation file (functional design).

GovConnect's Role & Responsibilities:

GovConnect will create the database server programs per specifications in the Detail Design Document.

MiOCS/MiCSES' Roles & Responsibilities:

MiOCS/MiCSES will provide sql scripts for the Gen 2.2 Database, Test Data and inform GovConnect of any Database Changes.

Described below are the options considered:

Table 1. Data Interface Options

Tasks	ODBC to Gen 2.2 Replicated Data Tables	ODBC to Gen 2.2 Production Data Tables	Import Data File
Data Refresh	Daily	Daily	Daily
Development / Gen 2.2 Resources	Estimated Greater than Import Data Files and less than ODBC to Production Data Tables	Estimated Minimum Effort	Estimated Maximum Effort
Development on GovConnect Resources	Estimated Maximum Effort	Estimated Maximum Effort	Estimated Greater than ODBC
Risks/ Mitigation	<p>1. Risk : Future changes to Backup Database may require GovConnect Development Changes</p> <p>Mitigation: Fix Schema and utilize configuration management processes to control changes</p> <p>2. Risk: Loss of Network Connectivity to MiPC IVR Database Servers will cause no data flow to the Voice Servers.</p> <p>Mitigation: Play Phrase that states to call another IVR. The data will be available from any server. Also, allow calls to transfer and use the General Information Branch. No custom data could be played.</p>	<p>1. Risk : Future changes to Backup Database may require GovConnect Development Changes</p> <p>Mitigation: Fix Schema and utilize configuration management processes to control changes</p> <p>2. Risk: Loss of Network Connectivity to MiPC IVR Database Servers will cause no data flow to the Voice Servers.</p> <p>Mitigation: Play Phrase that states to call another IVR. The data will be available from any server. Also, allow calls to transfer and use the General Information Branch. No custom data could be played.</p> <p>3. Risk: Production Database has 5-6 hours downtime each day. The IVR would not be available for case specific information during this time. The IVR has 24 by 7 requirements.</p> <p>Mitigation: A process to allow IVR access to the database during down times would be required.</p>	<p>1. Risk: Changes to Backup Database may require GovConnect Development Changes</p> <p>Mitigation: Fix Schema and utilize configuration management processes to control changes</p> <p>2. Risk: Loss of Network Connectivity to MiPC IVR Database Servers will cause no data flow to the Voice Servers.</p> <p>Mitigation: Play Phrase that states to call another IVR. The data will be available from any server. Also, allow calls to transfer and use the General Information Branch. There would be some custom data available.</p> <p>3.Risk: Issues with generating, transferring, and generating the file to the IVR will cause data not to be current on the IVR.</p> <p>Mitigation: Incremental files must allow for multiple days of data to allow for days when there is an issue with the file transfer/import process.</p>

Table 1. Data Interface Options

Tasks	ODBC to Gen 2.2 Replicated Data Tables	ODBC to Gen 2.2 Production Data Tables	Import Data File
			4. Risk: IVR Import program prevents callers from hearing data during the import. Mitigation: IVR program must be designed to populate backup table or allow the current tables to be accessed by callers during import.

Location Requirements

The following were considered when evaluating and identifying location options and requirements:

- The 3CC FOC IVR will be the first GEN2.2 IVR implementation within the State, and as such should be tailored to become the basis for the statewide GEN2.2 IVR system.
- The statewide rollout plan should maximize the use of existing IVR resources
- Transition to the statewide system should have minimum impact on clients

The following four location options were considered for the 3CC FOC

Four location options exist for the 3CC FOC:

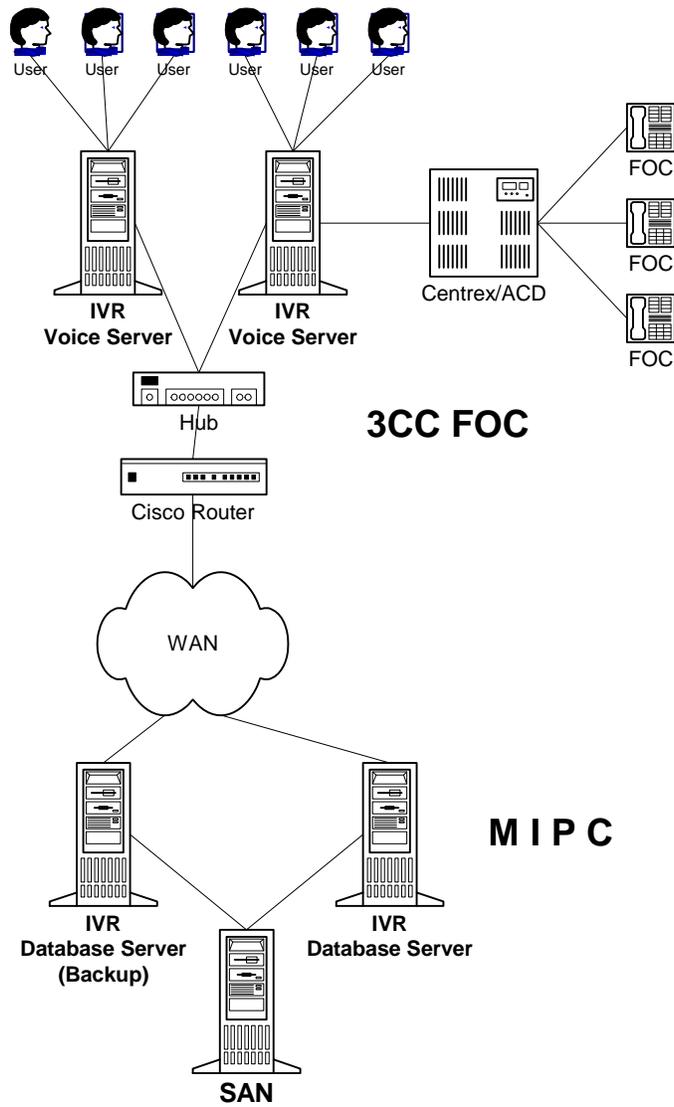
1. The 3CC FOC Installation- Six T1 (FXO) circuits (144-voice channels) would be needed to meet the estimated call volumes for the 3CC FOC. Three voice servers, two primary and one spare, are required for these voice channels. These could be housed either at the 3CC FOC or in Cadillac Place. Discussions as to the physical location are underway. The current local number shall be used and pointed to the new phone lines at cutover. Database Servers (primary and backup would be co-located in the MiPC Data Center with the Gen 2.2 Oracle Database (Housed on an Alpha Server). The Data Requests would be processed over the WAN to the GovConnect Database Servers at an estimated peak rates of 53-71 kilobits/sec. Initial meetings with the Network and Architecture Group raised no objections to this data flow and felt that phone line installation would not be an issue. The current network infrastructure would need no changes for this, although there are current plans to install 2 T1s for Data from the 3CC FOC router to the CBDS. Two new voice servers would be needed for this option. However, for backup and redundancy, it is recommended that a third server also be installed.

After the Telecommunications Meeting held on January 4, 2002, it was recommended by DMB that the local number be terminated at Cadillac Place and that the Voice Servers also be installed there. This solution accomplishes the following two goals:

1. The calls and transfers would remain local to the Detroit LATA and do not incur long distance charges.
2. The Voice Servers would be located at Cadillac Place making maintenance of the voice servers more accessible.
3. Cadillac Place has the adequate bandwidth to Lansing of 45Mb.

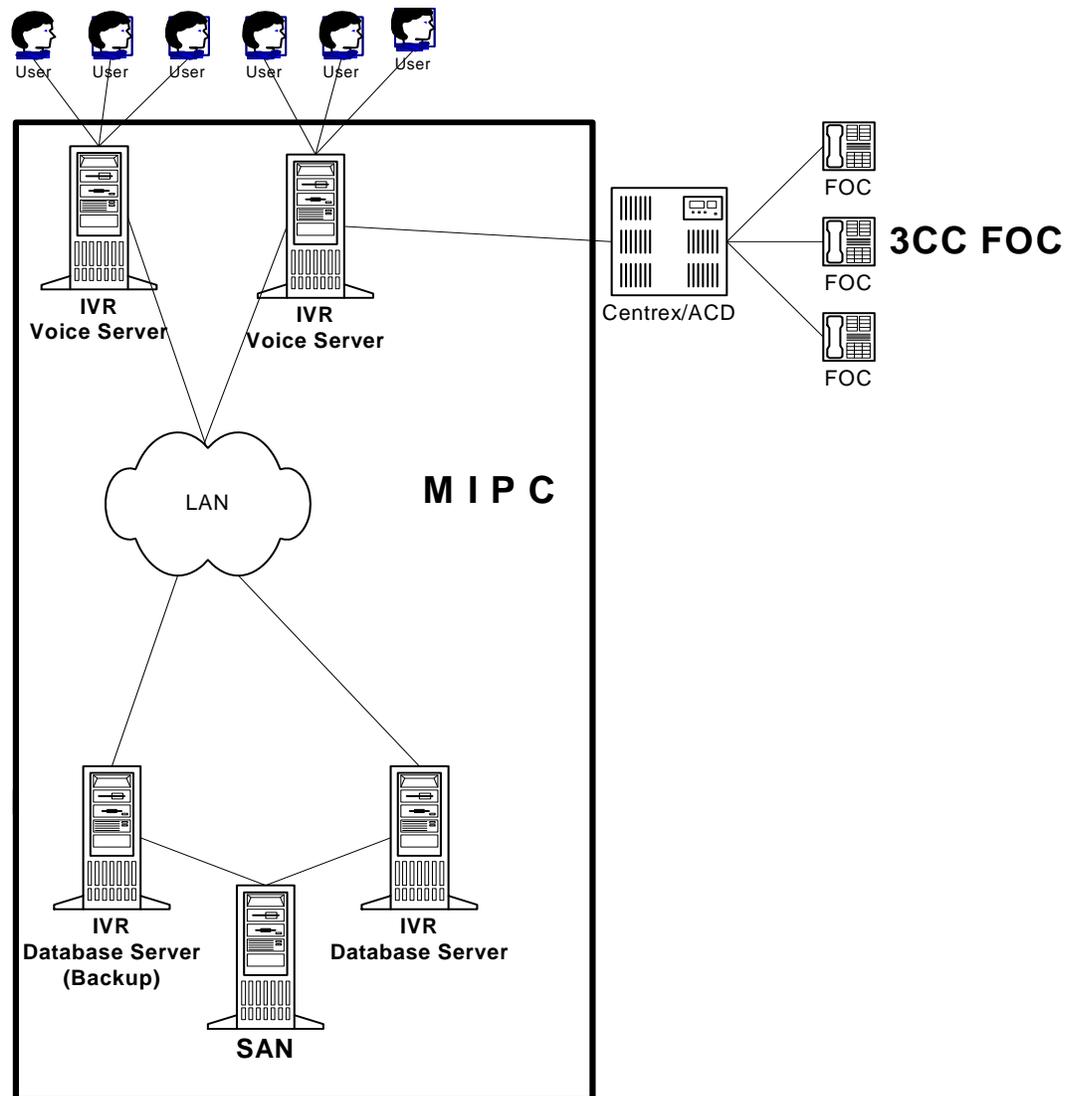
The option to locate the Voice Servers in Cadillac Place is being explored.

Figure 1. The Voice Servers in the 3CC FOC, Database Servers in MIPC.



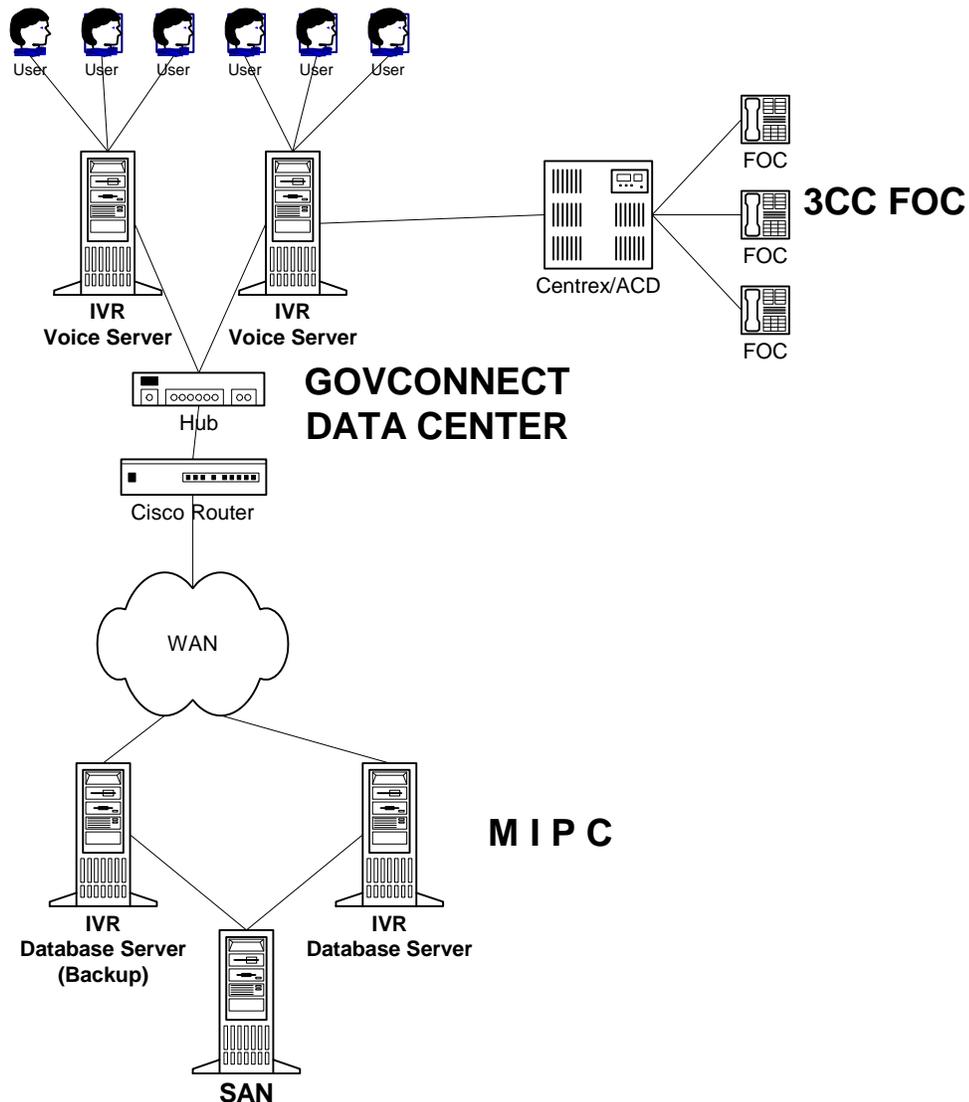
- MiPC Installation- The IVR would be located in the MiPC Data Center in Lansing. New phone line installations would be required (six T1s). The current local number may be used and pointed to the new phone lines at cutover or new 800 number would be used. Additional charges would be incurred for pointing the local number to the new lines or for 800 service. Database Servers (primary and backup) would be co-located in the MiPC Data Center with the Gen 2.2 Oracle Database (Housed on an Alpha Server). The Data Requests would be processed over the WAN to the GovConnect Database Servers at an estimated peak rates of 53-71 kilobits/sec. Initial meetings with the Network and Architecture Group raised no objections to this data flow. Two new voice servers would be needed for this option. However, for backup and redundancy, it is recommended that a third server also be installed.

Figure 2. Voice Servers and Database Servers Located in MiPC



3. GovConnect Installation- The Voice Servers would be located in the GovConnect Data Center. Additional T1s would be needed but could be connected to the current IVR system. The current system processes calls for 54 counties and could be expanded for the Wayne Call Volumes. The current local number may be used and pointed to 877-KID2660 phone at cutover or new 800 number would be used. Additional charges would be incurred for pointing the local number to the new lines or for 800 service. Additional dialogic cards would be needed for the additional phone lines. Database Servers (primary and backup would be co-located in the MiPC Data Center with the Gen 2.2 Oracle Database (Housed on an Alpha Server). The current 56k dedicated line should be increased to 128k or 256k Initial meetings with the Network and Architecture Group raised no objections to this data flow.

Figure 3. Voice Servers in GovConnect Data Center and Database Servers Located in MiPC



4. SDU Installation- The IVR would be located in the ACS MiSDU Call Center in Lansing. No additional phone lines would be needed, as there are 480 lines at the SDU. The current local number may be used and pointed to the phone lines at cutover or new 800 number would be used. Additional charges would be incurred for pointing the local number to the new lines or for 800 service. Database Servers (primary and backup would be co-located in the MiPC Data Center with the Gen 2.2 Oracle Database (Housed on an Alpha Server). The Data Requests would be initially processed over the WAN to the GovConnect Database Servers at an estimated peak rates of 53-71 kilobits/sec.

Figure 4. Voice Servers in MiSDU Call Center and Database Servers Located in MiPC

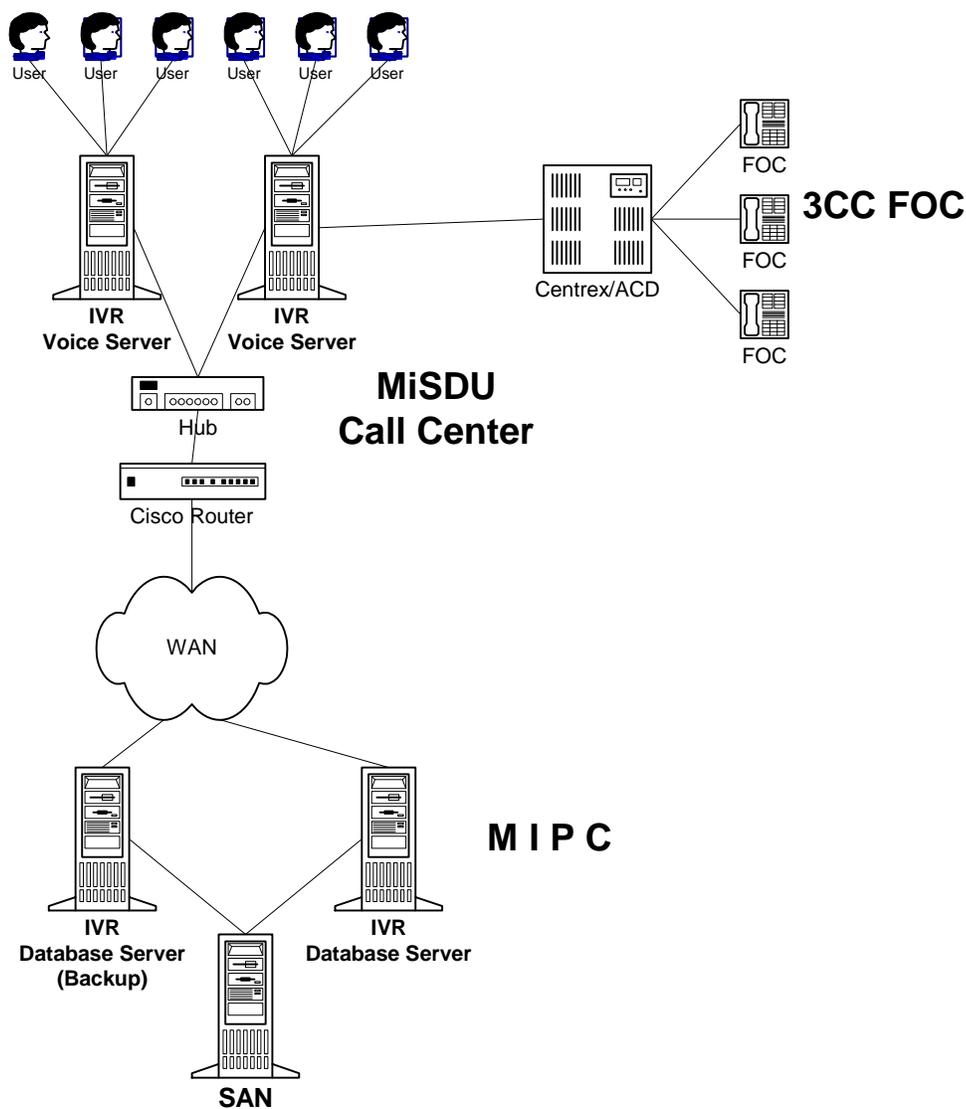


Table 2. IVR Location Options				
	3CC FOC	MiPC	GovConnect	SDU
Estimated Calls	400,000 calls/ month	400,000 calls/ month	400,000 calls/ month	400,000 calls/ month
Average Length	3 minutes	3 minutes	3 minutes	3 minutes
Total Minutes per Month	1.2 million	1.2 million	1.2 million	1.2 million
Phone Number	Local	800	800	800
In Place Today	Yes	No	Yes	No
Current Phone Lines Available	60 Analog; 28 Lines to ACD	0	0	144 (6 FXO T1s)
Total Phone Channels Needed	144 (6 FXO T1s)	144 (6 FXO T1s)	144 (6 FXO T1s)	0
Estimated Incoming Line Costs	County Pays	\$84,000/ month (Estimated at .07/ minute) Rate per DMB on 01/04/02	\$72,000/ month (Estimated at .06/minute)	\$84,000/ month (Estimated at .07/ minute) Rate per DMB on 01/04/02
Transfer	40,000 Calls/ Month	40,000 Calls/ Month	40,000 Calls/ Month	40,000 Calls/ Month
Average Transfer Time- Based on 10 % Transfer Rate	5 minutes Total additional time charged- 10 minutes (5 minutes for Transfer and 5 minutes for Transfer)	5 minutes Total additional time charged- 10 minutes (5 minutes for Transfer and 5 minutes for Transfer)	5 minutes Total additional time charged- 10 minutes (5 minutes for Transfer and 5 minutes for Transfer)	5 minutes Total additional time charged- 10 minutes (5 minutes for Transfer and 5 minutes for Transfer)
Total Transfer Minutes	400,000	400,000	400,000	400,000
Transfer Costs	No additional Charge	\$28,000/ month	\$24,000/ month	\$28,000/ month
Rotary Caller	Transfer	Transfer	Transfer	Transfer
Potential Contract Issue with ACS	No	No	No	Yes
Hosting Charges	No additional Charge	Not Included in Monthly Fees	Included in Monthly Fees	Not Included in Monthly Fees
Monthly T1 fees	Paid by State	Paid by State	Paid by State	Paid by State
Administration	Paid by County or State	Not Included in Monthly Fees	Included in Monthly Fees	Not Included in Monthly Fees
Training Costs	Paid by State	Not Included in Monthly Fees	Included in Monthly Fees	Not Included in Monthly Fees
Public Education	Only by IVR Script Changes	If Local Number, Only by IVR Script Changes; If new 800 number, need extensive publicity effort	If Local Number, Only by IVR Script Changes; If new 800 number, need extensive publicity effort	If Local Number, Only by IVR Script Changes; If new 800 number, need extensive publicity effort
Network Data Flow Range for Peak Periods	53-71 kilobits/second	53-71 kilobits/second	53-71 kilobits/second	53-71 kilobits/second
Network Connectivity	In Place- T1 in place	LAN	Would need upgrade to T1.	In Place

GovConnect's Role & Responsibilities:

GovConnect will build the IVR solution and install the components according to the project schedule and the detail system design.

MiOCS/MiCSES/3CC FOC's Roles & Responsibilities:

MiOCS/MiCSES/3CC FOC will ensure that the phone lines and network connectivity are installed, and site preparation completed according to the project schedule and location.

Hardware Acquisition

The latest information regarding state acquisition is six weeks. Information from GovConnect shows acquisition in about one week. Regardless of how the equipment is procured, the hardware maintenance would be under the State-term Contract.

Reporting Requirements

The following standard reports shall be available:

- Call Summary Report
- Call Analysis Report
- Call Analysis Report with Subsequent Events
- Port Utilization Report
- Hourly Port Utilization Report

Any requirements for additional reports created by GovConnect would be at an additional cost.

GovConnect's Role & Responsibilities:

GovConnect will show the customer how to run the Reports and view the logs.

MiOCS/MiCSES/ 3CC FOC's Roles & Responsibilities:

MiOCS/MiCSES/3CC FOC will generate and review the standard IVR reports for the Initial Phase of the Gen 2.2 IVR State Conversion.

Voice Network Requirements

DESCRIPTION

An Erlang calculation was run on the estimated 400,000 calls per month at three minutes per call. It was shown that 144 voice channels are needed for this call volume.

TRANSFERS

When transfers are needed for the IVR Application, the Voice Server is not a switch. The execution of the transfer is controlled by the telephone switch Centrex/Ameritech.

If the Voice Server is located in the 3CC FOC and is behind the Ameritech switch, the Voice Server sends the appropriate transfer sequence and destination extension/phone number back to the Ameritech telephone switch. This is done on the same line the Voice Server was called on. The Ameritech telephone switch then releases the call from the Voice Server, and transfers the originating call to the extension/phone number provided by the Voice Server. The Voice Server does not take control over the call and transfers the call to the extension/telephone number. The Voice Server functions like a standard 2500 station set or "POTS" Plain Old Telephone. The Ameritech telephone switch MUST have the functionality to perform this transfer.

If the Voice Server is not located in the 3CC FOC and the local number is used, then the current Wayne Number needs to be pointed to the new phone lines. Ameritech must have the ability to do this.

If the Voice Server is not located in the 3CC FOC and an 800 number is used, this number is pointed to the T1s connected to the Voice Servers.

GovConnect's Role & Responsibilities:

GovConnect's role is to configure the Voice Server to transfer to the 3CC FOC ACD.

MiOCS/MiCSES/3CC FOC's Roles & Responsibilities:

MiOCS/MiCSES will have the MultiLine Hunt Group(s) configured on their telephone lines from the Ameritech or other phone line provider.

MiOCS/MiCSES will verify that Ameritech or other phone line provider has the functionality to perform any transfers required by the IVR Application.

Testing Requirements

Together with application development, testing is one of the single largest components of the application development and deployment cycle. As a part of this effort, GovConnect shall provide testing and quality assurance in the following areas:

- **Unit Testing** – The purpose of unit testing is to make sure each component individually works according to the design. This includes the imports, exports and script flow.
- **Functional and Integration Testing-** The purpose of functional and integration testing is to verify that all of the components are scheduled and work together as designed.
- **QA Testing-** The purpose of QA Testing is to provide independent review and testing of the application before it is released to the MiOCS/MiCSES for Acceptance Testing.
- **Acceptance Testing-** The purpose of acceptance testing is for the MiOCS/MiCSES to verify that the applications function as designed. The acceptance testing shall be conducted by calling a test number at the GovConnect Cincinnati Office or by using a Test Number to the actual Servers to be used in Production. This is the last testing step before “Live Production.”

GovConnect’s Role & Responsibilities:

GovConnect is responsible for creating an initial test plan, and performing Unit Testing, Functional Testing, Load Testing, Integration Testing, and QA Testing and provide assistance to the Gen 2.2 Testers.

MiOCS/MiCSES/3CC FOC’s Roles & Responsibilities:

The MiOCS/MiCSES/3CC FOC is responsible for providing test data and conducting the Acceptance Testing and reporting issues in a timely manner.

Documentation Requirements

The documents for the IVR application include an overall project schedule, monthly status reports, and Detail System Design, and Test Plan.

GovConnect’s Role & Responsibilities:

GovConnect shall provide timely updated documents to the MiCSES Gen 2.2 IVR Implementation Coordinator.

MiOCS/MiCSES’ Roles & Responsibilities:

The MiOCS/MiCSES shall provide timely reviews and approvals for the Detail System Design and other project documents.

Data Backup and Recovery

GovConnect's minimum recommendation is to backup all files, on all servers on a daily basis. Customer requirements shall dictate the backup scheme. All of the data and software loaded on the systems are the responsibility of the customer. It is the client's responsibility to perform the necessary daily backups and to check the backup logs daily.

GovConnect's Role & Responsibilities:

GovConnect Client Services shall monitor the success of the backups. If issues are found, they are reported to the State of Michigan FIA Hotline.

MiOCS/MiCSES' Roles & Responsibilities:

The MIPC Data Center Staff shall make sure that backup tapes are changed on a business day basis on the Database Servers. A service level agreement (SLA) will need to be prepared between FIA and MIPC.

GovConnect Remote Support

GovConnect's remote maintenance support is administered through the State of Michigan Vendor Extranet and then using PcAnywhere via TCP/IP. GovConnect's support staff uses a unique login/id to ensure security into the system.

GovConnect's Role & Responsibilities:

GovConnect's role is to provide Maintenance as required in the Maintenance Agreement.

MiOCS/MiCSES' Roles & Responsibilities:

MiOCS/MiCSES shall pay the Maintenance Invoices when received.

Michigan Department of Management and Budget shall provide and support the TCP/IP connectivity to the servers and the dial-in to Vendor Extranet.

Software Support Service Levels

GovConnect offers M-F, 24 hours a day software maintenance support.

Sign-off

IVR Application Requirements Document – Project #

Acknowledgment - Both parties agree that this document contains a full description of the project requirements, responsibilities and deliverables. In addition, both parties agree that major changes to this document after sign-off may result in project and implementation delays and/or additional costs.

MiCSES Gen 2.2 IVR

GovConnect

Signature

Signature

Printed Name

Printed Name

Title

Title

Date

Date

Form No. DMB 234 (Rev. 1/96)
 AUTHORITY: Act 431 of 1984
 COMPLETION: Required
 PENALTY: Contract will not be executed unless form is filed

STATE OF MICHIGAN
 DEPARTMENT OF MANAGEMENT AND BUDGET
 OFFICE OF PURCHASING
 P.O. BOX 30026, LANSING, MI 48909
 OR
 530 W. ALLEGAN, LANSING, MI 48933

June 28, 2001

CHANGE NOTICE NO. 3
TO
CONTRACT NO. 071B0000768
between
THE STATE OF MICHIGAN
and

NAME & ADDRESS OF VENDOR Renaissance Worldwide, Inc. Government Solutions 11311 Cornell Park Drive, Suite 300 Cincinnati, OH 45242	TELEPHONE: (800)747-1374 Donald J. Ruberg, Jr.
	VENDOR NUMBER/MAIL CODE
	BUYER (517) 373-7396 Andy Ghosh
Contract Administrator: Virginia Hambric Integrated Voice Response System (IVR) – Family Independent Agency Child Support Enforcement System (CSES)	
CONTRACT PERIOD: From: August 2, 2000 To: August 2, 2003	
TERMS N/A	SHIPMENT N/A
F.O.B. N/A	SHIPPED FROM N/A
MINIMUM DELIVERY REQUIREMENTS N/A	

NATURE OF CHANGE (S):

Effective 4/17/01 the attached memo of understanding was hereby incorporated into this Contract.

AUTHORITY/REASON:

Per mutual agreement of all parties

TOTAL ESTIMATED CONTRACT VALUE: \$1,660,040.00

07180000768
CN#3

**MEMORANDUM OF UNDERSTANDING
BETWEEN
THE STATE OF MICHIGAN, FAMILY INDEPENDENCE AGENCY
AND
POLICY STUDIES INC.
AND
GOVCONNECT**

This Memorandum of Understanding (MOU) identifies the intentions of the Michigan Family Independence Agency (FIA) to establish a three (3) party agreement to ensure timely completion of the Michigan IV-D Program Certification Project. The FIA Child Support System (CSS) staff requires the cooperative effort of multiple vendors under the direction of a single prime contractor (PSI). Contracts with the Family Independence Agency are under the direction of a designated FIA Project Manager. FIA will now designate PSI to act as the Project Manager for the State of Michigan's IV-D Program. Project Administration of all contracts necessary for this project are to be transferred from the State to PSI effective 4/1/01 through 12/31/02.

Overview

The State of Michigan's IV-D Program is currently not federally certified and under federal sanctions. Standardized business processes and federal certification will not be possible without the development and deployment of new statewide technology systems. Michigan's IV-D system will be in compliance with federal law and both FSA 88 and PRWORA certified at the completion of this project.

FIA has contracted PSI to be the prime contractor and sole focal point for this certification project. This contract is in effect from 4/1/01 through 12/31/02. Project administration of all contracts necessary for the successful completion of this project will be transferred from the State to PSI. Current billing processes will not change. Key responsibilities of each party are outlined below.

State of Michigan, FIA

- FIA retains the authority as contract administrator
- FIA has identified PSI as the authority to administer the project on a day to day basis during the term of this agreement and as outlined in the subsequent section
- Retains functional responsibility for all state employees
- Continues to pay existing contractors under current agreements
- Provide prompt clarification of the state's policies, regulations and procedures

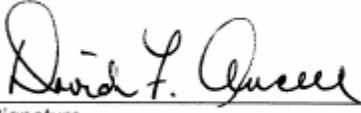
Policy Studies Inc.

- Assumes accountability and responsibility for successful completion of the IV-D Program Certification Project
- To be the sole point of contact and focal point of this project to FIA
- Responsible for the following project activities:
 - Project solution and approach
 - Time phased plan

- Methodology
- Deliverables & milestones
- Project organization structure and resource staffing
- Project monitoring
- Responsible for management of GovConnect employees on attached list as follows:
 - Hiring and firing
 - Direction and workload
 - Priorities
 - Timesheet approval
 - Monitoring progress and performance
 - Setting Priorities

GovConnect

- Provide resources as required by PSI
- Carry out project duties under the direction and control of PSI
- Continue to submit billing to State Of Michigan

 4/17/01

Signature Date

Office Of Purchasing
DMB

 4/12/01

Signature Date

Michael Scieszka
Chief Information Officer
Family Independence Agency

 4/11/01

Signature Date

Nancy Starling Ross
Senior Vice President
Policy Studies Inc.

 4/2/01

Signature Date

Joe Simms
Senior Vice President
GovConnect
Contract 071B8000400

Lathum, Rebecca
Mushtaq, Ather
Sarkar, Jayeera
Shlien, Theo
Smith, Quinton

Bianchette, Carl
Chandler, Debra
Coons, Roberta
Gilliam, Leroy
Hammand, Linda Ann
Holland, Pam
Hunt, Anne
Lake, Christine
Spencer, Angela

November 20, 2002

Form No. DMB 234 (Rev. 1/96)
 AUTHORITY: Act 431 of 1984
 COMPLETION: Required
 PENALTY: Contract will not be executed unless form is filed

STATE OF MICHIGAN
 DEPARTMENT OF MANAGEMENT AND BUDGET
 OFFICE OF PURCHASING
 P.O. BOX 30026, LANSING, MI 48909
 OR
 530 W. ALLEGAN, LANSING, MI 48933

February 26, 2001

CHANGE NOTICE NO. 2
TO
CONTRACT NO. 071B0000768
between
THE STATE OF MICHIGAN
and

NAME & ADDRESS OF VENDOR Renaissance Worldwide, Inc. Government Solutions 11311 Cornell Park Drive, Suite 300 Cincinnati, OH 45242	TELEPHONE: (800)747-1374 Donald J. Ruberg, Jr.
	VENDOR NUMBER/MAIL CODE
	BUYER (517) 373-7396 Andy Ghosh
Contract Administrator: Virginia Hambric Integrated Voice Response System (IVR) – Family Independent Agency Child Support Enforcement System (CSES)	
CONTRACT PERIOD: From: August 2, 2000 To: August 2, 2003	
TERMS N/A	SHIPMENT N/A
F.O.B. N/A	SHIPPED FROM N/A
MINIMUM DELIVERY REQUIREMENTS N/A	

NATURE OF CHANGE (S):

Please note that the buyer of this contract is now Andy Ghosh.

AUTHORITY/REASON:

DMB/OOP

TOTAL ESTIMATED CONTRACT VALUE: \$1,660,040.00

Form No. DMB 234 (Rev. 1/96)
 AUTHORITY: Act 431 of 1984
 COMPLETION: Required
 PENALTY: Contract will not be executed unless form is filed

STATE OF MICHIGAN
 DEPARTMENT OF MANAGEMENT AND BUDGET
 OFFICE OF PURCHASING
 P.O. BOX 30026, LANSING, MI 48909
 OR
 530 W. ALLEGAN, LANSING, MI 48933

November 15, 2000

CHANGE NOTICE NO. 1
TO
CONTRACT NO. 071B0000768
between
THE STATE OF MICHIGAN
and

NAME & ADDRESS OF VENDOR		TELEPHONE: (800)747-1374
Renaissance Worldwide, Inc. Government Solutions 11311 Cornell Park Drive, Suite 300 Cincinnati, OH 45242		Donald J. Ruberg, Jr.
		VENDOR NUMBER/MAIL CODE
		BUYER (517)335-0462
Christine Michel		
Contract Administrator: Virginia Hambric		
Integrated Voice Response System (IVR) – Family Independent Agency Child Support Enforcement System (CSES)		
CONTRACT PERIOD:		
	From: August 2, 2000	To: August 2, 2003
TERMS	N/A	SHIPMENT
		N/A
F.O.B.	N/A	SHIPPED FROM
		N/A
MINIMUM DELIVERY REQUIREMENTS		
N/A		

NATURE OF CHANGE(S):

Effective immediately, contract system requirements have been modified per attached detail, incorporating a PIN identification number. Tasks and associated costs are included with the attachments. No modifications in terms and conditions.

AUTHORITY/REASON:

Agency request, vendor attachment.

INCREASE: \$67,000

ESTIMATED CONTRACT VALUE BECOMES: \$1,660,040.00

Form No. DMB 234 (Rev. 1/96)
 AUTHORITY: Act 431 of 1984
 COMPLETION: Required
 PENALTY: Contract will not be executed unless form is filed

STATE OF MICHIGAN
 DEPARTMENT OF MANAGEMENT AND BUDGET
 OFFICE OF PURCHASING
 P.O. BOX 30026, LANSING, MI 48909
 OR
 530 W. ALLEGAN, LANSING, MI 48933

October 11, 2000

**NOTICE
 TO
 CONTRACT NO. 071B0000768
 between
 THE STATE OF MICHIGAN
 and**

NAME & ADDRESS OF VENDOR		TELEPHONE: (800)747-1374 Donald J. Ruberg, Jr.
Renaissance Worldwide, Inc. Government Solutions 11311 Cornell Park Drive, Suite 300 Cincinnati, OH 45242		VENDOR NUMBER/MAIL CODE
		BUYER (517)335-0462 Christine Michel
Contract Administrator: Virginia Hambric Integrated Voice Response System (IVR) – Family Independent Agency Child Support Enforcement System (CSES)		
CONTRACT PERIOD:		From: August 2, 2000 To: August 2, 2003
TERMS	N/A	SHIPMENT N/A
F.O.B.	N/A	SHIPPED FROM N/A
MINIMUM DELIVERY REQUIREMENTS N/A		

The terms and conditions of this Contract are those of REQ #431R0000989, this Contract Agreement and the vendor's quote dated June 1, 2000. In the event of any conflicts between the specifications, terms and conditions indicated by the State and those indicated by the vendor, those of the State take precedence.

Estimated Contract Value: \$1,593,040.00

Form No. DMB 234 (Rev. 1/96)
 AUTHORITY: Act 431 of 1984
 COMPLETION: Required
 PENALTY: Contract will not be executed unless form is filed

**STATE OF MICHIGAN
 DEPARTMENT OF MANAGEMENT AND BUDGET
 OFFICE OF PURCHASING
 P.O. BOX 30026, LANSING, MI 48909
 OR
 530 W. ALLEGAN, LANSING, MI 48933**

**CONTRACT NO. 071B0000768
 between
 THE STATE OF MICHIGAN
 and**

NAME & ADDRESS OF VENDOR Renaissance Worldwide, Inc. Government Solutions 11311 Cornell Park Drive, Suite 300 Cincinnati, OH 45242	TELEPHONE: (800)747-1374 Donald J. Ruberg, Jr. VENDOR NUMBER/MAIL CODE BUYER (517)335-0462 Christine Michel
Contract Administrator: Virginia Hambric Integrated Voice Response System (IVR) – Family Independent Agency, Child Support Enforcement System (CSES)	
CONTRACT PERIOD: From: August 2, 2000 To: August 2, 2003	
TERMS <p style="text-align: center;">N/A</p>	SHIPMENT <p style="text-align: center;">N/A</p>
F.O.B. <p style="text-align: center;">N/A</p>	SHIPPED FROM <p style="text-align: center;">N/A</p>
MINIMUM DELIVERY REQUIREMENTS <p style="text-align: center;">N/A</p>	
MISCELLANEOUS INFORMATION: The terms and conditions of this Contract are those of REQ #431R0000989, this Contract Agreement and the vendor's quote dated June 1, 2000. In the event of any conflicts between the specifications, terms and conditions indicated by the State and those indicated by the vendor, those of the State take precedence.	
Est. Contract Value: \$1,593,040.00	

THIS IS NOT AN ORDER: This Contract Agreement is awarded on the basis of our inquiry bearing the REQ No.431R0000989. A Purchase Order Form will be issued only as the requirements of the State Departments are submitted to the Office of Purchasing. Orders for delivery may be issued directly by the State Departments through the issuance of a Purchase Order Form.

All terms and conditions of the invitation to bid are made a part hereof.

FOR THE VENDOR:

FOR THE STATE:

 Firm Name

 Authorized Agent Signature

 Signature
Joseph Chin, Jr.
 Name

**Director, Technical & Professional
Services Division**

Authorized Agent (Print or Type)

Title

Date

Date

I-A PURPOSE

The purpose of this Contract is to obtain the products and services necessary to provide an IVR system for the Family Independence Agency Child Support Enforcement System (CSES).

This contract is a combined fixed rate, unit priced contract.

I-B ISSUING OFFICE

This contract is issued by the Office of Purchasing, State of Michigan, Department of Management and Budget (DMB), hereafter known as the Office of Purchasing, for the State of Michigan, Family Independence Agency. Where actions are a combination of those of the Office of Purchasing and the Family Independence Agency, the authority will be known as the State.

The Office of Purchasing is the sole point of contact in the State with regard to all procurement and contractual matters relating to the services described herein. The Office of Purchasing is the only office authorized to change, modify, amend, alter, clarify, etc., the specifications, terms, and conditions of this Contract. The OFFICE OF PURCHASING will remain the SOLE POINT OF CONTACT throughout the procurement process, until such time as the Director of Purchasing shall direct otherwise in writing. See Paragraph I-C below. All communications concerning this contract must be addressed to:

Christine Michel, Professional Technology
Services Division
DMB, Office of Purchasing
2nd Floor, Mason Building
P.O. Box 30026
Lansing, Michigan 48909

I-C CONTRACT ADMINISTRATOR

Upon receipt at the Office of Purchasing of the properly executed Contract Agreement, it is anticipated that the Director of Purchasing will direct that the person named below be authorized to administer the Contract on a day-to-day basis during the term of the Contract. However, administration of any contract resulting from this Request implies no authority to change, modify, clarify, amend, or otherwise alter the terms, conditions, and specifications of such contract. That authority is retained by the Office of Purchasing. The Contract Administrator for this project is:

Virginia Hambric
(517)241-9617
Family Independence Agency

I-D COST LIABILITY

Total liability of the State is limited to the terms and conditions of this Contract. The State fiscal year is October 1st through September 30th. The prospective contractor should realize that payments in any given fiscal year are contingent upon enactment of legislative appropriations.

All prices quoted by bidder will be the maximum prices for the duration of the proposed contract. No price increases will be permitted.

I-E PRIME CONTRACTOR RESPONSIBILITIES

The Prime Contractor will be required to assume responsibility for all contractual activities offered in this proposal whether or not that contractor performs them. Further, the State will consider the Prime Contractor to be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the anticipated contract. If any part of the work is to be subcontracted, this Contract should include a list of subcontractors, including firm name and address, contact person, complete description of work to be subcontracted, and descriptive information concerning subcontractor's organizational abilities. The State reserves the right to approve subcontractors for this project and to require the Primary Contractor to replace subcontractors found to be unacceptable. The contractor is totally responsible for adherence by the subcontractor to all provisions of the contract.

I-F NEWS RELEASES

News releases pertaining to this Contract or the services, study, data, or project to which it relates will not be made without prior written State approval, and then only in accordance with the explicit written instructions from the State. No results of the program are to be released without prior approval of the State and then only to persons designated.

I-G DISCLOSURE

All information in a bidder's proposal and any Contract resulting from it, are subject to disclosure under the provisions of the "Freedom of Information Act.", 1976 Public Act No. 442, as amended, MCL 15.231, *et seq.*

I-H ACCEPTANCE OF PROPOSAL CONTENT

The contents of the Family Independence Agency Workstatement and the proposal will become contractual obligations, if a contract ensues. Failure of the Contractor to accept these obligations may result in cancellation of the award.

The State further reserves the right to interview the key personnel assigned by the Contractor to this project and to recommend reassignment of personnel deemed unsatisfactory by the State. The State reserves the right to approve subcontractors for this project and to require primary contractors to replace subcontractors who are found to be unacceptable.

I-I INDEPENDENT PRICE DETERMINATION

1. By submission of a proposal, the bidder certifies, and in the case of a joint proposal, each party thereto certifies as to its own organization, that in connection with this proposal:
 - a. The prices in the proposal have been arrived at independently, without consultation, communication, or agreement, for the purpose of restricting competition as to any matter relating to such prices with any other bidder or with any competitor; and
 - b. Unless otherwise required by law, the prices which have been quoted in the proposal have not been knowingly disclosed by the bidder and will not knowingly be disclosed by the bidder prior to award directly or indirectly to any other bidder or to any competitor; and
 - c. No attempt has been made or will be made by the bidder to induce any other person or firm to submit or not submit a proposal for the purpose of restricting competition.
2. Each person signing the proposal certifies that she/he:
 - a. Is the person in the bidder's organization responsible within that organization for the decision as to the prices being offered in the proposal and has not participated (and will not participate) in any action contrary to I.a., b., and c. above; or
 - b. Is not the person in the bidder's organization responsible within that organization for the decision as to the prices being offered in the proposal but has been authorized, in writing, to act as agent for the persons responsible for such decision in certifying that such persons have not participated (and will not participate) in any action contrary to I.a., b., and c. above.
3. A proposal will not be considered for award if the sense of the statement required in the Cost and Price Analysis portion of the proposal has been altered so as to delete or modify I.a., c., or 2. above. If I.b. has been modified or deleted, the proposal will not be considered for award unless the bidder furnishes with the proposal a signed statement which sets forth in detail the circumstances of the disclosure and the Issuing Office determines that such disclosure was not made for the purpose of restricting competition.

I-J CONTRACT INVOICING AND PAYMENT

All invoices should reflect actual work done. Specific details of invoices and payments will be agreed upon between the Contract Administrator and the Contractor after the proposed Contract Agreement has been signed and accepted by both the Contractor and the Director of Purchasing, Department of Management & Budget. **CONTRACTORS PLEASE NOTE**: Rates quoted herein are firm for the duration of the proposed contract; no increases will be permitted.

I-K ACCOUNTING RECORDS

The contractor will be required to maintain all pertinent financial and accounting records and evidence pertaining to the contract in accordance with generally accepted principles of accounting and other procedures specified by the State of Michigan. Financial and accounting records shall be made available, upon request, to the State of Michigan, its designees, or the Michigan Department of Auditor General at any time during the contract period and any extension thereof, and for three (3) years from expiration date and final payment on the contract or extension thereof.

I-L INDEMNIFICATION

A. General Indemnification

Upon receipt of written notice, as required herein, the CONTRACTOR shall indemnify, defend and hold harmless the State, its departments, divisions, agencies, sections, commissions, officers, employees and agents from and against all losses, liabilities, penalties, fines, damages and claims (including taxes), and all related costs and expenses (including reasonable attorneys' fees and disbursements and costs of investigation, litigation, settlement, judgments, interest and penalties), arising from or in connection with any of the following:

- (1) any claim, demand, action, citation or legal proceeding against the State, its departments, divisions, agencies, sections, commissions, officers, employees and agents for any negligence or wrongful acts arising out of or resulting from (1) the services and products provided or (2) performance of the work, duties, responsibilities, actions or omissions of the CONTRACTOR or any of its subcontractors under this CONTRACT;
- (2) any claim, demand, action, citation or legal proceeding against the State, its departments, divisions, agencies, sections, commissions, officers, employees and agents arising out of or resulting from a material breach by the CONTRACTOR of any representation or warranty made by the CONTRACTOR in the CONTRACT;

- (3) any claim, demand, action, citation or legal proceeding against the State, its departments, divisions, agencies, sections, commissions, officers, employees and agents arising out of or related to occurrences that the CONTRACTOR is required to insure against as provided for in this CONTRACT;
- (4) any claim, demand, action, citation or legal proceeding against the State, its departments divisions, agencies, sections, commissions, officers, employees and agents arising out of or resulting from the death or bodily injury of any person, or the damage, loss or destruction of any real or tangible personal property, in connection with the performance of services by the CONTRACTOR, by any of its subcontractors, by anyone directly or indirectly employed by any of them, or by anyone for whose acts any of them may be liable; provided, however, that this indemnification obligation shall not apply to the extent, if any, that such death, bodily injury or property damage is caused by the negligence or reckless or intentional wrongful conduct of the State;
- (5) any claim, demand, action, citation or legal proceeding against the State, its departments, divisions, agencies, sections, commissions, officers, employees and agents which results from an act or omission of the CONTRACTOR or any of its subcontractors in its or their capacity as an employer of a person.

B. Patent/Copyright Infringement Indemnification

The CONTRACTOR shall indemnify, defend and hold harmless the State, its departments, divisions, agencies, sections, commissions, officers, employees and agents from and against all losses, liabilities, penalties, fines, damages (including taxes), and all related costs and expenses (including reasonable attorneys' fees and disbursements and costs of investigation, litigation, settlement, judgments, interest and penalties) incurred in connection with any action or proceeding threatened or brought against the State by a third party to the extent that such action or proceeding is based on a claim that any piece of equipment, software, commodity or service supplied by the CONTRACTOR or its subcontractors, or the operation of such equipment, software, commodity or service, infringes any United States or foreign patent, copyright, trade secret or other proprietary right of any person or entity, which right is enforceable under the laws of the United States. In addition, should the equipment, software, commodity, or service, or the operation thereof, become or in the Contractor's opinion be likely to become the subject of a claim of infringement, the CONTRACTOR shall at the Contractor's sole expense (i) procure for the State the right to continue using the equipment, software, commodity or service or, if such option is not reasonably available to the CONTRACTOR, (ii) replace or modify the same with equipment, software, commodity or service of equivalent function and performance so that it becomes non-infringing, or, if such option is not reasonably available to CONTRACTOR, (iii) accept its return by the State with appropriate credits to the State against the Contractor's charges and

reimburse the State for any losses or costs incurred as a consequence of the State ceasing its use and returning it.

C. Indemnification Obligation Not Limited

In any and all claims against the State of Michigan, its departments, divisions, agencies, sections, commissions, officers, employees and agents, by any employee of the CONTRACTOR or any of its subcontractors, the indemnification obligation under the CONTRACT shall not be limited in any way by the amount or type of damages, compensation or benefits payable by or for the CONTRACTOR or any of its subcontractors under worker's disability compensation acts, disability benefit acts or other employee benefit acts. This indemnification clause is intended to be comprehensive. Any overlap in subclauses, or the fact that greater specificity is provided as to some categories of risk, is not intended to limit the scope of indemnification under any other subclauses.

D. Continuation of Indemnification Obligation

The duty to indemnify will continue in full force and effect notwithstanding the expiration or early termination of the contract with respect to any claims based on facts or conditions which occurred prior to termination.

I-M CONTRACTOR'S LIABILITY INSURANCE

The Contractor shall purchase and maintain such insurance as will protect him from claims set forth below which may arise out of or result from the Contractor's operations under the Contract (Purchase Order), whether such operations be by himself or by any Subcontractor or by anyone directly or indirectly employed by any of them, or by anyone for whose acts any of them may be liable:

- (1) Claims under workers' disability compensation, disability benefit and other similar employee benefit act. A non-resident Contractor shall have insurance for benefits payable under Michigan's Workers' Disability Compensation Law for any employee resident of and hired in Michigan; and as respects any other employee protected by workers' disability compensation laws of any other state the Contractor shall have insurance or participate in a mandatory state fund to cover the benefits payable to any such employee.
- (2) Claims for damages because of bodily injury, occupational sickness or disease, or death of his employees.
- (3) Claims for damages because of bodily injury, sickness or disease, or death of any person other than his employees, subject to limits of liability of not less than \$100,000 each occurrence and, when applicable \$300,000 annual aggregate, for non-automobile hazards and as required by law for automobile hazards.

- (4) Claims for damages because of injury to or destruction of tangible property, including loss of use resulting therefrom, subject to a limit of liability of not less than \$50,000 each occurrence for non-automobile hazards and as required by law for automobile hazards.
- (5) Insurance for Subparagraphs (3) and (4) non-automobile hazards on a combined single limit of liability basis shall not be less than \$100,000 each occurrence and when applicable, \$300,000 annual aggregate.

The insurance shall be written for not less than any limits of liability herein specified or required by law, whichever is greater, and shall include contractual liability insurance as applicable to the Contractor's obligations under the Indemnification clause of the Contract (Purchase Order).

BEFORE STARTING WORK THE CONTRACTOR MUST FURNISH TO THE DIRECTOR OF THE OFFICE OF PURCHASING, CERTIFICATE(S) OF INSURANCE VERIFYING LIABILITY COVERAGE. THE CONTRACT OR PURCHASE ORDER NO. MUST BE SHOWN ON THE CERTIFICATE OF INSURANCE TO ASSURE CORRECT FILING. These Certificates shall contain a provision that coverages afforded under the policies will not be cancelled until at least fifteen days prior written notice bearing the Contract Number or Purchase Order Number has been given to the Director of Purchasing.

I-N CANCELLATION

- (a) The State may cancel the Contract for default of the Contractor. Default is defined as the failure of the Contractor to fulfill the obligations of the quotation or Contract. In case of default by the Contractor, the State may immediately and/or upon 30 days prior written notice to the Contractor cancel the Contract without further liability to the State, its departments, divisions, agencies, sections, commissions, officers, agents and employees, and procure the services from other sources, and hold the Contractor responsible for any excess costs occasioned thereby.
- (b) The State may cancel the Contract in the event the State no longer needs the services or products specified in the Contract, or in the event program changes, changes in laws, rules or regulations, relocation of offices occur, or the State determines that statewide implementation of the Contract is not feasible, or if prices for additional services requested by the State are not acceptable to the State. The State may cancel the Contract without further liability to the State, its departments, divisions, agencies, sections, commissions, officers, agents and employees by giving the Contractor written notice of such cancellation 30 days prior to the date of cancellation.
- (c) The State may cancel the Contract for lack of funding. The Contractor acknowledges that, if this Contract extends for several fiscal years, continuation of this Contract is subject to appropriation of funds for this project. If funds to enable the State to effect continued payment under this Contract are not

appropriated or otherwise made available, the State shall have the right to terminate this Contract without penalty at the end of the last period for which funds have been appropriated or otherwise made available by giving written notice of termination to the Contractor. The State shall give the Contractor written notice of such non-appropriation within 30 days after it receives notice of such non-appropriation.

(d) The State may immediately cancel the Contract without further liability to the State its departments, divisions, agencies, sections, commissions, officers, agents and employees if the Contractor, an officer of the Contractor, or an owner of a 25% or greater share of the Contractor, is convicted of a criminal offense incident to the application for or performance of a State, public or private Contract or subcontract; or convicted of a criminal offense including but not limited to any of the following: embezzlement, theft, forgery, bribery, falsification or destruction of records, receiving stolen property, attempting to influence a public employee to breach the ethical conduct standards for State of Michigan employees; convicted under state or federal antitrust statutes; or convicted of any other criminal offense which in the sole discretion of the State, reflects on the Contractor's business integrity.

(e) The State may immediately cancel the Contract in whole or in part by giving notice of termination to the Contractor if any final administrative or judicial decision or adjudication disapproves a previously approved request for purchase of personal services pursuant to Constitution 1963, Article 11, Section 5, and Civil Service Rule 4-6.

(f) The State may, with 30 days written notice to the Contractor, cancel the Contract in the event prices proposed for Contract modification/extension are unacceptable to the State. See Sections **Price Proposal** and **Modification of Service**.

I-O DELEGATION AND/OR ASSIGNMENT

1. ASSIGNMENT

The contractor shall not have the right to assign this Contract or to assign or delegate any of its duties or obligation under this contract to any other party (whether by operation of law or otherwise), without the prior written consent of the State. Any purported assignment in violation of this Section shall be null and void. Further, the Contractor may not assign the right to receive money due under the contract without the prior written consent of the State Purchasing Director.

2. DELEGATION

The Contractor shall not delegate any duties or obligations under this Contract to a subcontractor other than a subcontractor named in the bid unless the State Purchasing Director has given written consent to the delegation.

I-P NON-DISCRIMINATION CLAUSE

In the performance of any Contract or purchase order resulting herefrom, the bidder agrees not to discriminate against any employee or applicant for employment, with respect to their hire, tenure, terms, conditions or privileges of employment, or any matter directly or indirectly related to employment, because of race, color, religion, national origin, ancestry, age, sex, height, weight, marital status, physical or mental handicap or disability. The bidder further agrees that every subcontract entered into for the performance of any Contract or purchase order resulting herefrom will contain a provision requiring non-discrimination in employment, as herein specified, binding upon each subcontractor. This covenant is required pursuant to the Elliot Larsen Civil Rights Act, 1976 Public Act 453, as amended, MCL 37.2201, *et seq*, and the Michigan Handicapper's Civil Rights Act, 1976 Public Act 220, as amended, MCL 37.1101, *et seq*, and any breach thereof may be regarded as a material breach of the Contract or purchase order.

I-Q UNFAIR LABOR PRACTICES

Pursuant to 1980 Public Act 278, as amended, MCL 423.231, *et seq*, the State shall not award a Contract or subcontract to an employer whose name appears in the current register of employers failing to correct an unfair labor practice compiled pursuant to Section 2 of the Act. A Contractor of the State, in relation to the Contract, shall not enter into a Contract with a subcontractor, manufacturer, or supplier whose name appears in this register. Pursuant to Section 4 of 1980 Public Act 278, MCL 423.324, the State may void any Contract if, subsequent to award of the Contract, the name of the Contractor as an employer, or the name of the subcontractor, manufacturer or supplier of the Contractor appears in the register.

I-R SOFTWARE PERFORMANCE

The vendor warrants that all software for which the vendor either sells or licenses to the State of Michigan and used by the State prior to, during or after the calendar year 2000, includes or shall include, at no added cost to the State, design and performance so the State shall not experience software abnormality and/or the generation of incorrect results from the software, due to date oriented processing, in the operation of the business of the State of Michigan.

The software design, to insure year 2000 compatibility, shall include, but is not limited to: data structures (databases, data files, etc.) that provide 4-digit date century; stored data that contain date century recognition, including, but not limited to, data stored in databases and hardware device internal system dates; calculations and program logic (e.g., sort algorithms, calendar generation, event recognition, and all processing actions that use or produce date values) that accommodates same century and multi-century formulas and date values; interfaces that supply data to and receive data from other systems or organizations that prevent non-compliant dates and data from entering any State system; user interfaces (i.e., screens, reports, etc.) that

accurately show 4 digit years; and assurance that the year 2000 shall be correctly treated as a leap year within all calculation and calendar logic.

I-S RIGHT TO OWNERSHIP

All data, materials, documentation and other things prepared or acquired by the CONTRACTOR shall belong exclusively to the state. The state shall also own and retain intellectual property rights covering technology developed as part of the services described herein.

I-T MODIFICATION OF SERVICES

The Director of Purchasing reserves the right to modify this service during the course of the contract. Any changes in pricing proposed by the contractor resulting from possible modifications are subject to acceptance by the state.

I-U GENERAL

The following constitute the complete and exclusive statement of the agreement between the parties as it relates to this transaction:

- A. State Terms and Conditions
- B. State Workstatement and any Addenda thereto;
- C. Contractor's response(s) to the State's Workstatement and Addenda

The failure of a party to insist upon strict adherence to any term of the contract shall not be considered a waiver or deprive the party of the right thereafter to insist upon strict adherence to that term, or any other term, of the contract.

This contract may not be modified, amended, extended, or augmented, except by a writing executed by the parties hereto, and any breach or default by a party shall not be waived or released other than in writing signed by the other party.

Each provision of this contract shall be deemed to be severable from all other provisions of the contract and, if one or more of the provisions of the contract shall be declared invalid, the remaining provisions of the contract shall remain in full force and effect.

This contract shall in all respects be governed by, and construed in accordance with, the laws of the State of Michigan.