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 TECHNOLOGY MANAGEMENT AND BUDGET
PURCHASING OPERATIONS
P.O. BOX 30026, LANSING, MI 48909
OR
530 W. ALLEGAN, LANSING, MI 48933

December 7, 2010

CHANGE NOTICE NO. 3
TO
CONTRACT NO. 071B0200262

between
THE STATE OF MICHIGAN
and

NAME & ADDRESS OF CONTRACTOR **Saber Software, Inc., Business Contracting Entity for HP** **905 Southland Street, Mail Stop 1023** **Lansing, MI 48910** **Email: jeanne.alderson@hp.com**	TELEPHONE (734) 994 8009 **Jeanne Alderson** BUYER/CA (517) 241-3215 **Steve Motz**
Contract Compliance Inspector: Patty Bogard 517-335-4051 **Second Generation Retail Sales System**	
CONTRACT PERIOD: From: **June 1, 2010** To: **May 31, 2015**	
TERMS **Net 30 Days**	SHIPMENT **N/A**
F.O.B. **N/A**	SHIPPED FROM **N/A**
MINIMUM DELIVERY REQUIREMENTS **N/A**	
MISCELLANEOUS INFORMATION:	

NATURE OF CHANGE(S):

Effective immediately, theis contract is hereby CANCELED and REPLACED with 071B1300157 due to change in vendor name and FEIN number.

AUTHORITY/REASON(S):

Per vendor, agency and DTMB Purchasing Opeartions agreement.

TOTAL REVISED CONTRACT VALUE: $0.00

FOR THE CONTRACTOR:	**FOR THE STATE:**
Saber Software, Inc., Business Contracting Entity for HP	
Firm Name	Signature
	Greg Faremouth, Division Director
Authorized Agent Signature	Name/Title
	IT Division, Purchasing Operations
Authorized Agent (Print or Type)	Division
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 TECHNOLOGY MANAGEMENT AND BUDGET
PURCHASING OPERATIONS **September 29, 2010**
P.O. BOX 30026, LANSING, MI 48909
OR
530 W. ALLEGAN, LANSING, MI 48933

CHANGE NOTICE NO. 2
TO
CONTRACT NO. 071B0200262

between
THE STATE OF MICHIGAN
and

NAME & ADDRESS OF CONTRACTOR **Saber Software, Inc., Business Contracting Entity for HP** **905 Southland Street, Mail Stop 1023** **Lansing, MI 48910** **Email: jeanne.alderson@hp.com**	TELEPHONE (734) 994 8009 **Jeanne Alderson** BUYER/CA (517) 241-3215 **Steve Motz**
Contract Compliance Inspector: Patty Bogard 517-335-4051 **Second Generation Retail Sales System**	
CONTRACT PERIOD: From: **June 1, 2010** To: **May 31, 2015**	
TERMS **Net 30 Days**	SHIPMENT **N/A**
F.O.B. **N/A**	SHIPPED FROM **N/A**
MINIMUM DELIVERY REQUIREMENTS **N/A**	
MISCELLANEOUS INFORMATION:	

NATURE OF CHANGE(S):

Effective immediately, the Total Contract Value is INCREASED by $7,919.30 to include funding for 11 DXerience ASP.NET subscription licenses per attached Change Authorization Request (CAR) 2010-002. This contract is also amended to include commodity code 208-27 for software.

All other pricing, terms and conditions remain the same.

AUTHORITY/REASON(S):

Per DNRE, DTMB, Vendor concurrence and Ad Board approval on 6/1/2010.

INCREASED: $7,919.30

TOTAL REVISED CONTRACT VALUE: $20,057,022.30

CHANGE AUTHORIZATION REQUEST

Contract No. 071B0200262
Change Authorization Request No. 2010-002

I. General

This Change Authorization Request is subject to all terms and conditions of the DNRE RSS Rewrite (RSS-II) Contract between Saber Software, Inc., Business Contracting Entity for HP (SABER) and the State of Michigan. Except as expressly specified herein, all terms and conditions of the Contract shall remain in full force and effect upon execution of this request. This request is not valid until it is signed by all parties, a Contract Change Notice is issued by the Office of Purchasing, Michigan Department of Technology Management and Budget (DTMB) and a Purchase Order is issued by the DTMB representing the Department of Natural Resources and Environmental Quality (DNRE).

II. Description of Change

This Change Authorization Request (CAR) provides authorization for SABER to purchase eleven (11) DXperience ASP.NET Subscription licenses, as specified in section 1.104.1 Solution Approach, for the purpose of developing custom ASP.NET GUI controls for the RSS-II application user interfaces. These subscriptions will be licensed to SABER and used for the development and support of RSS-II. The licenses will not be transferable to the State of Michigan. If the State transfers the responsibility of application development or support in-house or to another contractor, the new support will be responsible for purchasing required licenses.

All DevExpress Visual Studio .NET products are sold based on a subscription model. A purchase of a license subscription provides 12 months of free updates for that product from the date of purchase – be it a minor service update or a major new version. With the 12 month subscription, the license owner can continue using the last version obtained or eligible to use. The 12 month time frame is merely for new versions/updates and has no relevance to rights of use.

SABER will invoice the State for the 11 licenses through the existing invoicing process.

III-A PROBLEM STATEMENT

The Purpose of this agreement enable SABER to purchase eleven DXperience ASP.NET Subscription licenses under the contract #071B0200262.

III-B OBJECTIVES

To continue the work of the RSS-II defined in Release 1 and Release 2.

III-C TASKS

Refer to section 1.104.2.8 Hardware, Software and Communication Requirements in contract #071B0200262 for stated software required for RSS-II.

III. Cost

Product:	.DXperience ASP.NET Subscription
Quantity:	11
Total cost:	$7,919.30
Invoice Date	08/30/2010

IV. Impact on Contract

Increase: **$0** 7919.30

~~Licenses will be invoiced through Release 1 (Reserved pool of up to 20,000 T&M hours for future scope of work up to $2,401,825.00)~~

V. Signatures

Saber Software, Inc. Business Contracting Entity for HP

By: R. Andrew Jakovich

Title: DISTRICT MANAGER

Date: 7/22/2010

DTMB Contract Administrator

By: [illegible]

Title: DTMB PROJECT MANAGER

Date: 23 JUL 2010

DNRE, Program Manager

By: [illegible]

Title: MANAGER RETAIL SALES

Date: 7-23-10

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

August 20, 2010

CHANGE NOTICE NO.1
TO
CONTRACT NO. 071B0200262

between
THE STATE OF MICHIGAN
and

NAME & ADDRESS OF CONTRACTOR **Saber Software, Inc., Business Contracting Entity for HP** **905 Southland Street, Mail Stop 1023** **Lansing, MI 48910** **Email: jeanne.alderson@hp.com**	TELEPHONE (734) 994 8009 **Jeanne Alderson** BUYER/CA (517) 241-3215 **Steve Motz**
Contract Compliance Inspector: Patty Bogard 517-335-4051 **Second Generation Retail Sales System**	
CONTRACT PERIOD: From: **June 1, 2010**	To: **May 31, 2015**
TERMS **Net 30 Days**	SHIPMENT **N/A**
F.O.B. **N/A**	SHIPPED FROM **N/A**
MINIMUM DELIVERY REQUIREMENTS **N/A**	
MISCELLANEOUS INFORMATION:	

NATURE OF CHANGE(S):

Effective immediately, the Total Contract Value is INCREASED by $8,478,025.00 to include funding for the options as approved by the Administrative Board on June 1, 2010. This Contract is amended to include Change Authorization Request (CAR) 2010-001. A summary of this CAR is provided below:

- **This Change Authorization Request (CAR) encompasses committed pricing for Phase 1 Project Planning of Release 2 for services defined in contract #071B0200262 as RSS-II Release 2 requirements and deliverables.**
- **The attached CAR, will provide the invoice schedule for Release 2 Phase 1, and the associated updated preliminary project plan for Release 2.**
- **The attached CAR also corrects formatting issues in contract 071B0200262 Exhibit H invoice schedule for Release 1. A corrected Release 1 invoice schedule is included in this CAR Appendix E.**

All other pricing, terms and conditions remain the same.

AUTHORITY/REASON(S):

Per DNRE, DTMB, Vendor concurrence and Ad Board approval on 6/1/2010.

INCREASED: $8,478,025.00 (previously approved by Ad Board on 6/1/2010)

TOTAL REVISED CONTRACT VALUE: $20,049,103.00

CHANGE AUTHORIZATION REQUEST

Contract No. 071B0200262
Change Authorization Request No. 2010-001

I. General

This Change Authorization Request is subject to all terms and conditions of the DNRE RSS Rewrite (RSS-II) Contract between Saber Software, Inc., Business Contracting Entity for HP (SABER) and the State of Michigan. Except as expressly specified herein, all terms and conditions of the Contract shall remain in full force and effect upon execution of this request. This request is not valid until it is signed by all parties, a Contract Change Notice is issued by the Office of Purchasing, Michigan Department of Technology Management and Budget (DTMB) and a Purchase Order is issued by the DTMB representing the Department of Natural Resources and Environmental Quality (DNRE).

II. Description of Change

This Change Authorization Request (CAR) encompasses committed pricing for Phase 1 Project Planning of Release 2 for services defined in contract #071B0200262 as RSS-II Release 2 requirements and deliverables.
This CAR will provide the invoice schedule for Release 2 Phase 1, and the associated updated preliminary project plan for Release 2.
This CAR also corrects formatting issues in contract 071B0200262 Exhibit H invoice schedule for Release 1. A corrected Release 1 invoice schedule is included in this CAR Appendix E. The total contract value of the contract for Release 1 was not changed.

III-A PROBLEM STATEMENT

The Purpose of this agreement is to finalize pricing and continue the SOW defined in the contract for Release 2 between SABER and the DNRE developed under contract #071B0200262.

III-B OBJECTIVES

To continue the work of the RSS-II defined in Release 2.

III-C TASKS

Refer to contract #071B0200262 for specific requirements and deliverables that are defined for Release 2.

The following page, tasks 1 through 26, represents the preliminary project plan for RSS-II Release 2 Phase 1.

ID	Task Name	Deliverable	Start	Finish	Resource Names
0	**MDNRE RSSII Release 2**		**7/6/10**	**4/2/12**	
1	**Phase 1 Project Planning**		**8/3/10**	**9/28/10**	
2	**Prepare Plan Components Application**		**8/3/10**	**8/31/10**	
3	Define Project Process Interactive		8/3/10	8/3/10	Project Manager
4	Create Scope Document		8/4/10	8/5/10	Project Manager
5	Update Communications Plan		8/5/10	8/5/10	Project Manager
6	Update Quality Management Plan		8/5/10	8/6/10	Project Manager
7	Update Change Management Plan		8/6/10	8/6/10	Project Manager
8	Create Risk Management Plan		8/6/10	8/10/10	Project Manager
9	Create Staffing Plan		8/10/10	8/11/10	Project Manager
10	Create Procurement Plan		8/11/10	8/12/10	Project Manager
11	Create Reuse Plan		8/13/10	8/16/10	Project Manager
12	Update Organizational Breakdown Structure		8/16/10	8/16/10	Project Manager
13	Perform Technical Launch General		8/16/10	8/18/10	Project Manager
14	Update Project Web Tracking System		8/18/10	8/19/10	Project Manager
15	Update CaliberRM		8/30/10	8/30/10	Lead Business Analyst
16	Update Quality Center		8/30/10	8/31/10	DevB - Lead Tester[65%]
17	Update Starteam		8/30/10	8/31/10	DevE - Configuration Manager[65%]
18	Update Estimate		8/19/10	8/20/10	Project Manager
19	Update Project Schedule		8/20/10	8/23/10	Project Manager
20	Package and Secure Commitment		8/25/10	8/25/10	Project Manager
21	Plan Project Work Reviews		8/25/10	8/27/10	Project Manager[50%]
22	Plan Project Work Rework		8/27/10	8/30/10	Project Manager
23	Project Kickoff Meeting with SOM		9/1/10	9/1/10	Project Manager,SOM MDIT Project Manager,SOM MDNR Project Coordinator,SOM MDNR Executive Sponsor
24	Phase 1 Deliverable Project Plan Complete and Delivered to SOM	●	9/14/10	9/14/10	
25	Phase 1 Deliverables Signoff by SOM		9/28/10	9/28/10	
26	Phase 1 Invoice Submission to SOM		9/28/10	9/28/10	
27	**Phase 2 Requirements Verification and Validation**		**9/1/10**	**1/27/11**	
28	**Pre-Session Work**		**9/1/10**	**11/5/10**	
29	Analysis Pre-Session RSSWIN-II Agent and Operations		9/1/10	9/2/10	Lead Business Analyst[10%],DevC[90%]
30	Analysis Pre-Session RSSWIN-II Agent and Operations - Delivered to SOM		9/2/10	9/2/10	
31	Analysis Pre-Session Sales Channels		9/17/10	9/30/10	Lead Business Analyst[65%],DevD[40%]
32	Analysis Pre-Session Sales Channels - Delivered to SOM		9/30/10	9/30/10	
33	Analysis Pre-Session Technical Requirements		11/1/10	11/5/10	Lead Business Analyst[10%],Lead Architect[80%]
34	Analysis Pre-Session Technical Requirements - Delivered to SOM		11/5/10	11/5/10	
35	Analysis Pre-Session Completed		11/5/10	11/5/10	
36	**JAD Sessions**		**9/10/10**	**11/15/10**	
37	JAD Session RSSWIN-I Agent and Operations - session 1		9/10/10	9/10/10	SOM MDIT Project Manager,SOM MDNR Project Coordinator,SOM MDNR SME RSS,Lead Business Analyst,DevC,SOM MDIT SME,DevB - Lead Tester,DevD,Lead Architect

Appendix E: Pricing

Release 1 Payment Schedule (Corrected formatting from Original Contract Document Exhibit H Pricing Tables. Original Release 1 pricing table had POS communications charges duplicated for Dec 2012, Jan 2013, and Feb 2013, even though total contract value was correct)

Table 1: Phased Deliverables of Release 1 Application Development

	June	July	August	Sept	Oct	Nov	Dec	Jan	Feb	March	
Contracted services in RSS-II Rewrite RFP Release 1	**2010**	**2010**	**2010**	**2010**	**2010**	**2010**	**2010**	**2011**	**2011**	**2011**	**Contract Total Release 1 Appl. Dev.**
Release 1 App Dev (Invoice based on Phase Deliverable acceptance by SOM)											
Release 1 Phase 1		$211,857									**$211,857**
Release 1 Phase 2			$211,857								**$211,857**
Release 1 Phase 3						$211,857					**$211,857**
Release 1 Phase 4								$211,857			**$211,857**
Release 1 Phase 5									$211,857		**$211,857**
Release 1 Phase 6										$211,857	**$211,857**
Release 1 Phase 7										$211,857	**$211,857**

Release 1 Payment Schedule - Continued

Table 2: Services

	March	April	May	June	July 2011 through June 2012	July	August	Sept	Oct	Nov
Contracted services in RSS-II Rewrite RFP Release 1	**2011**	**2011**	**2011**	**2011**	**Monthly payment**	**2012**	**2012**	**2012**	**2012**	**2012**
POS communications 7% management fee (RSS-II up to Release 3 Implementation)	*$9,566*	*$9,566*	*$9,566*	*$9,566*	$9,566	$8,000	$8,000	$5,000	$5,000	$5,000
RSS-II hosting (RSS-II up to Release 3 Implementation (w/scans)	*$44,785*	*$44,785*	*$44,785*	*$44,785*	$44,785	$44,785	$44,785	$44,785	$44,785	$44,785
RSS-II Operations and Support	*$108,979*	*$108,979*	*$108,979*	*$108,979*	$112,248	$115,615	$115,615	$115,615	$115,615	$115,615

Table 2: Services - Continued

	Dec	Jan	Feb	March	April 2013 through June 2013	July 2013 through June 2014	July 2014 through May 2015	
Contracted services in RSS-II Rewrite RFP Release 1	**2012**	**2013**	**2013**	**2013**	**Monthly payment**	**Monthly payment**	**Monthly payment**	**Contract Total Release 1 Services**
POS communications 7% management fee (RSS-II up to Release 3 Implementation) *continued*	$5,000	$2,000	$2,000					**$193,056**
RSS-II hosting (RSS-II up to Release 3 Implementation (w/scans) *continued*	$44,785	$44,785	$44,785	$44,785				**$1,119,625**
RSS-II Operations and Support *continued*	$115,615	$115,615	$115,615	$115,615	$115,615	$119,083	$122,655	**$5,948,473**
Contracted fixed price sub-total								**$8,744,153**
Reserved pool of up to 20,000 T&M hours for future scope of work up to $2,401,825.00 based upon the rate card provided below.								***$2,401,825***
Total Contracted Value Release 1								**$11,145,978**

SABER is providing the following pricing for RSS-II Release 2 Phase 1.

Release 2 Phase 1 Payment Schedule
Table 3 (Revised from Exhibit H Contract Schedule): Services for Release 2

	Sept	Jan	May	Oct	Dec	Jan	Feb	March	April	May	June 2012 through Sept 2012	Oct 2012 through Jan 2013	Feb 2013 through May 2015	
	2010	2011	2011	2011	2011	2011	2011	2011	2011	2012	Monthly payment	Monthly payment	Monthly payment	Contract Total Release 2 Services
Release 2 (Application Dev, Online Help, Training, Agent manual)														
Phase 1	*$425,100*													*$425,100*
Total Contracted Value Release 2 Phase 1														***$425,100***

III. Cost

See Appendix E Pricing Release 2 Payment Schedule for billing schedule

IV. Impact on Contract

Increase: **$425,100**

V. Signatures

Saber Software, Inc. Business Contracting Entity for HP

By: _____

Title: _____

Date: _____

DTMB Contract Administrator

By: _____

Title: _____

Date: _____

DNRE, Program Manager

By: _____

Title: _____

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
PURCHASING OPERATIONS
P.O. BOX 30026, LANSING, MI 48909
OR
530 W. ALLEGAN, LANSING, MI 48933

June 18, 2010

NOTICE
OF
CONTRACT NO. 071B0200262

between
THE STATE OF MICHIGAN
and

NAME & ADDRESS OF CONTRACTOR **Saber Software, Inc., Business Contracting Entity for HP** **905 Southland Street, Mail Stop 1023** **Lansing, MI 48910** **Email: jeanne.alderson@hp.com**	TELEPHONE (517) 272-5803 **Jeanne Alderson** BUYER/CA (517) 241-3215 **Steve Motz**
Contract Compliance Inspector: Patty Bogard 517-335-4051 **Second Generation Retail Sales System**	
CONTRACT PERIOD: From: **June 1, 2010**	To: **May 31, 2015**
TERMS **Net 30 Days**	SHIPMENT **N/A**
F.O.B. **N/A**	SHIPPED FROM **N/A**
MINIMUM DELIVERY REQUIREMENTS **N/A**	
MISCELLANEOUS INFORMATION:	

Current Authorized Spend Limit: $11,145,978.00

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

CONTRACT NO. 071B0200262

between
THE STATE OF MICHIGAN
and

NAME & ADDRESS OF CONTRACTOR **Saber Software, Inc., Business Contracting Entity for HP** **905 Southland Street, Mail Stop 1023** **Lansing, MI 48910** **Email: jeanne.alderson@hp.com**	TELEPHONE (517) 272-5803 **Jeanne Alderson** BUYER/CA (517) 241-3215 **Steve Motz**
Contract Compliance Inspector: Patty Bogard 517-335-4051 **Second Generation Retail Sales System**	
CONTRACT PERIOD: From: **June 1, 2010** To: **May 31, 2015**	
TERMS **Net 30 Days**	SHIPMENT **N/A**
F.O.B. **N/A**	SHIPPED FROM **N/A**
MINIMUM DELIVERY REQUIREMENTS **N/A**	
MISCELLANEOUS INFORMATION: **Current Authorized Spend Limit: $11,145,978.00**	

FOR THE CONTRACTOR:	**FOR THE STATE:**
Saber Software, Inc., Business Contracting Entity for HP	
Firm Name	Signature
	Greg Faremouth, Division Director
Authorized Agent Signature	Name/Title
	IT Division, Purchasing Operations
Authorized Agent (Print or Type)	Division
Date	Date

STATE OF MICHIGAN
Department of Technology Management and Budget
Purchasing Operations

Contract No. 071B0200262
DNRE RSS Rewrite

Buyer Name: **Steve Motz**
Telephone Number: **517-241-3215**
E-Mail Address**: MotzS@michigan.gov**

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DEFINITIONS

24x7x365	Means 24 hours a day, seven days a week, and 365 days a year (including the 366th day in a leap year).
Additional Service	Means any Services/Deliverables within the scope of the Contract, but not specifically provided under any Statement of Work, that once added will result in the need to provide the Contractor with additional consideration.
Agent	Individuals, businesses or government offices that are authorized to serve as the retail sales channel for RSS. They sell licenses, applications, kill tags, and other retail items to Customers.
Audit Period	See Section 2.110
Business Day	Whether capitalized or not, shall mean any day other than a Saturday, Sunday or State-recognized legal holiday (as identified in the Collective Bargaining Agreement for State employees) from 8:00am EST through 5:00pm EST unless otherwise stated.
Blanket Purchase Order	An alternate term for Contract.
CEPAS	Centralized Electronic Payment and Authorization System is the State of Michigan's internet based system that provides secure storage of all financial data. It is used to process credit card payments through the State's bank.
Chronic Failure	Defined in any applicable Service Level Agreements.
Contractor	The term vendor and Contractor are sometimes used interchangeably in this RFP.
Customer	An individual who uses the RSS to purchase licenses, applications, kill tags, etc. The individual may be an in-state resident or non-resident.
Days	Means calendar days unless otherwise specified.
Drawing	A drawing is a lottery conducted by the DNRE in order to provide an equitable means for individuals to obtain hunting licenses when the demand for licenses is greater than the available licenses that can be issued for a given species
Deliverable	Physical goods required or identified by a Statement of Work that will be approved by the State.
Deleted – Not Applicable	This section is not applicable or included in this RFP. This is used as a placeholder to maintain consistent numbering.
DMU	DMU is a Deer Management Unit. A DMU is a geographic area defined in the Wildlife Conservation Order. In the present system, a DMU is a type of hunt area. In the proposed system, a DMU will be an Item Option. Either way, these hunt areas/DMU are used, for example, to select a location in a drawing or to offer a discount to encourage more hunting to thin out the animal population.
DTMB	Michigan Department of Technology Management and Budget
DNRE	Michigan Department of Natural Resources and Environment
Excusable Failure	See Section 2.244.
Fulfillment License	Hunting licenses that may be purchased by individuals who are successful in a hunt drawing
Go Live	A date when the new system (RSS-II) with all features and functions as defined in the RFP and amended through change (as/if required) is available in production for all users whether through Agents or the internet to perform transactions, etc.
Incident	Any interruption in Service.
ITB	A generic term used to describe an Invitation to Bid. The ITB serves as the document for transmitting the RFP to potential bidders
JEC	Joint Evaluation Committee (JEC) is led by the Buyer within Purchasing Operations of the DTMB to evaluate proposals in response to an ITB or RFP relative to the evaluation criteria included within the ITB or RFP. It typically consists of 3-6 persons.
Key Personnel	Any Personnel designated in Article 1 as Key Personnel.
LED	(1) The DNRE Law Enforcement Division (LED) is responsible for protection of all natural resources and the environment, as well as the health and safety of the public. (2) LED Application handles, among other things records of restrictions issues by DNRE or Friends of the Court or IVCS and interfaces to RSS.

MBV	Miscellaneous Business Vendor can be an individual or business who provides services to Customers in support of hunting and fishing. A MBV must be registered to perform one of more of these services. Examples include taxidermy, minnow dealers and fur buyers.
New Work	Any Services/Deliverables outside the scope of the Contract and not specifically provided under any Statement of Work, that once added will result in the need to provide the Contractor with additional consideration.
Natural Resource Commission	The Michigan Natural Resource Commission is a seven-member public body whose members are appointed by the Governor and subject to the advice and consent of the State Senate. The Commission establishes general policies for the DNRE. Voter approval of Proposal G in November 1996 vest exclusive authority in the Commission to regulate the taking of game.
OES	The Office of Enterprise Security that resides within DTMB
PCI	Payment Card Industry – establishes strict standards for ensuring that cardholder information is protected and secured. PCI Data Security Standard (PCI DSS) includes requirements for security management, policies and procedures, network architecture, and software design.
PSR	Project Status Report
PMM	The Project Management Methodology (PMM) was created by DTMB to manage and monitor Information Technology projects by establishing formal project management practices.
Professional Services	Professional Services means consulting, integration, application development, or technical services performed by Contractor.
RFP	Request for Proposal designed to solicit proposals for services
RSS	Retail Sales Systems (RSS) is used by the DNRE to sell applications, licenses and permits for hunting, fishing and recreational vehicle use or other retail items. These items are sold through a series of state and retail agents as well as through the internet.
RSS Support Staff	RSS Support Staff are state employees with DNRE who provide support services to Agents, Customers and MBV. They also perform maintenance of data (such as setting up items, agents and customers) and creation of reports to support state requests.
SAS-70	Statement on Auditing Standards (SAS) No. 70, *Service Organizations,* is a widely recognized auditing standard developed by the American Institute of Certified Public Accountants (AICPA). SAS No. 70 is the authoritative guidance that allows service organizations to disclose their control activities and processes to their customers and their customers' auditors in a uniform reporting format. The issuance of a service auditor's report prepared in accordance with SAS No. 70 signifies that a service organization has had its control objectives and control activities examined by an independent accounting and auditing firm. The service auditor's report, which includes the service auditor's opinion, is issued to the service organization at the conclusion of a SAS 70 examination.
Service	Any function performed for the benefit of the State.
Schema	Files that serve as the framework for defining the data elements and rules in an XML document. Schema express shared vocabularies and allow computers to carry out rules made by people.
SEM	The System Engineering Methodology (SEM) was created by DTMB and provides guidance for information systems engineering related practices and procedures.
SOM	State of Michigan, also sometimes referenced simply as “the State.”
Sportcard	Identification issued to an individual (whether resident or not) when they do NOT have either a state issued Drivers License or state issued Identification Card. By law, DNRE must offer these and they sell at present for $1. This ensures all DNRE Customers have an identification number.

Sportsmen Against Hunger (SAH)	Through RSS, customers can donate money to SAH that helps with costs to gather, process, and distribute wild game to people in need.
State Location	Any physical location where the State performs work. State Location may include state-owned, leased, or rented space.
Subcontractor	A company that the Contractor delegates performance of a portion of the Services to, but does not include independent contractors engaged by Contractor solely in a staff augmentation role.
SUITE	SUITE stands for State Unified Information Technology Environment. SUITE is meant to standardize methodologies, procedures, training and tools for project management and systems development lifecycle management throughout DTMB.
UAT	User Acceptance Testing. UAT is performed by State Subject Matter Experts to verify the RSS works as intended before moving the RSS to production. UAT does not commence until after the Contractor has completed other tests per the Test Plan including, for example, unit, functional, stress, and system testing.
Unauthorized Removal	Contractor's removal of Key Personnel without the prior written consent of the State.
Universal Receipts Interface (URI)	URI is the Department's internet based system that accepts and forwards all financial transactions to the State's accounting system (MAIN).
Vendor	Vendor and Contractor are used interchangeably in this RFP
Work in Progress	A Deliverable that has been partially prepared, but has not been presented to the State for Approval.
Work Product	Refers to any data compilations, reports, and other media, materials, or other objects or works of authorship created or produced by the Contractor as a result of an in furtherance of performing the services required by this Contract.
XML	aka eXtensible Markup Language. An open standard language used to create files for exchanging and displaying data. XML is an outgrowth of Standard Generalized Markup Language and provides a standard method for describing data based upon a syntax developed by the World Wide Web Consortium (W3C).

Article 1 – Statement of Work (SOW)

1.000 Project Identification

1.001 Project Request

The State of Michigan (SOM), through the Michigan Department of Technology Management & Budget (DTMB), with assistance of the Michigan Department of Natural Resources and Environment (DNRE), has issued this contract for the replacement of the existing DNRE Retail Sales System (RSS).

Replacement means the new RSS (RSS-II) will reflect retention of some features, change to other features and addition of still other features. The Contractor will manage the project from initiation to closing. This will include the full project life cycle, including business requirements, design, development, testing, and production deployment of the new RSS. It will also include ongoing support and maintenance of the new RSS. This new system will be hosted at a Contractor facility by the Contractor and owned by the SOM.

This contract has a term of five (5) years, with five (5) additional one-year extensions to provide continued maintenance and implementation of enhancements of the product (as identified and authorized by the DNRE) while in use by the SOM.

The SOM will assign one Project Manager to represent DTMB and DNRE on this project. This Project Manager is the only person authorized to accept or reject work performed by the Contractor. The project manager will be referred to as the "DTMB Project Manager". The DTMB Project Manager will designate a representative to assist with the managing of the day to day operations of the project, and will work closely with the DNRE Subject Matter Experts, but only the DTMB Project Manager has the authority to approve or accept work by the Contractor.

Contractor will leverage the current State owned RSS product and enhance its technology and features to meet the DNRE's long term licensing needs. Contractor will work to deliver RSS-II in a mulit-release approach. The first three releases will focus on upgrading the system's technology, provide a several-month rollout of the new POS hardware, and implement the new hosting environments.

The remaining functional enhancements that provide new features to RSS will be planned and delivered after Release 3, and referred to as Release 4+.

Release 2, 3 and 4+ are considered optional with respect to the initial deliverables intended within this contract. However, the requirements and response of how they are intended to be delivered are provided within this SOW for future consideration and definition of release scope. The Preliminary Project Schedules of Release 2 and Release 3 are provided in Exhibit A. These project schedules serve as the basis for the estimated cost of the Release SOW if delivered under the intended fixed-price delivery method. These Project Schedules and cost estimates serve as a reserve of hours that may be used to accomplish any part of the Release under an optional Time and Materials delivery method.

RSS-II scope will be delivered in multiple releases.

- Release 1:
    - E-License Sales Channel technology upgrade to .Net
    - Multi-Year Licenses CR63999
    - Upgrade Look and Feel to new DNREE department logo
    - Functionality will map to the existing E-License
    - Reports: See 1.002.1.13 RSS-II Reports Release Delivery Schedule
    - Hosting RSS-II from Release 1 implementation up to March 2013 (see Exhibit G)
    - Maintenance and Support of RSS-II application from Release 1 through the end of the contract
    - POS Communication services from Release 1 implementation up to March 2013
- Release 2 (Optional):

- POS Sales Channel technology upgrade to .Net
- Upgrade Look and Feel to new DNREE department logo
- Functionality will map to the existing E-License/POS
- New rp3000 hardware released and supported
- Real time processing of POS-II and E-License-II sales transactions
- RSSWIN upgrade to .Net
  - Agent
  - Sales Outlet
  - Terminal
  - Financial
  - Bulletin
  - Security
  - Work Order
- Reports: See 1.002.1.13 RSS-II Reports Release Delivery Schedule

- Release 3 (Optional):
  - RSS-II hosting solution described in section 1.104.1.7
    - Upgrade to SQL 2008
  - RSSWIN upgrade to .Net
    - Item
    - Hunt
    - Drawing (see Exhibit C for specific enhancements)
    - Customer
    - Revocations
    - Lifetime
  - Batch upgrade to .Net
  - Reports: See 1.002.1.13 RSS-II Reports Release Delivery Schedule
- Release 4+ (Optional Future Enhancements Releases):
  - Functional enhancements to existing system (see Exhibit C for specific enhancements)
  - Reports: See 1.002.1.13 RSS-II Reports Release Delivery Schedule

With a targeted contract start date of June 2010, Contractor will roll out the new RSS-II starting with the upgrade of E-License to .Net in Release 1 on February 24, 2011. Release 2 will introduce the new POS hardware and real time processing into the sales channel, within the slow winter sales period between January 2012 and March 1, 2012.

If DNRE elects to extend the contract for another five years of maintenance and discretionary enhancement services, the Contractor will plan for an additional hosting, POS, and any required OS updates within the 2017 calendar year.

1.002 Background

The DNRE Retail Support System (RSS) is the existing system that handles transactions for hunting, fishing and recreational vehicle permitting in the State of Michigan. RSS allows purchase of applications, licenses and permits through a network of 1,000 Retail Agents through over 1500 outlets located in Michigan plus nearby States and Provinces, several DNRE Centers, as well as directly by customers through the internet. RSS is operational 24 hours per day, 7 days per week throughout the year. In the year just completed on February 28, 2009 RSS handled over 4 million transactions worth over $57 million. See Exhibit E Current System Activity Characteristics for additional details.

The current application was deployed in November 1994 and has been enhanced over time based upon legislative changes, the Natural Resource Commission, and by recommendations from the DNRE staff. The RSS is considered a "store and forward" system as the agents' activity is kept at the outlet until polled each night. There is a staff of 8 state employees that provide direct support to the RSS user (Customer and Agent) community. Technical support is provided by a Contractor who also provides enhancements as directed. The Internet-based RSS can be viewed by accessing: http://www.michigan.gov/dnr and then clicking on "Hunting and Fishing Licenses."

The current RSS system consists of the following applications components:

- **RSSDB** – The RSS database
- **RSSWIN** – The PowerBuilder GUI application that is used by the RSS Support team to define the license items and manage the RSS data
- **RSS Batch** – the batch jobs that process off-line functions such as financial receipts vouchers, EFTs, and drawing functions such as hunt eligibility and random drawings
- **POS** – the agent application that resides in DNRE offices or retail agent stores for selling licenses to the public
- **E-License** – the web application that allows customers to purchase licenses via the internet

The new product developed by the RSS Rewrite project will be referred to as RSS-II, and has been identified as a COTS solution for the purposes of responding to the individual requirements in Exhibit B and C.

1.002.1 RSS Rewrite Strategy

Legacy RSS will be re-written or migrated to RSS-II within Release 1, 2 or 3.

In Release 2 and 3, the required areas of the existing RSSWIN functions will be rewritten in .NET bringing RSSWIN-II up to the most recent DTMB standards. New functions will be added to the tool during specific releases:

- Item Maintenance will allow much more flexibility in establishing customer purchase eligibility rules and pricing with discounts – Release 4+: See Exhibit C
- Drawing enhancements – Release 3 & 4+: See Exhibit C
- Inclusion of the DNRE's manual transfer of success function – Release 4+: See Exhibit C
- Inclusion of the DNRE's separate Miscellaneous Business Vendor – Release 4+: See Exhibit C
- Management of surveys – Release 4+: See Exhibit C

RSS POS (Release 2) and E-License (Release 1) will be rewritten and moved from store-and-forward Point-of-Sale applications to web-enabled real time purchase transaction interfaces (Release 2). RSS POS-II and E-License-II process flow will be enhanced to include new customer identification rules (Release 4+), including real time checks of existing RSS customer records (Release 4+), and external SOS data (Release 4+). This real time validation (Release 4+) will significantly reduce duplicate and invalid customer records created in RSS-II.

RSS POS-II and E-License-II will calculate the end-price to the customer when displaying the item in the shopping cart based on discount rules established by DNRE in RSSWIN-II (Release 4+). This will allow the DNRE to implement marketing packages quickly and encourage additional customer participation. Both Agents at the RSS POS-II and customers on E-License-II will be able to view the customer shopping cart, verify that the order is appropriate, and make any necessary changes before checkout (Release 2). RSS POS-II and E-License-II will record the customer order in RSSDB-II in real time at the end of the order (Release 2).

E-License-II will also be enhanced to include new significant on-line functions to internet users. An ID/Password secured Customer Profile function (Release 4+) will allow existing customers to view their own purchase history, preference points and chances, drawing success history and transfer requests.

Miscellaneous Business vendors (MBV) will also have an ID/Password secured MBV function that will allow them to report on their MBV activity for their active licenses (Release 4+).

RSS-II will include additional notification features that will automatically notify customers, MBV, RSS Staff members, Transfer donors and recipients, and other stakeholders of system events or messages to improve on communication and assist with improved workflow (Release 4+).

RSSDB data structure will migrate from SQL 2000 into the RSSDB-II SQL 2008 solution, allowing it to be licensed through 2018 without additional version upgrades (Release 3).

RSS Batch will be upgraded to RSS Batch-II in the .NET framework to meet the DTMB standards and be supportable through the contract period (Release 3). During the upgrade, changes will be made to interface with the SQL 2008 database upgrade.

The following sections provide a summary of the enhanced RSS-II functions the Contractor proposes, and identify the major objectives identified by the DNRE in the RSS Rewrite project.

1.002.1.1 RSS Rewrite – Real Time Processing

RSS-II will process the customer orders in real time (Release 2). After payment, the entire order (including the customer data) will be recorded in real time on the RSSDB-II database (Release 2).

For replacement transactions, the system will verify in real time that the item has been previously purchased and has not been voided. After payment, the replacement transaction will be recorded in real time on the RSSDB-II database (Release 2). A void transaction will verify in real time that the item has been previously purchased and has not been voided. When the void transaction is completed at the RSS POS-II, the original purchase will be voided, and a void transaction will be recorded in real time on the RSSDB-II database (Release 2).

With real time processing of customer transactions, DNRE will have immediate access to customer information through RSSWIN-II and the ability to run ad-hoc queries against the replicated Inquiry database within minutes of the order (Release 2).

1.002.1.2 Flexible Purchase Eligibility Rules

RSSWIN-II will include the ability to create new flexible purchase eligibility rules for an item (Release 4+).

1.002.1.3 Flexible Pricing Rules

Item Type Maintenance is the RSSWIN-II area also used to establish the price of an item. RSSWIN-II will include a new feature to provide two methods for defining pricing on item types (Release 4+).

> The first method will be the base price. The second method for defining the price of an item will be through pre-defined discounts to the adjusted base price for promotional packages.

1.002.1.4 Shopping Cart Function

RSS POS-II and E-License-II will place each authorized purchase, replacement or void into a shopping cart page before the order can be processed, payment is made, or any item is printed (Release 2). The application will calculate the end-price to the customer when displaying the item in the shopping cart based on discount rules established by DNRE in RSSWIN-II.

1.002.1.5 Flexible Gift Certificates

Instead of creating fixed priced gift certificate items, RSSWIN-II will allow DNRE to define one Gift Certificate item, and allow the customer to specify the whole dollar amount of the certificate they are purchasing. E-License-II will prompt the customer for the desired amount, and the system will record the amount paid in the transaction (Release 4+).

1.002.1.6 Notification and Communication Features

Ad hoc messages

Similar to the RSS Bulletin function, authorized RSS Support staff will be able to use RSSWIN-II to create a free-form text content message that can be emailed to a recipient (Release 4+).

System Alerts

RSS POS-II, E-License-II, new Mobile Fish, and the new CO application will have a section on the welcome page available to display system alerts and to broadcast messages. The messages can be specified to display for all users of one specific application (i.e. POS only) or for all users of all the above mentioned applications in the system (Release 4+).

System Generated Notifications

Similar to the RSS EFT weekly bulletins and EFT Failure bulletins, RSS-II will generate some pre-defined notifications based on pre-defined selection criteria, pre-defined system events, and pre-defined recipient list. RSS-II will be delivered with up to 20 pre-defined system generated notifications (Release 4+).

System FAQ

A Customer Inquiry function will be added to the system to allow a customer to pose questions to the DNRE. The DNRE can then select questions to be answered and included in the existing DNRE FAQ page or added to a new RSS-II specific FAQ page (Release 4+).

1.002.1.7 Customer Profile

An ID/Password secured Customer Profile function (Release 4+) accessed from the E-License-II application will allow existing customers to view their own purchase history, preference points and chances, drawing success history, and transfer requests.

1.002.1.8 Survey Features

RSSWIN-II will provide the ability to define Questions and Surveys (Release 4+).

1.002.1.9 Drawing Improvements

RSSWIN-II will allow, as is in the current RSS, to set up eligibility rules from the same window for all drawings (Release 3). The eligibility rules will be enhanced for greater flexibility allowing any drawing to establish and check for ineligibility time frames when successful, allowing unlimited application purchases, and checking for customer restrictions (See Exhibit C).

To handle the Elk-type drawing processing, new options for “Regional Quotas” and “Assign Hunt Areas After Selection” will be added as alternatives for selection. These options will be available to any drawing requiring them (Release 3).

1.002.1.10 Automating DNRE’s Transfer of Drawing Success Function

RSS-II will automate DNRE’s current manual Transfer of Drawing Success function (Release 4+).

1.002.1.11 Automating DNRE’s Miscellaneous Business Vendor

Contractor will include DNRE’s current Miscellaneous Business Vendor (MBV) System features in the RSS-II system and will automate many of the current manual processes controlled by the DNRE staff (Release 4+).

1.002.1.12 RSS-II Value Added Features

Contractor will provide the additional value-added features and capabilities to RSS-II that, based on prior experience, are extremely important from a functional purpose or for a system maintenance utility in RSS (Release 2 and 3):

FUNCTION	FEATURE
Maintenance Mode	Automatic ability to move E-License-II and RSS POS-II into a "maintenance mode" and provide customer and agents with a user-friendly message. This allows the system to prevent users from being interrupted in the middle of a customer order, if a maintenance window is required.
Automatic EFT Approval	RSS-II automatic process that ensures that the EFT does not miss the FTP window when RSS Support staff is unavailable to trigger the approval process.
EFT Pre-note Process	When a new bank account has been set up or modified, the system sends a "test" zero dollar EFT to the ACH to verify that the account is active. If errors are found, RSS-II will receive an EFT failure.
Additional EFT Statuses and Status Processing	The current EFT process has these additional statuses for the EFTs besides Successful and Unsuccessful: Pending, Terminated, and Waiting. RSS-II will continue to include these statuses and the processing associated with them.
EFT Resubmit of Failures and Waiting EFTs	When an EFT is unsuccessful, as long as the agent is setup for EFT, the system will automatically try to collect the revenue in the following weeks until it succeeds or the agent is terminated and not setup for EFT. Waiting EFTs that could not be collected because the bank account was not set to EFT or is in pre-note mode, will also be resubmitted for collection once the account is correctly setup for EFT.
Terminal Fee Generation and Terminal Fee Structure Maintenance	RSS-II will continue to automatically generate the weekly terminal fees for each agent and bank account, according to the terminal fee structure as defined for the terminal's Sales Outlet Type. RSSWIN-II will continue to include a window where the RSS Support staff can maintain the fee structure.
Lifetime duplicate License issued	RSS-II will continue to report lifetime customers that for some reason (like reruns or previous purchases) already have a license issued for the same year/type.
Lifetime date/time fulfillment check	RSS-II processes ensure that if the lifetime process is re-run with the same transaction date, the system will automatically pick the next consecutive transaction date/time, to preserve data integrity.
Miscellaneous Adjustments (MA) and the Agent A/R Adjustment History display	RSS-II will continue to allow the RSS Support staff to create MA entries to record special charges to payments to agent's terminals. MAs are also used to consolidate terminated agents with outstanding transactions so that the funding to the various treasury blocks is correct. All MAs created generate an MA record displayed on the Agent A/R Adjustment History window.
E-License Reprint Process	The RSS Support staff will continue to have the ability to reprint licenses sold in E-License-II that were sent to the DTMB Print Center, via RSSWIN-II.
Automatic Warning for Fiscal Year End	RSS-II will continue to send a warning to the Contractor RSS-II Maintenance and Support staff that the Fiscal Year End is approaching (e-mail) to allow the DNRE to prepare the financial End of Fiscal Year Plan.
EFT renamed files	RSS-II will continue to rename files that have been sent for collection, or failures that have been processed, and keep for auditing purposes.

FUNCTION	FEATURE
Automatic creation of HIP responses for Waterfowl hunters and the appropriate Lifetime License Holders.	RSS-II will continue to create automatic HIP responses for those that purchase Waterfowl licenses and eligible Lifetime customers to ensure Michigan is credited for all allowable hunters, even if the hunter doesn't specifically fill out a survey.
DTMB Print Center license and permit rename files	Files that are sent the DTMB Print Center for printing are renamed and kept for historical reference and audit purposes.
Automatic Diary Entry for any Customer not awarded points in a drawing when ineligible	RSS-II will continue to automatically add diary entries for a customer not awarded points in a drawing because their ineligible reason code did not allow points to be awarded.
Saving of Regional Quotas and other statistics from each Elk Drawing	RSS-II will continue to save within the RSSDB-II database, the calculated (or modified) statistics from each drawing using regional quotas.
Blackout of Preference Point inquiries from the drawing until drawing results are announced	RSS-II will continue to blackout Preference Point inquiries immediately after drawings are held.
Application Parameters window	RSS-II will continue to provide a window where the RSS Support staff can enter the values used to allow flexibility in RSS.
Printer Forms Maintenance window	RSS-II will continue to include a window that lists and maintains all printer forms available, with their description and name/code. This allows RSS Support staff to associate a print form to an item.
County Code Maintenance window	RSS-II will continue to include a window that lists and maintains all Michigan counties' information, like the abbreviation used and an updateable Region field indicating to which region the county is assigned.
License Category Maintenance window	RSS-II will continue to include a window that lists and maintains all the categories used to group licenses displayed for sale in the catalogue.
Customer ID display	RSSWIN-II will continue to include a window that displays all of the IDs associated with the customer.
Customer Lifetime Item List display	RSSWIN-II will continue to include a window that displays the specific Lifetime License(s) purchased by the customer.
Agent EFT Detail display	RSSWIN-II will continue to include a window that allows the RSS Support staff to view the part of an EFT summary associated with a specific agent.
Agent A/R Collection Detail and Fund Collection Detail display	RSSWIN-II will continue to include the windows that allow the RSS Support staff to view the detail of the Agent Accounts Receivable (A/R) collection activity and the corresponding fund distributions, using multiple selection criteria.
Agent A/R Charge Detail and Fund Charge Detail display	RSSWIN-II will continue to include the windows that allow the RSS Support staff to view the detail of the Agent Accounts Receivable charges and the corresponding fund distributions, using multiple selection criteria.
Agent A/R Selection display	RSSWIN-II will continue to include a window that allows the RSS Support staff to select from several criteria, like Type (charge or collection), Status (fully paid or not), Date Range, Action code in order to view a specific agent's A/R information.

FUNCTION	FEATURE
Agent A/R Adjustment History display	RSSWIN-II will continue to include a window that allows the RSS Support staff to view a listing of all the A/R adjustment for a specific agent.
EFT Summary and EFT Detail display	RSSWIN-II will continue to include a window that allows the RSS Support staff to view all EFTs in a summary format and link to another window displaying the details of a specific EFT.
Receipts Voucher Summary and Detail display	RSSWIN-II will continue to include a window that allows the RSS Support staff to view all receipt vouchers in a summary format and link to another window displaying the details of a specific voucher.
A/R Action Code Maintenance window	RSSWIN-II will continue to include a window that allows the RSS Support staff to create new AR action codes, and to modify adjustable codes.
Treasury Revenue Fund Maintenance display	RSSWIN-II will continue to include a window that allows the RSS Support staff to maintain the treasury fund information.
EFT Return Reason Code List display	RSSWIN-II will continue to include a window that allows the RSS Support staff to view the descriptions of each of the EFT return reason codes.
Agent Bank Account Selection display	RSSWIN-II will continue to include a window that allows the RSS Support staff to select the correct bank account when the agent has multiple accounts, and to maintain the account information.
Problem Classification Code Maintenance	RSSWIN-II will continue to include a window that allows the RSS Support staff to maintain the various problem classification codes.
Customer Special Item Application List display	RSSWIN-II will continue to include a window that lists all of a customer's Special Item Application purchases, including fulfillments, leftovers, over-the-counter.
Customer Special Item Application Maintenance display	RSSWIN-II will continue to include a window that allows the RSS Support staff to maintain these items, as needed. This feature will allow the application to be manually awarded Success in the drawing.
Partners List display	RSSWIN-II will continue to include a window that displays all those in the hunt party for the Special Item Application listed.
Terminal Search and Terminal Detail display	RSSWIN-II will continue to include a window that allows the RSS Support staff to find and view information specific to a given terminal.
Parent Child License Selection display	RSSWIN-II will continue to include a window that allows the RSS Support staff to set up and view the information for a parent / child association.

1.002.1.13 RSS-II Reports Release Delivery Schedule

	Rel 1	Rel 2	Rel 3	Rel 4+
Approved Crossbow Customers Report				x
Approved Crossbow Customers by Expiration Date Report				x
Pending Crossbow Customers Report				x
Customers who purchase multi-year licenses Report				x
successful applicants In Total Report			x	
successful applicants By Item Option (Hunt Area) Report			x	
Customers who were successful applicants but did not purchase the fulfillment license (from the previous year) Report			x	
reports on drawing statistics, by draw and Item Option Report			x	
Transfer Waiting List Report				x

list of Donor Customers Report				x
list of Processed Transfers Report				x
list of Ineligible Recipient Customers Report				x
Deer Harvest Information by DMU and Harvest Year Report				x
Hunting license sales report that compares current Report and previous year results on either a license year basis or fiscal year basis Report				x
Summary of license buyer demographics (e.g., sex, age, county of residence) for the current year versus previous year Report				x
Deer Management Assistance Permit Report				x
Name and Address of people who purchase a deer hunting license of any type (Any deer license)				x
Name and Address of people who purchase a Fur Harvester license of any type (includes Bear) Report				x
Name and Address of people who are HIP registrants Report				x
Name and Address of people who purchase a waterfowl license Report				x
Name and Address of people who purchase a small game license Report				x
Name and Address of people who purchase a turkey hunting license Report				x
Mean age of hunters Report				x
Apprentice License analysis Report				x
Youth Hunter analysis Report				x
HIP (harvest information program) reports (and/or files) for reporting to U.S. Wildlife (federal agency) Report			x	
People who provided harvest information as well as the specific harvest results by species				x
Total number of fishing licenses sold within a specified period Report				x
Total number of fishing license types sold within a specified period Report				x
License sales by month over a specified period (all fish types and by type) Report		x		
Sales information by location and period (by county and/or zip code) Report				x
Demographics Sales Report (by gender, age group)				x
Comparative Revenue History Report				x
Forecast future revenue Report				x
Revenue by Time Period Report		x		
Commission by time period Report		x		
Agent A/R by Time Report		x		
Sales By County Report				x
License Year Sales Report				x
Customer Item List Report				x
Customer revocations Report			x	
Customer void license detail Report			x	
Customer void items Report				x
Customer special item application Report				x
License E-License fulfillment mail reprint Report				x
Sales outlet list Report				x
Sales outlet detail Report				x

Agent Problem Report		x		
Agents Voids Report				x
Agent Void Analysis Report				x
Delinquent Agent Report			x	
Internet Sales Report			x	
Monthly Budget Report				x
Item Type Trend Report				x
Federal Certification Report				x
CEPAS/RSS Exception Report			x	
Agent, Outlet, Terminal Revenue Report		x		
Item Type Activity/Revenue Report				x
List of Customers Report				x
Weekly report of all inactivated bank accounts				x
EFT Failure Report		x		
Weekly Sales Report of all EFTs			x	
Daily Sales Report for Credit Cards			x	
1099 Report		x		
Active Licenses by Customer Report				x
Active Revocations by Customer				x
MBV By Customer, all license types				x
MBV By customer and specific license type				x
MBV All report updates for a date range				x
License year by type of sticker (Snowmobile Permit or ORV License) Report				x
MBV Report				x
Big Agent EFT Bulletin Report			x	
Miscellaneous Adjustments Report			x	
Summary of fund distribution per date or voucher range Report			x	
Missing Lifetime Error Report			x	
Missing Lifetime duplicate license issued Report			x	
Release 11.1 report - Multiyear Financial Extract CR - 63999	X			
	1	8	17	51
total reports in list = 77				
percentage	1%	13%	22%	64%

1.100 Scope of Work and Deliverables

1.101 In Scope

The Contractor will provide services for the successful development of the new RSS-II, including conversion of data, system implementation and providing a hosted RSS-II environment. Upon completion of implementation, Contractor will provide ongoing system support for the DNRE RSS-II application, as well as support for the agent POS hardware.

The scope of this contract includes the following:

1. Project Management
2. Business Requirements Analysis
    a. Facilitated Joint Application Design (JAD) Sessions
    b. Validation and verification
3. Technical requirements validation and verification
4. Design of the replacement system
5. Development of the replacement system including test plan and test scripts
6. Testing of replacement system in test environment

7. Production/Implementation
    a. Conversion of data
    b. Data Migration
    c. Configuration
    d. Interfaces/Integration
    e. Testing including backup and business continuity
    f. Load system to production environment
    g. Deployment of POS equipment to Agents
8. Training/Documentation
    a. User training (Release 2 and 3) and documentation (Release 2, 3, 4+)
    b. System Administration training and documentation
9. Operations Services for a Contractor hosted solution
10. Maintenance and Support for the RSS-II application starting at the implementation of Release 1
11. Reserve bank of hours for future enhancements, and/or legislative mandated enhancements
12. Hardware, Software and Communication for the hosted RSS-II (Release 3)
13. Security that meets SAS-70 (Release 1)

Based on the State responses to bidder clarification questions, the additional scope is included:

1. Hardware and software for the POS configurations
2. Maintenance and Support for the POS hardware
3. Consumables for the Agent POS, and inventory management of the consumables and DNRE guides.

The Contractor has outlined an overall approach and methodology to the tasks in Section 1.104 Work and Deliverables. The State may elect not to implement all of the recommendations and tasks identified in the Contract or from the subsequent Business Requirements Analysis Process. The Contractor will work with the State to evaluate the best options based on the DNRE's priorities and available funding.

1.102 Out Of Scope

Hosting, maintenance and support of the Legacy RSS (Provided through Contract 071B5000207) is out of scope for this Contract.

1.103 Environment

The links below provide information on the State's Enterprise IT policies, standards and procedures which include security policy and procedures, IT strategic plan, eMichigan web development and the State Unified Information Technology Environment (SUITE). The Contractor will be required to conform to these standards as a precursor to project deliverable acceptance by the DTMB Project Manager.

Contractors are advised that the State has methods, policies, standards and procedures that have been developed over the years. Links to each are shown later in this section. All services and products provided as through this Contract must comply with all applicable State IT policies and standards. The Contractor awarded the contract must request any exception to State IT policies and standards in accordance with DTMB processes. The State may deny the exception request or seek a policy or standards exception.

(a) Enterprise IT Policies, Standards and Procedures:

http://www.michigan.gov/dit/0,1607,7-139-34305---,00.html

All software and hardware items provided by the Contractor must run on and be compatible with the DTMB Standard Information Technology Environment. Therefore, non-standard development tools may not be used unless approved by DTMB. The Contractor must request, in writing, approval to use non-standard software development tools, providing justification for the requested change and bear or request approval of any costs associated with any change. The DTMB Project Manager must approve any tools, in writing, before use on any information technology project.

It is recognized that technology changes rapidly. The Contractor may request, in writing, a change in the standard environment, providing justification for the requested change and bear or request approval of any

costs associated with any change. The DTMB Project Manager must approve any changes, in writing, before work may proceed based on the changed environment.

(b) Enterprise IT Security Policy and Procedures:
http://www.michigan.gov/dit/0,1607,7-139-34305-108216--,00.html

The State's security environment includes:

- DTMB Single Login.
- DTMB provided SQL security database.
- Secured Socket Layers.
- SecureID (State Security Standard for external network access and high risk Web systems)

DTMB requires that its single - login security environment be used for all new client-server software development. Where software is being converted from an existing package, or a client-server application is being purchased, the security mechanism must be approved in writing by the DTMB Project Manager and DTMB's OES.

Any additional Agency specific security requirements above and beyond the enterprise requirements and standard terms and conditions stated in Article 2 are defined in the Exhibits and Appendices.

(c) IT Strategic Plan:
http://www.michigan.gov/dit/0,1607,7-139-30637-135173--,00.html

(d) IT eMichigan Web Development Standard Tools:
http://www.michigan.gov/documents/som/Look_and_Feel_Standards_302051_7.pdf

(e) The State Unified Information Technology Environment (SUITE):
SUITE includes standards for project management, systems engineering, and associated forms and templates. SUITE must be followed and is described at: http://www.michigan.gov/suite. The Contractor must become familiar with SUITE. The Contractor will be required to complete or assist the DTMB Project Manager to complete additional SUITE related documentation which will be required deliverables. These may not be specifically identified in the Work and Deliverables section 1.104.

(f) Project Management Methodology Standards
The Project Management Methodology (PMM) to be use on all Information Technology (IT) based projects is described at http://www.michigan.gov/projectmanagement. The Contractor shall use the State's PMM to manage this Contract. If the Contractor requires training on the PMM, those costs shall be the responsibility of the Contractor, unless otherwise stated.

(g) Adherence to Portal Technology Tools
Unless otherwise stated, the Contractor must use State approved Portal Technology Tools to implement web content management and deployment efforts.

Contractors that are compelled to use alternate tools must have received in writing an exception from DTMB, Enterprise Application Services Office, e-Michigan Web Development team. Application design, architecture, coding and implementation styles which incorporate practices and techniques which help ensure long-term support and maintenance by SOM DTMB employees will be given high priority. Architecture, coding style and development standards will adhere to industry standard best practices and patterns. The State reserves the right to modify any standards which it deems insufficient or in conflict with its IT standards.

1.104 Work and Deliverables

The Contractor shall provide the deliverables, services and staff and otherwise to do all things necessary or incidental to provide the functionality required for the State's business operations, in accordance with the requirements as set forth below.

I. Services (Work) To Be Provided and Deliverables:

The services provided for this project will include initiation, planning, requirements gathering, design, development, testing, deployment, documentation, training and ongoing support of a new software application for the RSS.

The deliverables mentioned below may not be all inclusive. The Contractor will need to review the SUITE/SEM processes for equivalent deliverable documents that need to be completed as a part of the contract. Contractors may propose other deliverables, as long as it does not conflict with the SUITE-SEM documentation.

Seven Phases of Work & Deliverables

The project is broken into seven (7) phases. Each of these phases has corresponding deliverables and milestone payments. All 7 phases are discussed in greater detail in the section below. Following that discussion, there is some discussion on the Maintenance and Support as well as Future enhancements. These activities are priced and paid for separately from the 7 “development project” phases.

Upon the conclusion of each phase and the submission of all deliverables required in the phase, the DTMB Project Manager will provide written acceptance if all the work and deliverables have been satisfactorily completed. The Contractor may, after receipt of such acceptance, submit an invoice for the milestone payment associated with the completed phase.

The Contractor shall include ten (10) business days for reviews by the SOM. Change management will be employed if either Contractor or SOM need additional time. During this review time the Contractor will answer questions, possibly conduct a walkthrough with key reviewers, and make, if necessary, changes to clarify or correct deliverables.

Handling of Rejected Deliverables:

In the event that the work and deliverables are not acceptable to the DTMB Project Manager the SOM shall give the Contractor written notice stating why the product is unacceptable. The Contractor shall have five (5) business days from the receipt of such notice to correct the deficiencies, unless an extension is agreed upon in writing (employing the change management process) and approved by the DTMB Project Manager. The SOM shall then have up to ten (10) business days to inspect, and reevaluate the product. If the product and documentation still does not satisfy the acceptance criteria after three attempts, the SOM shall have the option of either: (1) repeating the procedure set forth above, or (2) terminating this Contract pursuant to Section 2.253 (Acceptance) and Section 2.150 (Termination).

1.104.1 Solution Approach

The Contractor will leverage the DNRE’s current RSS application to convert the required existing functionality identified within this Contract into the new technology framework. The technology will be upgraded within Releases 1, 2 and 3. The majority of the functional enhancements will be planned for Release 4+.

The hosting environment will be upgraded to the latest version of OS and SQL in Release 3.

Architectural Approach

The Contractor will utilize industry standard layered architecture for RSS-II. Specific layers are implemented for presentation, services and database functions. In general, layered architectures provide increased flexibility. This is achieved through separation of concerns where each layer has specific responsibilities and dependencies. In this way, layers can evolve and be used independent of each other (starting with Release 1 and completing with Release 3).

Technology Approach

The Contractor will utilize a set of Microsoft based technologies to implement RSS-II.

Cross Cutting Infrastructure – RSS-II will be built using .NET 3.5 and Microsoft Visual Studio 2008. This is the latest version of the Microsoft toolset and incorporates the most advanced features .

Enterprise Library 4.0 will be used for Exception Handling, Logging, Security, Validation and Caching. This code library provides proven, enterprise level support for these cross cutting concerns and is the industry de-facto standard for.NET applications.

Presentation Layer –RSSWIN-II (Release 2 and 3), RSS-II POS (Release 2), E-License-II (Release 1) and the new Mobile Fish and CO applications (Release 4+) will be written in ASP.NET V3.5. The Contractor will utilize DevExpress DXperience for developing the presentation layers.

Service Layer – Service Oriented Architecture (SOA) requires *loose coupling* of services with operating systems, and other technologies that underlie applications.

The Contractor will utilize LINQ to Entities and the Entity Framework for the RSS-II Data Services Layer. LINQ is a Microsoft .NET Framework component that adds native data querying capabilities to .Net languages. LINQ can be used to query, project and filter data from a wide range of sources. LINQ to Entities takes a LINQ query and translates it to a native SQL query, executes it against the SQL database, then maps the data returned into C# objects for use through the rest of the system.

Database Layer –SQL Server 2008 is the latest version of Microsoft's relational database server and will be used for RSS-II (Release 3).

Development Approach
The Contractor team will work in accordance with the State's Enterprise IT policies, standards and procedures which include security policy and procedures, IT strategic plan, eMichigan web development and the State Unified Information Technology Environment (SUITE).

Applications Definition
In the Applications Definition activity, Contractor will work with SOM to help articulate the high-level requirements that support DNRE's business needs and determine the project scope that satisfies those requirements.

Applications Analysis
During the Applications Analysis activity, Contractor will assess the business and technical aspects of the DNRE's retail sales environment. Contractor will leverage the Requirements Determination Process (RDP) to capture project requirements and use the Borland CalibreRM™ tool to document and manage them (starting with Release 1).

Applications Design
In the Applications Design activity, Contractor will leverage Borland Together to model the application and use cases (starting with Release 1). Contractor will leverage their industry frameworks to provide blueprints for industry segment process modeling and to support business processes in a service-oriented architecture (SOA).

Applications Build
The Contractor will produce the RSS-II application during the application build activity. To build the application for the standard Agile Enterprise Platform, Contractor will use a variety of application frameworks to account for the State's various computing styles and patterns.

The integrated development environments for Windows .NET increase productivity in developing and debugging applications. Accelerators provide design patterns and standards for different computing styles, for application models and for automatic code generation based on these models.

Applications Testing
The Applications Testing activity fully tests an application for its production environment and optimizes it to ensure maximum performance at the lowest operational cost.

Through Testing and Quality Assurance processes Contractor will fully test the RSS-II systems and performance to yield production-ready applications. Contractor will define end-to-end test cases, which encompass entire business processes.

Applications Implementation

The Applications Implementation activity will move RSS-II into production with minimal business disruption and will transition the current RSS processes to the new system.

The Contractor recommends the POS equipment be identical at all agent/sales outlet locations.

A standard configuration is necessary using well maintained hardware owned by the State and under the State's control. The standard configuration will be purchased for the SOM through the MMCC contract or other contract, and warehoused, inventoried, managed and maintained by Contractor's POS maintenance experts, the AIC Team. The RSS POS-II hardware will be covered by a three-year warranty.

The Contractor recommends using the HP rp3000 configuration listed in the Hardware, Software, and Communications section.

- RSS POS-II will be using a POSReady 2009 operating system (OS).

The components of the POS configuration include:

POINT OF SALE COMPONENT	DESCRIPTION AND FEATURES
HP rp3000 Point of Sale Solution*	• The thin client PC of the POS (Release 2) • A retail hardened design that delivers a robust manageable retail POS solution at an affordable price. Specifically designed to address retail POS applications and perform within the retail environment. • Intel® Atom™ 230 processor consumes very little power and generates very little heat • 1 GB Ram • Ethernet or 56K modem for connectivity • Windows POSReady operating system • Includes six USB 2.0 ports, two serial ports, and two PS/2 ports standard (additional ports available on select models) • A lockable front cover and no front ports help prevent tampering
HP 17" Flat Panel	Award winning HP 17" flat panel display. (Release 2) The flat panel will allow the Agent to have a full screen view of the RSS POS-II application, displaying help, FAQ, Catalog, Shopping Cart, Customer information, and more. • Features anti-Static and anti-glare surfaces • 160 degrees horizontal and vertical viewing angle • Screen Opening 13.3" x 10.6"
HP Pole Display	Adjustable pole that offers clear, easy to read, dot matrix in a wide viewing angle. (Release 4+) RSS POS-II will use the Pole Display to present order critical data to the customer for verification thus reducing errors and eliminating confusion in the purchase process. • Display offers clear, easy-to-read 20-column x 2-line dot matrix in a wide viewing angle • Powered and connected through standard USB port for easy integration with POS • Supports three different heights by adding extension supports included in the kit

POINT OF SALE COMPONENT	DESCRIPTION AND FEATURES
HP Scanner 	Improve inventory accuracy and productivity by scanning products with barcode technology. (Release 4+) The scanner offers the Agent an easy input device for reading barcodes from forms, receipts, and licenses. • Serve customers faster and improve service and productivity with fast performance at 100 scans per second and a working range of 17 inches • Improve accuracy and productivity by scanning products with bar code technology • Multiple modes of confirmation (bright LED and adjustable beeper volume) for positive user feedback
HP Thermal Printer 	Smarter and faster direct thermal printer that never runs out of ink and toner, and provides a wider receipt than the DNRE's current VeriFone receipt printer. Wider receipts will allow better receipt and license application data presentation for the agent and customer. (Release 2) • Thermal printing prints up to 74 lines per second • Spill-resistant built-in liquid dam with drainage prevents damage to printing mechanism • Smaller and more compact than comparable printers • Features a large paper roll capacity (3.5 inch width) • Quickly and easily change paper rolls with Clamshell™ drop-in paper loading system • One-button programming for baud rate, interface, and energy-consumption mode
HP POS Keyboard with Magnetic Stripe Reader and Integrated Touch Pad 	Keyboard with integrated touchpad and Magnetic Stripe Reader that allows for all-in-one ease of use. Data entry for customer characteristics and address will be easy for the Agent using the keyboard. The Magnetic Stripe reader allows the agent to enter Customer's ID into the RSS POS-II with one easy swipe. (Release 2) • Features programmable 106-position key layout with 28 configurable keys • Compact 14-inch form factor offers optimum space efficiency for retail environments with limited counter space • Integrated touchpad with two mouse buttons ensures easy cursor navigation in minimal desktop surface • Bi-directional swipe reads 1, 2, or 3 tracks of magnetic information
Zebra GK420t 	The Zebra GK420t thermal transfer printer offers the best value in a basic desktop printer. DNRE's current TLP2844 will be shortly discontinued and this option will provide an easy transition for the agent. (Release 2) • 5 inches per second print speed • 4.09 inch print width on 4.25 inch stock • OpenACCESS design for easy stock loading • Quick and easy ribbon loading system

The RSS POS-II application will connect to the RSS-II host via the public internet (Release 2). RSS POS-II will operate with connectivity through a cable modem, DSL modem, or a dial-up ISP with modem. To provide the lowest priced communication option for the State, the Contractor will not be providing ISP communication connection service for the agents to the RSS-II host.

> Release 2 will begin the process of a roll-out of the new POS-II devices that will span 8 to 11 months. It is assumed there will be approximately 200 POS-II devices installed per month during the roll-out.

Existing agents will be trained based on the training plan, which will provide extensive training materials and "train the trainer" sessions. The Release 2 deployment plan will provide an integrated approach relying on the effective "train the trainer" sessions and training materials identified in the training plan and produced by the Contractor. Agents will be provided an installation and training DVD, and online help to not only help them with the initial deployment, but future staff education (Release 2).

RSS-II Hosting Technical Solution

The RSS-II solution (Release 3) will be hosted on dedicated hardware and will implement a redundant, high-availability design.

The Contractor will host the DNRE's production and model office/disaster recovery environments in the Contractor's Automated Hosting Services centers of Plano and Tulsa. Please see the Hardware, Software and Communications Requirements section for further detail of specific hardware, software, and communications provided in the DNRE's RSS-II hosted solution.

The hosting environment and services to be provided prior to Release 3 are described in **Exhibit G**.

The SOM's credit card authorization provider (FDGS) will continue to provide the PCI compliant Consumer Payment service. RSS-II will access Consumer Payment, and therefore a customer's credit card number will never be exposed to the RSS-II system. RSS-II will not employ any additional security services that are required to meet PCI compliance requirements.

DNRE Production Servers

The Contractor will build ten servers in the Plano datacenter for hosting the RSS-II production environment. The Plano servers do not require PCI compliance.

Web Servers –Two web servers will host the E-License-II (including Customer Profile and MBV (Release 4+)), RSS POS-II, new Mobile Fish (Release 4+), new CO (Release 4+), and new work-order applications (Release 2). The servers will be load balanced and have a single SSL certificate installed. The servers will have Internet access and communicate with the application servers. THE CONTRACTOR will provide support for the web servers and the Microsoft Server Enterprise Edition operating system and the web applications running on the web servers.

- Network vulnerability scans quarterly

Application Servers – Two application servers will accept requests from the web servers, host the RSSWIN-II application, and transact requests to the Database servers. The Contractor will provide support for the hardware and Microsoft Server Enterprise Edition operating systems and support the applications running on top of the OS.

Database Servers – Two database servers will be configured for active/passive operation using Microsoft Cluster Service, which is incorporated with the Microsoft Server Enterprise Edition OS. The database servers will be connected to managed storage and have access to 300 GB of useable storage. The Contractor will support the hardware, the Microsoft Server Enterprise Edition operating system, MS SQL 2008, and provide DBA support for the database instance and cluster.

Inquiry Server – A single non-clustered server will be configured to support the Inquiry Database. The server will have Microsoft Server Enterprise Edition operating system and MS SQL 2008 installed. The Contractor will support the hardware, the Microsoft Server Enterprise Edition operating system, MS SQL 2008 and provide DBA support for the database instance.

Active Directory Servers – Two servers will be configured to support the Active Directory function for the compartment. The servers will run Microsoft Server Enterprise Edition operating system and use the included Active Directory service. The Contractor will support the hardware and the Microsoft Server Enterprise Edition operating system.

Urchin Server – A single stand alone server running Linux will be used to host the Urchin Web Traffic Analysis tool, which is used to import logs from the servers and provide statistical data to The Contractor's myhosting-eds.com client portal. The statistical data will be used to report on system uptime and performance levels. It will also analyze user navigation to identify site bottlenecks. The Contractor will support the hardware, Linux operating system and Urchin application software.

DNRE MO/DR Servers

The Contractor will build three servers in the Tulsa datacenter for hosting a Model Office/Disaster Recovery (MO/DR) configuration for DNRE. The MO/DR solution leverages one site for multiple purposes. MO/DR provides an environment for the DNRE to test RSS-II releases, to validate new RSS-II business rules prior to implementing them in production, and provides a disaster recovery site. The Tulsa servers do not require PCI compliance.

Web Server – One web server will host the E-License-II, POS-II, Mobile Fish, new CO, and new work-order applications. The server will have a single SSL certificate installed. The server will have Internet access and communicate with the application server. The Contractor will provide support required for the web server hardware and the Microsoft Server Enterprise Edition operating system.

Application Server – One application server will accept requests from the web server, host the RSSWIN-II application, and transact requests to the Database server. The Contractor will provide support for the application server hardware and Microsoft Server Enterprise Edition operating system on this server.

Database Server – One database server will be configured for stand-alone operation. The Contractor will support the hardware, the Microsoft Server Enterprise Edition operating system, Microsoft SQL 2008 and provide DBA support for the database instance.

Network Configuration

The Contractor provides complete networking solutions designed to meet a wide range of security, uptime, and throughput requirements. The Contractor will deploy and configure a dedicated network core in the DNRE's compartment, including switches, load balancers, and firewalls.

Each compartment will have a Virtual Private Network (VPN) device used to create a connection between the Production Plano and MO/DR Tulsa compartments. The VPN tunnel will be used to send files back and forth between the Production and MO/DR compartments as part of the DR activities. These will not be used to create a VPN tunnel with the State of Michigan's network.

Each compartment will have a dedicated T1 circuit (one from Plano and one from Tulsa), which will have a demarc on the State of Michigan network. This will be used for RSSWIN-II access, real time SOS ID look-ups during sales transactions, SOM interfaces, ad hoc queries, and mapped drives to the Inquiry server.

The Contractor will employ Verizon Business Private IP (PIP) MPLS network services to provision connectivity from the State of Michigan's DMZ network to the Contractor network. The Contractor will provide and manage one 768K circuit and a Cisco router. The circuit will terminate on the router on the State of Michigan network. Contractor will base this bandwidth on current projections for authentication matching application needs. It is scalable if future growth requires more bandwidth and this configuration will support full redundancy.

The dedicated T1 circuit will use an encrypted tunnel on the Te Contractor Global Services Network (GSN) to provide secure connectivity to the Plano and Tulsa sites that will deliver DNRE services. The GSN includes Network-based Intrusion Detection Systems (IDS) used to monitor and respond to unauthorized network access.

The hosting environment and services to be provided in Release 3 are described in **Exhibit F**.

1.104.2.1 Phase I - Project Planning

The Work Description for Phase I - Project Planning:

The Contractor Project Manager will focus on implementing the RSS-II according to standard project management guidelines by using the project plan to manage and deliver the specific project requirements. Contractor will align to the SUITE processes, tool set and outputs for this project to ensure the final quality and end user satisfaction for the project.

During Phase 1 – Project Planning, Contractor will plan the project work, hold a kick-off meeting, and develop the project plan documents that will manage and drive the remaining RSS-II project phases for the individual release.

Phase I – Project Planning Major Activities

The major activities of Phase 1 Project Planning are:

Project Kick-off: The project kickoff meeting allows project stakeholders to meet each other, achieve a common understanding of the project's objectives, and plan the next steps. The kick-off meeting will be a face-to-face meeting with the Contractor project team and the appropriate DNRE and DTMB staff. The kick-off meeting will be held within 30 calendar days of contract execution in Lansing, Michigan at a date and time mutually acceptable to the State and Contractor. The State shall bear no cost for the time and travel of Contractor to the meeting.

The Contractor will develop the Project Plan (for each release) that will guide the RSS-II project execution, management and control. It includes:

PROJECT PLAN COMPONENTS	DESCRIPTION
Scope Statement	High-level description of the products and services to be delivered through the project. The scope will include the critical success factors required to enable a quality project.
Communications Plan	Identify the project stakeholder communications to promote a common understanding of project information sharing. The Contractor team regularly uses several methods and tools to keep communications open and working as a single collaborative team: • Regular project team meetings • Virtual Room Collaborative Information/Desktop sharing • Instant Messaging • Common access to project support workspace
Quality Management Plan	Define how quality will be executed within the project. The Quality Management Plan will define: • Audits of project execution against expected process compliance • The execution of work product reviews to help ensure the deliverables are free from defects • The alignment of the Test Plan to the Quality Plan, so testing is executed to ensure quality of the deliverables • How Causal Analysis and resolution will be carried out on the project to prevent future defects from entering the product • Post project review and lessons learned activities
Change Management Plan	Define how changes are introduced, evaluated for impact and potentially incorporated into the project plan in an approved and controlled manner.
Risk Management Plan	Define risk identification, assessment and analysis, tracking, communication, and risk response to handling project risk. See section 1.402 Risk Management for additional detail.
Resource/Staffing Plan	Documents the management of staff on the project and encompasses oversight of resource assignments, and monthly allocations to the project. Define the start and end dates for resources on the project. Each resource's percentage of time dedicated to the project will be defined by phase. This will be in agreement with staffing of the accepted proposal. The necessary substitutions due to change of employment status and other unforeseen circumstances may only be made with prior approval from the State.
Procurement Plan	Mechanism to plan and track the project purchases, including hardware, software, networking and materials for timely delivery to ensure project success.

The project plan will be submitted to the DTMB Project Manager within 30 business days of the award of the contract for Release 1. Subsequent Release project plans will be delivered within 30 business days prior to the kick-off of the release. The project plan will be in agreement with the work and deliverables.

The project schedule will be will be created and managed using Microsoft Project. The schedule will be aligned and updated from the preliminary project schedule (Refer to Exhibit A). All work steps identifying the deliverables will be identified on the schedule. The project schedule will incorporate 5 to 10 business days for reviews by the State. This can be adjusted as agreed upon between the DTMB Project Manager and Contractor. The project schedule will reflect the project staffing expectations for both the State and Contractor. Tasks that require the State's staff will be identified, along with their estimate of hours and timing within the project.

The Project Status Report will be provided to the DTMB Project Manager and the DNRE Project Coordinator and others as defined in the Communications Plan. The Project Status Report will be provided on a weekly basis.

Contractor will attend Bi-Weekly (or more frequently if mutually agreed on) status meetings to review the performance of this contract. The performance review will leverage the Project Status Report. Both the Project Status Report and the Bi-Weekly Status Meeting will be defined as part of the Communications Plan. Meeting Minutes of all conference calls and meetings will be compiled and distributed within one business day after the event.

Contractor will utilize a Contractor SharePoint site for the RSS-II project's secure interactive web tracking system. SharePoint is Contractor's standard tool for team collaboration and community space. SharePoint team spaces are a place for teams to collaborate; track and manage tasks and issues; share material during meetings; and store project material. It can be accessed by both the State and Contractor, for authorized participants within the project. Using a common repository for access to project status, issues and documentation will provide the latest and most up to day project status to the project leadership

Phase I - Project Planning Deliverables

Upon completion of Phase I, Contractor will present to the DTMB Project Manager the following deliverables for review and approval:

- Project Plan, including the Communications Plan, Quality Management Plan, Change Management Plan, Risk Management Plan, Resource/Staffing Plan, and Procurement Plan.
- Project Schedule

Acceptance Criteria for Phase I - Project Planning

If the deliverable documents for this phase are in accordance with the SUITE methodology and templates and are acceptable to the DTMB Project Manager, in coordination with the DNRE Project Coordinator, the DTMB Project Manager will provide written acceptance. The Contractor will inform the State prior to commencement of work on Phase II. If the deliverables are rejected, the Contractor will employ the process previously described (Section 1.104 – Handling of Rejected Deliverables).

Upon receipt of the DTMB Project Manager's written acceptance of all Phase I work deliverables, the Contractor may submit an invoice for the milestone payment associated with this Phase.

1.104.2.2 Phase II - Requirements Verification and Validation

Completion of Phase II will produce a Requirements Specification of the scope within the release, detailing existing RSS functionality that will be kept, leveraged, and upgraded, as well as the inclusion and integration of the new functions that are required in this Contract. The output of Phase II will document the system requirements for the individual release, including release applicable application software, data, interfaces, 3rd party software, hardware, performance, infrastructure, and security.

Contractor will lead Phase II - Requirements Verification and Validation to develop a shared understanding between DNRE, DTMB and the project team about the requirements for RSS-II.

Completion of Phase II will produce a Requirements Specification of the scope within the release, detailing existing RSS functionality that will be kept, leveraged, and upgraded, as well as the inclusion and integration of the new functions identified in this Contract. The output of Phase II will document the system requirements for

the individual release, including release applicable application software, data, interfaces, 3rd party software, hardware, performance, infrastructure, and security.

Development of Business Requirements Documents

The Contractor team will provide a delivery team consisting of a Lead Business Analyst (BA) that will direct the Phase II efforts within the release, coordinate the Joint Application Development (JAD) sessions, and be responsible for Phase II deliverables. Contractor will perform pre-session activities as outlined below, and conduct facilitated JAD sessions in an effort to validate and identify current and future business requirements/functionality to assist with the development of the technical solution.

In releases where the system's technology is being upgraded, but the functionality remains the same, JAD sessions will be limited to identify technology upgrades, any limited functionality changes, and changes to system "look and feel". In functional areas that have been identified as currently meeting RSS business requirements, Contractor will streamline the business requirements process and minimize SOM required facilitated session involvement. Contractor will present the as-is/to-be conversion, so that SOM effort can be minimized.

Pre-session Work

The Contractor team will leverage current RSS documentation, Contract requirements, and SME knowledge to develop business objectives, business processes, and current systems functions. The gained knowledge will be documented for reference and reflected in the materials and agenda used for the facilitated sessions. As part of the pre-session work, reference documents will be used to identify session attendees, as well as validate the session agenda, and confirm expectations for on-going requirements gathering efforts. Contractor will provide existing RSS screen shots along with documentation from the RSS Procedural guide to prepare the session participants, and develop a mutual understanding of the as-is system.

Business Requirements Session

Utilizing pre-session work materials, business representatives of DNRE, along with their appropriate DTMB technical representation, will participate in a single to multiple day activity where, business processes and business requirements will be discussed and documented. The sessions will be held at DNRE's facilities in the Mason building, and scheduled based upon participant availability and area of expertise. These will be focused around each RSS-II functional area or technical area. (Note: each functional area has a number following it, indicating which release will contain a JAD session for the requirements review).

Business Requirements Session Plan

RSS-II System Area	Functional Area	JAD Participation
RSSWIN-II	• System Control functions 3 • Item Maintenance 3 • Item Pricing 3 • Survey Maintenance 4+ • Application Control Parameters 2 • Standard Reports 3	• One to Six 2-hour sessions • Up to 8 SOM participants total • DNRE - SME - RSS • DNRE - SME - FINANCIALS • DNRE - SME - DRAWINGS
RSSWIN-II	• Agent and Operations functions 2 • Agent 2 • Sales Outlet 2 • Terminal 2 • Work Order 2 • Agent communications 2 • Supply 2 • Standard Reports 2	• One to Six 2-hour sessions • Up to 8 SOM participants total • DNRE - SME – RSS
RSSWIN-II	• Customer 3 and MBV 54+functions • Purchases 3 • Voids 3 • Lifetime 3 • Revocations 3 • Merge 3 • Customer communications 5 • Standard Reports 3	• One to Six 2-hour sessions • Up to 8 SOM participants total • DNRE - SME - RSS • DNRE - SME – LED
RSSWIN-II	• Financial functions 3 • Flexible Pricing 4+ • Multi-year pricing 1 • EFT 2 • RV 2 • AR 2 • Funds 2 • Year-end processes 3 • Standard Reports 2, 4+	• One to Six 2-hour sessions • Up to 8 SOM participants total • DNRE - SME - RSS • DNRE - SME - FINANCIALS
RSSWIN-II	• Hunt and Drawing functions 3 • Hunt Maintenance 3 • Drawing Maintenance 3 • Transfer Maintenance 4+ • Standard Reports 3, 4+	• One to Six 2-hour sessions • Up to 8 SOM participants total • DNRE - SME - RSS • DNRE - SME - DRAWINGS

RSS-II System Area	Functional Area	JAD participation
Sales Channel	• Retail Channel Functions 1, 2 • POS application 2 • E-License-II application 1 • Mobile Fish application 4+ • Customer Profile 4+ • MBV online reporting 4+	• One to Nine 2-hour sessions • Up to 8 SOM participants total • DNRE - SME - RSS • DNRE - SME - DRAWINGS • DNRE - SME – LED
RSS-II CO Application	• CO functions 4+ • CO Application 4+	• One to Two 2-hour sessions • Up to 8 SOM participants total • DNRE - SME - RSS • DNRE - SME – LED
RSS-II Technical Requirements	• Hosting 3 • Security 2 • POS 2 • CO 4+ • Data Interface requirements 3 • ADA and usability requirements 1,2, 3	• One to Three 2-hour session • Up to 8 SOM participants total • DNRE - SME - RSS • DNRE - SME - LED • DTMB Offices of Enterprise Security

Upon completion of the JAD sessions for each release, the Contractor team will document analysis and findings using the initial Requirements Traceability Matrix (aligned with SEM-401), the Business Requirements Document (aligned with SEM-402) and use case templates. As the Contractor develops these, Contractor will follow-up with JAD participants to clarify any questions. The documents will be delivered to the session attendees for their review, prior to the scheduled review sessions.

Review Sessions

Contractor will conduct individual one to two hour walk-through reviews with the same JAD participant groups to review each associated JAD session area of the Business Requirements Document. These reviews will provide common and complete understanding of the requirements. Each RSS-II Functional area will be reviewed as completed, rather than waiting until the end of Phase II.

Assumptions

- SOM JAD participants will thoroughly prepare for the sessions by reviewing the pre-session documentation.
- SOM will identify and provide the appropriate representation for the JAD sessions. These individuals will understand the requirements and objectives for the RSS-II system area.
- No more than four participants, including the DTMB project manager will be needed in the review sessions to represent related business processes/areas and technical standards. This will allow efficient use of SOM resources and effective review results.
- SOM walk-through review participants will thoroughly prepare for the sessions by reviewing the distributed documentation.

<u>The Work Description for Phase II - Requirements Verification and Validation:</u>

The Appendices and Exhibits references herein and located at the end of this document are intended to represent a starting point for the Contractor in the development of the new Retail Sales System (RSS-II). These documents and lists are to be validated by the Contractor to determine if there are further business, technical, or functional requirements necessary for the new RSS. The validation process should also include the review of the import and export of data from RSS to and from other systems.

Deliverables for Phase II - Requirements Verification and Validation

Business Requirements Deliverables
Contractor will develop and deliver the following Business Requirements Deliverables within Phase II of the release:

Business Requirements Deliverables

- Requirements Session Agenda
- Requirements Traceability Matrix (aligned with SEM-401)
- Business Requirements Document (aligned with SEM-402) to include:
    - Detailed description of how business rules will be achieved and enforced
    - Validations and verification of the business rules presented herein
    - Description of the proposed application processes and flow
    - Application data flow including appropriate diagrams and data formats
    - Data conversion requirements
    - Detailed description of application interaction with the database and any middle tier objects
    - Detailed description of on-line and server based data validations
    - Detailed description of error handling, logging and error recovery
    - Use Case diagrams

Development of Technical Requirements Documents
After the detailed set of business requirements are validated and documented, the Technical Requirements will be developed for the release. The output from the Technical Requirements effort will be Technical Requirements document (aligned with the SEM-501).

RSS Rewrite project will be an application modernization effort, and result in a technically upgraded RSS, with additional functional features. The current RSSWIN application that the RSS Support staff use will be modernized with a new .NET GUI presentation (Release 2 and 3). The Agent POS hardware and application will be modernized to real time processing and interactive interface (Release 2). E-License will be upgraded for real time transaction processing (Release 2) and enhanced interactive interface (Release 1). Contractor will assess necessary technical requirements to create a new RSS-II system and validate the new system architecture (Release 1, 2 and 3). These requirements will include the technical specification for the Contractor hosted servers and network, and communication requirements for accessing the Contractor hosted application (Release 3). Contractor will also work with DNRE/DTMB, using the business requirements to finalize the technical requirements for the Agent POS hardware and POS network communication options (Release 2), and CO device hardware and communication options (Release 4+). All interfaces and communication requirements will be defined and documented for SOM or external entities (Release 3) (banks, credit card processing agents, SOM departments and data sources, Federal Government agencies, POS Maintenance vendor (Release 2), DTMB print center Contractor will require that interface definitions be provided from the DTMB SME by the end of Phase II.

Technical Requirements Deliverables

Contractor will document and deliver the following Technical Requirements Deliverables within Phase II of the release:

- Hosting technical specifications (Release 3)
- Security requirements (Release 2)
- Agent POS Hardware requirements (Release 2)
- Agent POS Communication requirements (Release 2)

- Agent POS consumables (Release 2)
- CO Hardware requirements (Release 4+)
- CO Communication requirements (Release 4+)
- Data Interface requirements (Release 3)
- ADA and usability requirements (Release 1, 2, 3)

Phase II activities

Business and Technical Requirements will be analyzed for changes to the scope of the project, and potential impacts to effort or implementation dates. Contractor will manage these changes with the input of the DTMB Project Manager and DNRE Project Coordinator. Accepted changes will be followed by updates to the Project Plan and Project Schedule.

Throughout Phase II, the Contractor Project Manager will provide a weekly Project Status Report to the DTMB Project Manager and DNRE Project Coordinator and other key stakeholders. Bi-Weekly (or more frequently if mutually agreed on) status meetings will be conducted to update the project team on progress, issues, risk, and adjustments the project schedule.

Contractor will be working with DTMB and DNRE throughout Phase II, developing requirements in a logical sequence based upon the DNRE's business flow. Reviews will be conducted and approvals will be performed by functional areas, ensuring that significant progress is being made, and manageable portions of work are presented to the session participants and SOM project leadership team. When the entire Phase II Requirements effort is complete, Contractor will submit to the DTMB Project Manager the final deliverables in alignment with the SUITE methodology for final review and acceptance.

Phase II - Requirements Verification and Validation Deliverables

Upon completion of Phase II of the release, Contractor will present to the DTMB Project Manager the following deliverables for review and approval:

- Business Requirements Document
- Initial Requirements Traceability Matrix
- Technical Requirements Document
- Updated Project Schedule

Acceptance Criteria for Phase II - Requirements Verification and Validation

If the deliverable documents are in accordance with the SUITE methodology and templates and are acceptable to the DTMB Project Manager, in coordination with the DNRE Project Coordinator, the DTMB Project Manager will provide written acceptance. The Contractor will inform the State prior to commencement of work on Phase III. If the deliverables are rejected, the Contractor will employ the process previously described (Section 1.104 – Handling of Rejected Deliverables).

Upon receipt of the DTMB Project Manager's written acceptance of a Phase II work the Contractor may submit an invoice for the milestone payment associated with this phase.

1.104.2.3 Phase III - Design of the New System

In Phase III of the release, Contractor will carry forward the requirements developed and accepted by the stakeholders in Phase II and produce a detailed design of the RSS-II system. Contractor will align Phase II with the State's SEM Functional Design and System Design stages.

The Contractor Project Manager will be responsible for delivery of SEM related documents.

Design will include the following areas that encompass the complete RSS-II system:

- RSSWIN-II
  - Screens (Release 2 and 3)
  - Standard canned reports (See 1.002.1.13)
- RSS POS-II (Release 2)
  - Agent POS hardware configuration
  - Screens

  - Receipt formats
  - Label formats
- E-License-II (Release 1)
  - Screens
  - Receipt formats
  - License formats
- CO Application (Release 4+)
  - Screens
  - CO hardware configuration
- Mobile Fish Application (Release 4+)
  - Screens
- RSSDB-II database (Release 3)
- Batch Processes (Release 3)
- Data interfaces to other system databases and files (Release 3)
- Identification and verification of hosting hardware and software (Release 3)

The Contractor has provided a high level solution for hosting the RSS-II application. This design will be validated against the requirements verification in Phase II of release 3, along with verifying currently available hardware, and any required changes will be taken through the appropriate change control process. The validated hosting requirements and design will be included in the total Phase III effort. Business and Technical requirements that drive Agent POS hardware decisions (Release 2) will be used to validate the Agent POS solution including POS terminal, printers, monitor, and any other required peripherals to meet the functional needs of the Agent POS application. This method will also validate the CO device solution (Release 4+).

Database Design

Contractor will provide a Data Model of the RSSDB-II database (Release 3) that details the primary and foreign keys of each table as well as the relationships between the tables. Once the Data Model is completed and verified, a Data Dictionary will be generated from the model.

Developing the Security Plan

Contractor will work directly with DTMB Project Manager, DNRE Project Coordinator and DTMB Offices of Enterprise Security to develop the Security Plan for the RSS-II system (Release 1, 2 and 3). The Security Plan will align with Information Security Assessment DIT-170, and address all the security requirements in Exhibit B of this Contract. The plan will include security requirements for data access, application access, and physical access to all components of RSS-II, including the Hosting site, the Agent POS application, the CO application, Mobile Fish application, MBV access, work order access, and the Customer Profile feature. The plan will address compliance with State and federal security standards and regulations including the DTMB 1350 Enterprise Security Policy and the 1410.7 Michigan State Government Network Security Policy, including SAS-70.

Developing the Training Plan

The Training Coordinator will develop a training plan in alignment with SEM-703 that will encompass all end user types of the RSS-II system, as well as technical training for operations and maintenance of the system.

Phase III of release 2 and 3 will produce a training plan that incorporates the business and technical requirements defined in Phase II. A Training Schedule will identify all training recipients (user or technical) and prepare these participants for a scheduled training session.

Contractor understands that SOM's goal is to conduct much of the training with SOM resources. This will require a train-the-trainer approach, and will be covered in the Training Plan. The plan and schedule will identify who will conduct the training and any related support required from Contractor's training specialists. A Training Checklist document will be included and used to validate all identified individuals have received training and have acquired sufficient knowledge in order to conduct their roles and responsibilities associated with RSS-II operations. The SOM's trainers will assist Contractor in completing the Training Checklist with data compiled from the SOM's training sessions. Training materials and delivery will be provided within release 2 and 3 Phase VII – Documentation, Training and Transition.

The Training Plan will identify training classes and/or training materials for RSS-II user groups, organized around RSS-II functionality.

Developing the Software Configuration Management Plan
Contractor will update the current RSS Software Configuration Management (SCM) Plan to produce an important output in Release 1, Phase III.

Updating the Project Plan
Prior to completion of Phase III of each release, Contractor will update the Project Plan, and refine the Project Schedule for the Phase IV Development Phase. The Project Plan will address the prioritization of development activities as agreed upon between the DTMB Project Manager, the DNRE Project Coordinator and the Contractor Project Manager.

Throughout Phase III, the Contractor Project Manager will provide a weekly Project Status Report to the DTMB Project Manager and DNRE Project Coordinator and other key stakeholders. Bi-Weekly (or more frequently if mutually agreed on) status meetings will be conducted to update the project team on progress, issues, risk, and adjustments the project schedule.

Deliverables for Phase III - Design of the New System

Upon completion of Phase III, Contractor will present to the DTMB Project Manager the following deliverables for review and approval:

- Functional Design Document (aligned with SEM 501)
- System Design Document (aligned with SEM 604)
  - RSS POS-II configuration (Release 2) and CO configuration (Release 4+)
  - Hosting Solution (Release 3)
- Database Design Document (Release 3) including the following design documentation:
  - All stated impacts to the existing database and tables that interface with RSS.
  - Data mapping from existing to new database to support the data conversion process, providing clearly defined specifications on any required changes to its current structure, and any additions to facilitate new functionality
  - Detailed description and plan for any database modifications
  - Views showing tables being combined
  - Metadata and database design providing detailed description of the database - Data Model and Data Dictionary
    - Tables showing columns, data types and defaults
    - Relationship between tables and views
    - Stored procedures, triggers and user functions
    - Primary keys, foreign keys and constraints
  - Initial Conversion Plan Document that includes the methods to convert and verify the integrity and completeness of the data conversion to support the RSS-II
- Security Plan Document (Release 2)
- Training Plan Document (Release 2)
  - Training Checklist
  - Training Schedule
- Updated Requirements Traceability Matrix
- Updated Project Plan and Schedule

Acceptance Criteria for Phase III - Design of the New System

If these documents for this phase are in accordance with the SUITE methodology and templates and are acceptable to the DTMB Project Manager, in coordination with the DNRE Project Coordinator, the DTMB Project Manager will provide written acceptance. The Contractor will inform the State prior to commencement of work on Phase IV. If the deliverables are rejected, the Contractor will employ the process previously described (Section 1.104 – Handling of Rejected Deliverables).

Upon receipt of the DTMB Project Manager's written acceptance of Phase III work, the Contractor may submit an invoice for the milestone payment associated with this Phase.

1.104.2.4 Phase IV - Development of the New System

Contractor will include the DTMB technology standards in the RSS-II development tasks. Furthermore, Contractor will incorporate the State's SUITE and SEM methodologies into the work products and project schedule to closely align with the standard phases/stages and various outputs supporting RSS-II development and delivery.

The RSS-II development environment will reside at an Contractor facility in Pontiac, Michigan (Release 1). The environment is only assessable from the Contractor network. SOM personnel can gain access to the development environment through Contractor for viewing, evaluation and testing purposes.

Source Code
All code will be organized, created, and documented in accordance with accepted industry standards or as superseded by DTMB standards. Once a CI is complete, it will be unit tested by Contractor to ensure it functions according to the design specification. All code and testing results will be available for review by the State. Contractor expects that up to three code reviews per release checkpoint will be scheduled for DTMB to have the opportunity to review the code in accordance with coding and development standards. All code and unit test results completed before each of the review checkpoints will be included in their respective checkpoints.

Throughout this phase, Contractor will invite the DNRE project coordinator, DNRE SME-RSS and the DTMB SME to attend one Application Preview session per release to see the progress of the system. These sessions allow the State to view the application and how it works. At these preview sessions, the application will be in Beta status. It will not contain all functionality and may not be bug free.

Conversion Plan
The Conversion Plan is created during Phase-III Design of Release 3. If there are any issues identified during Phase IV – Development, the conversion plan will be updated.

Test Plan
Contractor will create a test plan for each release in Phase IV-Development. The test plan will define the testing methods that will be used for verifying RSS-II throughout its development and implementation cycle. The plan will include a schedule of the planned testing for the multiple test cycles that will be performed; unit testing, functional testing, integration testing, stress testing, system testing, regression testing, and user acceptance testing.

Test cases will be created and stored using Contractor Quality Center. These test cases will also be exported and provided to the State for approval throughout test case development. Further details for each type of test can be found in Section 1.104.2.5 (Phase V – Testing of the New System)._

Delivery Reference Manual
Phase IV of each release will include the creation of the Delivery Reference Manual. The Delivery Reference Manual will list the structure and procedures used for the project. The structure will layout the type of modules, their descriptions, and how the modules relate to each other. The procedures section will include the steps used to build the RSS-II application.

Installation guides including Deployment Plan
Contractor will create the RSS-II Implementation Plan during this Phase IV of each release. This document will address both Installation and Deployment activities. The Implementation Plan will detail the steps needed to fully deploy the POS (Release 2) and CO hardware (Release 4+) and the steps needed to migrate to the RSS-II environment (Release 3

As the RSS-II release approaches implementation, the State will receive the Implementation Plan for final review. The Contractor team will meet with the State to discuss any issues and to coordinate all the tasks associated with.

Project Schedule
Prior to completion of Phase IV, Contractor will update the Project Plan, and refine the Project Schedule for the Phase V Testing Phase. The Project Plan will address the prioritization of testing activities as agreed upon between the DTMB Project Manager, the DNRE Project Coordinator and the Contractor Project Manager.

Project Status Report and Status Meeting
Throughout Phase IV, the Contractor Project Manager will provide a weekly Project Status Report to the DTMB Project Manager and DNRE Project Coordinator and other key stakeholders. Weekly status meetings will be conducted to update the project team on progress, issues, risk, and adjustments the project schedule.

Interfaces
Contractor will require the DTMB SME to have the interfaces completed (Release 3) and accessible to Contractor by the time Contractor has the coding completed.

Deliverables for Phase IV - Development of the New System

Upon completion of Phase IV for each release, Contractor will present to the DTMB Project Manager the following deliverables for review and approval:

- Source Code (with Initial, Interim and Final Reviews)
- Conversion Plan (if updated from Phase III) and Program(s) (Release 3)
- Test Plan, including test scripts and schedule
- Delivery Reference/Software document (Delivery Reference Manual)
- Installation guides for loading the program into QA and Prod
- Deployment Plan (initial) (Release 2)
- Updated Project Schedule

Acceptance Criteria for Phase IV - Development of the New System

If the software code has been written according to SOM Standards and if the documents for this phase are in accordance with the SUITE methodology and templates and are acceptable to the DTMB Project Manager, in coordination with the DNRE Project Coordinator, the DTMB Project Manager will provide written acceptance for each deliverable. The Contractor will inform the State prior to commencement of work on Phase V.. If the deliverables are rejected, the Contractor will employ the process previously described (Section 1.104 – Handling of Rejected Deliverables).

Upon receipt of the DTMB Project Manager's written acceptance of a Phase IV work for the specific application, the Contractor may submit an invoice for the milestone payment associated with this phase.

1.104.2.5 Phase V - Testing of the New System

Contractor will hold a testing kickoff meeting at the beginning of this phase. Contractor will utilize Quality Center to create, maintain, track and document system, functional and capacity test cases. Any application defects found will be tracked to closure, using a testing processes and will be reported to the DTMB/DNRE project team through the Contractor SharePoint secure interactive web tracking system. Furthermore, the Contractor will deliver the Requirements Traceability Matrix to the DTMB Project Manager that associates the test cases to the requirements.

Contractor will provide reporting on the status of the testing and the testing performed for the system requirements. Testing results for each release will include the following:

- Production volume
- Load balancing (Release 3)
- Response time
- Up time and down time of the RSS-II system
- System/application errors
- Errors in data transmission
- Application functionality during this Phase of production
- Analysis of errors and corrective action taken

The RSS-II application will undergo rigorous testing to detect and remove defects before implementation. The testing will take place in three separate environments as describe in the following sections.

Quality Assurance (QA) Environment
Contractor will set up a Quality Assurance Environment to ensure testing is completed in a tightly control environment. This testing phase will serve as the point when the application source code, database structure, and converted/migrated data are deployed following a step by step Implementation and Transition plan. The Contractor DBA will implement the RSS-II database structures to the QA environment and will load test data through the execution of data migration scripts (Release 3). This will be the first system testing of Contractor's data conversion process.

Production Hardware Environment
Once the testing on the QA environment is successful, Contractor will execute integration testing on the production hardware (Release 3), where the full system testing will be performed. Integration testing starts with the execution of the implementation plan on the new RSS-II Production Hardware hosting environment. The testing on the Production Hardware is outlined below.

Conversion Testing
The Conversion Testing encompasses the database set up and data migration from RSS to the RSS-II (Release 3) using the DB scripts previously tested in the QA environment.

System Integration and Functional Testing
The System Integration and Functional Testing will validate that all of the functions of RSS-II work in unison on the production hardware, and ensure that all RSS-II requirements are met (Release 3).

Stress Testing
Stress testing will validate that RSS-II can work properly under increased data and user load demand, ensuring that the response time is within the agreed parameters specified in Exhibit D (Release 3).

Load and Performance Testing
These tests will verify the capacity of RSS-II to handle the expected load including peak demand following the definitions given in Exhibit E (Release 3). They also validate RSS-II overall performance.

Regression Testing
At any point during the testing phase of a release, Contractor will perform regression testing due to changes in requirements that caused a change control, or when defects found required changes in lower level modules.

User Acceptance Testing (UAT)
Release 1 and 2 UAT will be performed in the current RSS Model Office hosted environment. This test is to be performed in the hosted environment and accessible to the SOM RSS Subject Matter Experts. Contractor will deliver the test plan, System and Functional Test Case descriptions, and the requirements traceability matrix to SOM 30 days prior to UAT Testing (all releases).

Release 3 UAT will be performed on the new RSS-II Production Environment that will be the live site March 1st, 2013. Contractor will work with the various groups to help DNRE test the different interfaces (Release 3). The SOM will also perform testing of one of the new CO devices (Release 4+).

The Release 2 UAT period will begin with the SOM RSS Subject Matter Experts testing of the RSS POS-II from both a retail agent and DNRE Office perspective. The POS UAT will run through some specific test cases to verify configuration, hardware operability, connectivity, response, application function, and expected interaction with the RSS-II host. The POS UAT will also validate the steps in the Deployment Plan to ensure a successful roll-out for the sales outlets.

Model Office (MO) Environment
Upon completion of the MO build, Contractor will test the MO environment (Release 3).

The existing (Release 2) and new (Release 3) MO environments will be used as the training environment for the "train the trainer" sessions and the SOM training. SOM will have the opportunity to execute UAT testing on the model office environment.

General Testing Information

Contractor Project Manager will track all testing tasks and deliverables in the project schedule, throughout the testing phase. The results for Production Volume, Load Balancing and Response Time will be posted for review by the SOM on the Contractor SharePoint site. Weekly testing status meetings will be conducted to review testing progress metrics and test defect summary reports produced by the Contractor Lead Tester. Errors detected prior to UAT will be corrected before the system is turned over to the State for User Acceptance Test.

The Contractor Lead Tester will deliver for each release, to the SOM RSS-II users, the detailed system and functional test case descriptions to aid with User Acceptance Testing, and will be the contact point for testing questions and issues. The Contractor RSS subject matter experts and developers will support the testing effort with troubleshooting, defect analysis, and defect correction. The Contractor team will also facilitate the re-promotion of defect fixes to the different environments for re-testing as needed. The SOM RSS Subject Matter Experts will collect and report the usability and user acceptance test results. The DTMB project manager will accept the system for implementation after SOM RSS Subject Matter Experts have completed the UAT test cases and verified passing results.

Deliverables for Phase V - Testing the New System

Upon completion of Phase V, Contractor will present to the DTMB Project Manager the following deliverables for review and approval:

- Test Results, including:
  - System Integration and Functional Test Results
  - Regression Test Results
  - User Acceptance Test Results
  - Data Conversion Results (Release 3)
  - Data transfer testing Results (Release 3)
  - Test Defect Summary Reports
- Conversion and Data Migration Summary report including any errors encountered and corrective actions taken (Release 3)
- Performance, Stress, and Load Testing Report (Release 3)
- Updated Project Schedule

Acceptance Criteria for Phase V - Testing the New System

If the documents for this phase are in accordance with the SUITE methodology and templates and are acceptable to the DTMB Project Manager, in coordination with the DNRE Project Coordinator, the DTMB Project Manager will provide written acceptance for each deliverable. The Contractor will inform the State prior to commencement of work on Phase VI. If the deliverables are rejected, the Contractor will employ the process described in Section 1 – Seven Phases of Work and Deliverables of 1.104.

Upon receipt of the DTMB Project Manager's written acceptance of Phase V work for the specific application, the Contractor may submit an invoice for the milestone payment associated with this phase.

1.104.2.6 Phase VI – Implementation (Placing the New System in Production)

Implementation of the product is initiated after all application testing has been successfully completed and test errors/bugs are corrected. This Phase involves the activities required to install the software, databases, or data that comprise the product onto the hardware platform at the site(s) of the Contractor's environment.

Once Contractor receives SOM release sign-off from UAT, Contractor will begin with the implementation of RSS-II. During this Phase, Contractor will install all the release RSS-II components.

Planning Meetings in Implementation Phase

The Contractor RSS Support team will be involved with all implementation activities taking place in the RSS environment, from planning to execution.

Business Continuity Plan

The Business Continuity Plan (a.k.a. Disaster Recovery Plan) will be developed and delivered to the State for approval before implementation (Release 3). This plan will be created by leveraging the current environment's plan and the experiences gained from the Release 8.3 environment refresh. It will show how Contractor intends on using the Model Office servers to replace the unavailable Production region in case of a non-recoverable disaster. The most up-to-date data from the Production database, as well as the directory structure and files located on the Inquiry server, all current RSS-II batch modules, all current E-License-II modules, the current POS-II application, and other essential system files are copied to the MO database server on a regular basis.

The design of this plan allows for full recovery, operating in a non-redundant design, within a 96 hour window. This dual use of a Model Office environment and Disaster Recovery environment provides a very cost-effective solution for the SOM.

Pre-Implementation Activities – POS & CO Hardware Deployment

SOM will procure the POS-II hardware incrementally throughout the POS-II rollout, which occurs with the implementation of Release 2 and ends prior to the implementation of Release 3. SOM will procure the hardware through the MMCC contract for delivery to the SOM warehouse four months prior to field installation. The State will confirm receipt and inventory all of the incoming hardware and consumables within a week of delivery. This data will be recorded by SOM in RSS-II. Consumables and DNRE Guides will be shipped directly to the AIC Team. AIC will take delivery of the equipment and consumables, and store it at their warehouse. In addition, the State will deliver a complete list of agent information that will be needed for RSS POS-II deployment (terminal key, agent contact and mailing address, etc.). The CO hardware will be purchased for Release 4+ in the same manner.

The AIC Team will be responsible for distribution of all the POS, as well as all consumables after the initial season-start delivery (license stock, ribbon, DNRE guides, etc.). The AIC Team will assemble the hardware into one complete system to be sent to each of the agents for their scheduled installations during the POS-II roll-out. The AIC Team will record all serial numbers and the device's MAC address for each completed RSS POS-II system to be delivered back to the State for inventory and tracking purposes. The AIC Team will also be responsible for assigning the State-provided terminal key to the complete POS-II package and submitting that information to the State.

The Agents will assemble the POS hardware and test their communication to the RSS-II production environment.

Model Office environment will be available to be used for the State's staff-training trainers. The AIC Team will prepare and provide the State with POS-II devices for Agent POS training. The State will return these devices back to AIC after training to be reintegrated into the spares pool.

The CO devices will be sent out in Release 4+ to the DNRE field offices to be distributed to the individual COs, as determined by the State.

Implementation

Implementation Plan Execution - Pre-Cutover (Release 3)

Once UAT has been completed, the system is released to the Contractor implementation team. Starting about February 20th 2013, the Contractor team will begin performing activities that include removing any test-related server configurations, test-related files, final security updates and environment lock-down.

The Contractor team will begin migrating all production data files to the new environment. The most recent database backup from production will be converted and installed into RSSDB-II.

Implementation Plan Execution - Cutover

About February 27th 2013, Contractor will begin the cutover to RSS-II (Release 3). All POS-II devices will be denied access during the cutover. The public will be denied access to both of the RSS sales channels. All original VeriFone POS terminals will be deactivated at least one month prior to cutover, and all data residing on the VeriFone terminals will be uploaded and processed in RSS. The E-License-II system will be placed in maintenance mode, which allows on-line users to see that the site is currently inactive and to check back later. Any financial or other batch jobs, as determined during the preliminary meetings with the State stakeholders,

will be run. These steps will be performed on RSS before the final snapshot of current data is taken. This RSS snapshot will then be converted and loaded into RSSDB-II. All remaining data files are transferred to the RSS-II environment.

On March 1st, 2013, once all the steps in the Implementation and conversion plans have been followed and all stakeholders have agreed to the completion of the plan's steps, Contractor will request permission to release the system and officially GO LIVE in the new hosting environment. The DNS will be updated to resolve to E-License-II and the new load balancers, thereby opening E-License-II to the public. The SOM developed Mobile Fish application will be accessible to the public as well. All RSS POS-II devices will be enabled and connect to the database. RSSWIN-II will be released to the RSSWIN-II users.

After implementation, Contractor will perform the following tasks:

- Monitoring system performance
- Investigating any data processing errors/questions
- Monitoring computer resource usage
- Participating in problem review meetings
- Investigating problems and identifying potential problems
- Answering user questions about the system

A weekly Performance Log will be provided. Contractor will report the following data:

- User Logins and User Work Load
- Production volume
- Load balancing
- System Response Time under varying load conditions
- Up time and down time of RSS-II System
- System/application errors in data entry
- Errors in data transmission
- The functioning of screens and reports
- Analysis of errors and corrective action taken
- Application functionality during this Phase of production
- Supporting documentation that will include the timing of any issues or problem, resolution, and any outstanding issues needing to be resolved

Contractor will provide a weekly Project Status Report to the State stakeholders. This will be in conjunction with the bi-weekly (or other frequency as determined by the stakeholders) status meetings.

At least one month prior to the Release 3 conversion process during implementation, Contractor will determine if any legacy POS devices did not dial in for the final upload. In this event, the legacy maintenance provider (upon receipt of the device) will download any sales files still on the POS device and provide them to DNRE.

The results of the data conversion and migration will be reported in the Summary Report of Data Migration. Contractor will supply the actions taken for the migration and the areas affected. Contractor will detail any issues and errors that occurred during those activities and all solutions.

Back Out

In the event there is a catastrophic system failure during Release 3 implementation, the stakeholders will direct the Contractor implementation team to institute the back-out plan. This plan will outline the steps necessary to move the RSS-II system out of production and reinstate the current production environment.

As part of the contingency, the RSS Support Team will have already created the new 2013 license year items in the Release 2 RSS production environment during Pre-Implementation activities. Having already verified connectivity, the State will be able to notify all agents, via sending a bulletin down to the POS-II device. The E-License system will be brought back out of maintenance mode. Contractor will then immediately work with the State to identify the cause and all potential solutions until the system is fully implemented.

Deliverables for Phase VI - Implementation

Upon completion of Release 3 Phase VI, Contractor will present to the DTMB Project Manager the following deliverables for review and approval:

- Installation and configuration of RSS-II to the production environment
- Weekly performance log for 3 months following Release 3 implementation
- Business Continuity Plan (Disaster Recovery Plan)
- Summary Report of Data Migration, including errors encountered and corrective actions taken

Acceptance Criteria for Phase VI - Implementation

If the documents for this phase are in accordance with the SUITE methodology and templates and the new RSS performance is acceptable to the DTMB Project Manager, in coordination with the DNRE Project Coordinator, the DTMB Project Manager will provide written acceptance of the new RSS. If the deliverables are rejected, the Contractor shall employ the process previously described (Section 1.104 – Handling of Rejected Deliverables).

Upon receipt of the DTMB Project Manager's written acceptance of Phase VI work for the specific deliverables, the Contractor may submit an invoice for the milestone payment associated with this phase.

The maintenance period begins upon final written acceptance of Release 1 of Retail Sales System (RSS-II).

1.104.2.7 Documentation, Training and Transition

Unlike the other Phases, this Phase takes place throughout the life of the project. The purpose of this phase is only to ensure that all documentation including training material is developed along the way and is kept current.

Development of all the documentation required for RSS-II will be a team effort involving Contractor, the AIC team, and the PTD Technology team. Contractor will coordinate this effort by providing support, information, and other previously produced project collateral for use in preparing the following: On Line Help Screens (Release 2, 3, and 4+), Procedures Manual (all releases), Agent User Manual (Release 2 and 4+), and Instructor and Participant Training Materials (Release 2 and 3).

Contractor has also deemed additional Documentation Deliverables to be important in maintaining RSS-II and will also produce a Production Support Manual (Release 2, and 3), and Release notes during Phase VII in each release.

The RSS-II project schedule will contain the specific tasks for the documentation team participants to complete the documentation and manuals that are required. The Contractor project manager will track the completion of each assigned task/deliverable.

For ease of knowledge transfer and project artifact use and management, the Contractor team will develop and deliver to the SOM project deliverables and related work products using the Microsoft suite of software products where it makes sense to do so. Some of the documentation deliverables may lend themselves to be in alternative formats in order to make them easily usable when accessed utilizing DVD's or online rather than in hardcopy formats. Any alternative software used for development of the documentation will allow for easy printing and reproduction of the material.

The SOM will review and approve final versions of all documentation as submitted by Contractor.

The Work Description for Phase VII – Documentation, Training and Transition

On Line Help Screens

Contractor will develop context-sensitive, searchable online help to provide quick access to the information that is required to operate the application. Context sensitivity will be provided at the procedural and screen levels. Users will be able to access procedural and screen-level help on every screen. On Line Help Screens will be produced and included in RSSWIN-II (Release 2 and 3), RSS POS-II (Release 2), E-License-II (Release 2),

and MBV (Release 4+). On line Help is not included for the CO application or new Mobile Fish due to the limited functionality and ease of use of the applications.

A table of contents will be provided for the user to select a section or subject for online review. Users will be able to select both task/activity help (describing step-by-step procedures) and screen help (describing the components on each screen, such as fields, tabs, links, and buttons.)

Online Help Sample

The online help will look similar to the following sample (Figure 1-8).

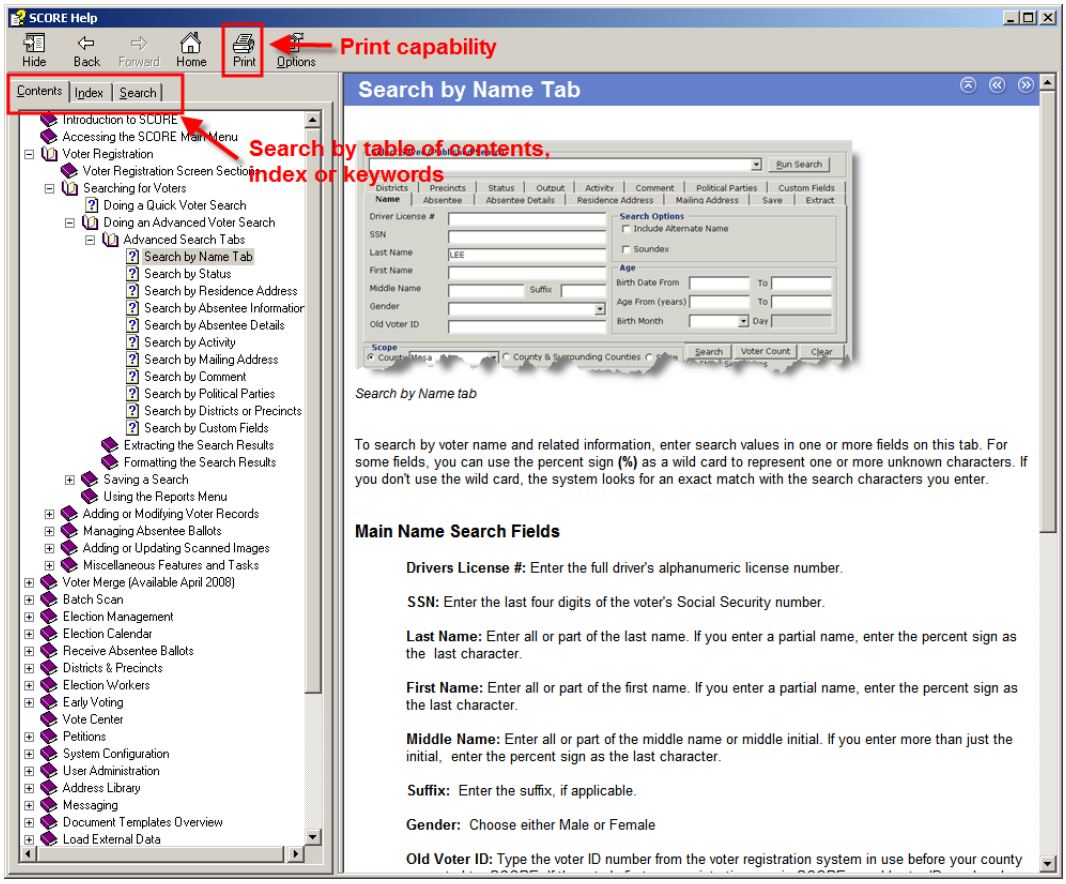


Figure 1-8. Windows Based Online Help

In the figure above, the three-tab section at the top of the navigation window (highlighted in a red border) shows that information can be found in one of three ways: by viewing the table of contents, scanning the index or searching on keywords. The help information can be printed at various levels of detail, including the currently displayed topic, or a selected chapter or section with all subchapters or subsections. The navigation pane on the left can be hidden to let the user see more of the application behind the help Window, which can be resized or moved for the user's convenience.

Procedures Manual

Contractor will provide an interactive, searchable PDF version of the online help with bookmarks and an index that will document the RSSWIN-II operational procedures (Release 2, 3 and 4+). Users will be able to search the entire help system to obtain information about screens, such as fields, tabs, links, and buttons, as well as procedural or activity help.

Users will be able to jump forward and backward through the PDF without having to return to the table of contents. Hyperlinks will be inserted in the file to make navigation quick and easy. Users will be able to print individual pages, sections, or the entirety of the help from the PDF file.

The RSSWIN-II procedure manual's table of contents will be organized in a hierarchical fashion, so that main system modules at the top level and individual processes that can be executed within each module are listed

below each module and indented. The index is made up of keywords selected by the document author during the manual's creation.

Agent User Manual
Contractor will provide an interactive, searchable PDF version of the online help with bookmarks and an index that will document the RSS POS-II application guide (Release 2 and 4). Users will be able to search the entire help system to obtain information about screens, such as fields, tabs, links, and buttons, as well as procedural or activity help.

In addition, the AIC team will produce the Agent POS Hardware Manual which will include POS installation procedures, POS hardware maintenance and support procedures, and consumable procedures (Release 2). This manual will be shipped to the Agents with their POS ship-kit. The ship-kits will include all the POS hardware. A DVD will also be included that will provide the Agents with the step by step instructions they will need to successfully connect all of their hardware.

Developers Reference Manual including Data Dictionary
Contractor will provide reference documentation that will be utilized by all developers when making changes or enhancements to RSS-II. The Developers Reference (all releases) will include:

- A summary of development cycle expected outputs and links to standardized templates for the deliverables from each phase of the development process.
- Documentation and coding standards in use with the RSS-II system.
- Work product review instructions and procedures. Work product reviews are formal reviews that are conducted and part of the quality control process used to verify and validate the deliverables produced from each phase of the development process.
- Requirements tracing procedures. Procedures to trace or track the requirements identified in the baseline to the specifications, designs, and produced components. Requirements traceability ensures that all system requirements are accounted for in the intended designs and in the system that is delivered to the customer.
- The application software and version of software the developer will require in order to perform code modifications for each application within RSS-II (i.e. E-License-II, RSSWIN-II, etc.). This document will also include any additional settings required to be made on the developer's hardware in order to build, run, and test application changes.
- Any special hardware required to be used to develop or test the application. For example when making changes to the POS-II application, the developer will need access to a development RSS POS-II hardware configuration.
- Descriptions and diagrams of the development and quality assurance environments and instructions as to how they are accessed.
- Links directly to relevant project documentation or to locations where documentation can be found.
- Development procedures for batch schedule modifications.
- Instructions and links to specialized tools that may be utilized in the development process. For example the location of the repository that holds integration test cases and how to use it.
- A Data Dictionary which will define and list all data base tables and fields within RSS-II and their associated definitions. The Data Dictionary will be consulted when developing programs that utilize the RSS-II data model. It provides an understanding where a data item fits in the structure, what values it may contain, and basically what the data item means in real-world terms.

System Administration Manual
Contractor will provide reference documentation to assist in running and troubleshooting the RSS-II System. In client/server applications the System Administration Manual serves the same purpose that an Operations Manual would serve within a batch application environment.

Included in the System Administration Manual will be the following:

- **Project References -** Links to other RSS-II reference manuals such as user manuals, database administration manual, and other pertinent available systems documentation (Release 2 and 3).

- **System Application and Organization -** Description of RSS-II including its purpose and use, and its organization by use of a chart depicting components and their interrelationships (Release 2 and 3).
- **Information Inventory -** Information about data files and databases produced, referenced, created, or updated by RSS-II. Also a listing of all reports produced by the system including report name and the software that generates it (Release 2 and 3).
- **Processing Overview -** Information that is applicable to the processing of RSS-II. It could include system restrictions, waivers of operational standards, and interfaces with other systems (Release 2 and 3 and 4+).
- **Communications Overview -** Description of any communication functions and how they are utilized within the system (Release 2 and 3 and 4+).
- **Security** - Description of any security considerations associated with RSS-II (Release 2 and 3 and 4+).
- **Hosting Site Profile(s) -** Information pertaining to the site or sites where the application is hosted (Release 3).
- **Systems Administration -** User and Group Account information such as how users are added and deleted, how user permissions are set, information regarding adding/deleting user groups, and setting up user roles and responsibilities (Release 2 and 3).
- **Server Administration -** Procedures to setup servers (including naming conventions and standards), start and stop servers, creating of directories and the definition of those directories, and building drive mappings with a complete description of those mappings (Release 3).
- **System Backup Procedures -** Procedures for regularly scheduled backups of the entire network including program and data storage, and the creation and storage of backup logs. It also includes the maintenance schedule of the backups and procedures related to off-site storage (Release 3).
- **System Maintenance -** Procedures for monitoring system usage, performance, and activity, including system monitoring tools, hours of peak demand, and a list of maintenance schedules. Also includes how to install and test operating system updates (Release 3).
- **Security Procedures -** Procedures for obtaining and issuing operating systems IDs and passwords and application IDs and passwords (Release 2 and 3).
- **Network Maintenance -** Describes any procedures used to maintain and monitor the data communications network. Includes a network layout and layout of any telecommunications equipment (Release 3).
- **Inventory Management -** Complete hardware and software inventory that includes make, model, version numbers, and serial numbers. Includes procedures for maintaining the configuration information for the hardware and software that is actually installed, and procedures for installing new hardware and software or upgrading hardware and software (Release 3).
- **Application Maintenance -** Description of who provides application access and the procedures for granting access. Also includes the responsible person who will add and delete users/groups and the procedures for adding and deleting users/groups from the application. Defines who sets the permissions for the users of the application (Release 2 and 3).

Database Administration Manual

Contractor will provide documentation as it relates to the database and the database software application maintenance (Release 3). The Database Administration Manual will include the following:

- **Database User/Group Access -** Description of who provides database access and who is responsible for granting access and adding or deleting users/groups. Also includes the procedures for granting access and the process used to add and delete users/groups.

- **Database Maintenance -** Procedures, processes, or tools that are used to ensure the database is functioning as designed. Examples of database maintenance procedures might be how and under what circumstances, the database or a database table is re-indexed, or procedures for compressing the database. If automated tools are utilized, the names and versions of these tools will be supplied.
- **Data Archival Procedures -** The process for deleting data from the primary database and moving it to the archive database. Includes instructions on how to access the data once it has been archived.
- **Data Modifications -** Definition of the process for data entry, modification, or deleting information directly from the database.
- **Database Reports -** Description of database reports generated with their timeframes, storage, and purpose.
- **Backup and Restoration -** Procedures for backing up and restoration of the database.

Operations Manual
The Operations Manual will be related to the batch processes that are required to run as part of the RSS-II system (Release 3 and 4+). Contractor will provide similar information that is within the System Administration Manual, but for the batch processes. It will provide descriptions of any batch jobs within RSS-II, input and output parameters, and describe the process of how the jobs are run from the beginning or from a restart.

Production Support Manual
Contractor will create and utilize it for RSS-II (Release 2 and 3). This documentation is intended for the technical support staff that will be responsible for the maintenance and day to day support of RSS-II.

Included in the production support manual will be information and activities that are helpful to the support staff individual or individuals who are currently in the role of production support on-call

Release Notes
Release Notes will continue to be utilized for RSS-II for both the initial implementation and for any future changes or enhancements made to RSS-II.

Training
As a member of the Contractor team, the PTD Technology Training Coordinator will develop training plans as a part of Phase III (Release 2).

Creation of the Training Plan

The training plan will lay out two general categories comprising the training plan; business training plan and technical training plan. Both of these plans are described in detail in the following section.

Business Training Plan
The Business Training Plan will focus on the end users. The Business Training Plan will lay out the three analysis processes (business, system and end user analysis), results, and the planned approach to prepare the training materials.

The Business Training Plan will be the foundation to all training materials to be developed in Phase VII. The training materials will be developed and broken down into separate training manuals and presentations based upon the application functionality. Each of these segmented training categories will then be further broken down into individual transactions covering all features and functions of the new system for each user category.

Application support throughout training and implementation will also be defined in this aspect of the training plan. The Contractor team will provide basic support necessary to aid in the “go live” part of the project to ensure the transition to the new system is smooth.

Business Training Development Process
Once the training plan is complete and approved and all training materials are developed, the training plan will be put into action.

Training Materials Development – The end user analysis typically has direct control over the outline of the comprehensive library of training materials (repository of all training materials). Combining this information with the system analysis will determine the unit and chapter divisions and the overall Table of Contents (TOC). Individual training manuals will be produced from this repository based upon the groups needing training. Tips and step-by-step instructions will be finalized in conjunction with the testing of the system. Each chapter will generally consist of an introduction, screen shots, tips and procedures.

Training Content – The comprehensive library of training materials will be the source for all the types of training materials needing to be produced throughout development as well as implementation. Each training manual will be produced utilizing the units and chapters needed for each level of training. Training examples and exercises will be developed to provide hands-on experience with the system as well as to illustrate various possibilities throughout each transaction.

Training Delivery – The production of the training plan will begin early on and is expected to undergo multiple revisions (fine tuning) before the actual training is to begin. Once this plan is approved, the classroom training will be delivered (train-the-trainer approach) and regular training reports will be produced to communicate status as well as feedback from students.

Technical Training Plan

Since the Contractor team developing and implementing the system are transitioning to the maintenance and support team, the actual execution will be an abbreviated process. Contractor will focus on the verification of the support team readiness, rather than the training and transition of staff unfamiliar with RSS-II system components and operational guidelines.

The technical training plan process will focus on the preparation of the team that serves as support staff. The Technical Training Plan will consist of the approach to be followed to prepare the RSS-II maintenance and support team to learn the particulars of the system that will enable them to fully support the daily system upkeep and operations. Familiarity also with all transactions, system error messages and anticipated mistakes by end users, will all need to be learned for them to provide effective, thorough and confident support.

Execution of Training Plan

As implementation of the new system nears, the second part of this training plan will be developed to finalize the schedules, agendas and locations for the training sessions (Release 2 and 3).

Train-the-Trainer sessions will be classroom training. Basic training manuals/materials will be designed for each train-the-trainer session and will be geared specifically to each group being trained.

Two high quality hard copies of each training manual will be produced. These will then be used to make the copies needed for the training sessions. The Contractor team will be responsible for making enough copies of the training materials to be used during all the initial train-the-trainer classroom sessions. The State will be responsible to make enough copies of the training materials for any subsequent training classes they choose to conduct. The Contractor team will provide two high quality electronic copies of each training manual for the State to use to make additional copies, as needed.

As a part of the training materials, training examples and training data will be developed to be utilized in the training environment. These will serve as hands-on examples used to illustrate system functionality in the train-the-trainer sessions as well as all other classroom training sessions run by the State. Some of these training examples and data will be used as well in the online and CD/DVD training sessions.

RSS-II Training Classes

For RSS-II Training, the PTD Technology team will be involved in creating and conducting one initial training class per RSS-II system area that will include both students and “train the trainer” participants. Members of the Contractor RSS-II team will also be available to support the training effort.

Each of the initial training classes will only be conducted by PTD one time. The one exception to this will be the system area of RSS-II POS where there will be two classes conducted.

The Train-the-trainers will be identified by the SOM as the individuals who will be responsible for conducting subsequent training classes. The SOM trainer(s) will then conduct the bulk of the training to the various audiences. The SOM will be responsible for providing the facilities, equipment, and internet access that will be

required to conduct the initial training classes. The AIC team will prepare the POS units for use within the classroom setting. The following provides the scope currently planned for these initial classes conducted by the PTD Training Coordinator:

Training Classes

RSS-II SYSTEM AREA	FUNCTIONAL AREA	CLASS PARTICIPATION
RSSWIN-II	**Agent and Operations functions (Release 2)** Functional Area 1 • Agent • Sales Outlet • Applicable Standard Reports Functional Area 2 • Agent communications • Applicable Standard Reports Functional Area 3 • Terminal • Work Order • Supply • Applicable Standard Reports Functional Area 4 • Application Security • Application Control Parameters • Applicable Standard Reports	• Class duration 6 hours • Session duration 1.5 hours per Functional Area • 10 participants total • RSS Support Staff • AIC POS Maintenance staff • SOM Train-the-trainer • Contractor RSS-II SME
RSSWIN-II	**Customer functions (Release 3)** Functional Area 1 • Purchases • Voids • Applicable Standard Reports Functional Area 2 • Revocations • Applicable Standard Reports Functional Area 3 • Lifetime • Applicable Standard Reports Functional Area 4 • Merge • Applicable Standard Reports	• Class duration 6 hours • Session duration 2 hours for Functional Area 1 • Session duration 1 hour for Functional Area 2 and 3 • Session duration 2 hours for Functional Area 4 • 10 participants total • RSS Support Staff • SOM Train-the-trainer • Contractor RSS-II SME
RSSWIN-II	**Financial functions (Release 2)** Functional Area 1 • Funds • Applicable Standard Reports Functional Area 2 • RV • AR • EFT • Applicable Standard Reports Functional Area 3 • Year-end processes • Applicable Standard Reports	• Class duration 6 hours • Session duration 2 hours per Functional Area • 10 participants total • RSS Support Staff • SOM Train-the-trainer • Contractor RSS-II SME

RSS-II SYSTEM AREA	FUNCTIONAL AREA	CLASS PARTICIPATION
RSSWIN-II	**System Control functions (Release 3)** Function Area 1 • Item Maintenance • Item Pricing • Applicable Standard Reports Functional Area 2 • Applicable Standard Reports	• Class duration 4 hours • Session duration 2 hours per Functional Area • 10 participants total • RSS Support Staff • SOM Train-the-trainer • Contractor RSS-II SME
RSSWIN-II	**Hunt and Drawing functions (Release 3)** Functional Area 1 • Hunt Maintenance Functional Area 2 • Drawing Maintenance • Applicable Standard Reports •	• Class duration 3 hours • Session duration 1 hour for Functional Area 1 • Session duration 2 hours for Functional Area 2 • 10 participants total • RSS Support Staff • SOM Train-the-trainer • Contractor RSS-II SME
RSS POS-II UAT Agent Training	**Agent POS functions (Release 2)** Functional Area 1 • POS Application Functional Area 2 • POS Hardware • POS installation Functional Area 3 • POS Support • POS Consumables	• Class duration 6 hours • Session duration 2 hours per Functional Area • 30 participants total per class • SOM Train-the-trainer • AIC POS Maintenance staff • Invited DNRE Agents (those participating in UAT) • Invited Retail Agents (those participating in UAT) • Contractor RSS-II SME
RSS POS-II RSS Support Staff Training	**Agent POS functions (Release 2)** Functional Area 1 • POS Application Functional Area 2 • POS Hardware • POS installation Functional Area 3 • POS Support • POS Consumables	• Class duration 6 hours • Session duration 2 hours per Functional Area • 20 participants total • RSS Support Staff • SOM Train-the-trainer • AIC POS Maintenance staff • Invited DNRE Agents • Invited Retail Agents • Contractor RSS-II SME
RSSDB-II	**Ad-hoc query (Release 4+)** • RSSDB-II Database structure Functional Area 1 • Customer Information Objects Functional Area 2 • Item Information Objects Functional Area 3 • Drawing Information Objects Functional Area 4 • Additional objects participants wish to be covered	• Class duration 8 hours • Session duration 2 hours per Functional Area • 10 participants total • RSS Support Staff • Contractor RSS-II SME • DTMB Staff

After these initial training classes have occurred, SOM personnel that will be trained on RSS-II may continue to utilize the RSS-II Model Office software environment for training purposes. Data will be refreshed as necessary to prepare for future training sessions or as requested by the SOM.

Transition

Agent Installation Aids

The AIC team will produce setup and installation documentation designed to be easy to read and easy to follow (Release 2).

In addition to the installation documentation, the AIC team will also produce and distribute with the initial shipment, a video in standard DVD format that is playable in any standard DVD player. The video will contain installation and "How To" clips. The installation video will help visually guide installers through the installation process and should result in a smoother installation for the agent. This video format will provide extra information to help minimize the need for technical staff to perform on-site setups. In conjunction with the installation video, the AIC team will also include short videos showing how to replace standard parts, such as keyboards and cables, on the POS units, and changing consumables. Receiving replacement parts promptly is important to maintaining business operations. As important, is the understanding of how to remove the failed part and replace it; information better delivered in video, than only printed documentation.

This documentation pack, installation documentation and video, will be delivered to the SOM in electronic format. SOM may create additional sets beyond the original 1,600 for future/new POS terminal installations or replacement requests by the agents.

Site Preparation

Another key to a successful POS deployment is confirming that the agents have completed the State's Sales Outlet site preparation requirements prior to the shipment of the POS unit. This includes items such as power, network connectivity, and required space for the POS unit.

If requested, the installation video may be sent out prior to the initial shipment of the POS to the Sales Outlet (Release 2). The video will identify the State's pre-installation requirements, and when the agent has completed the steps, a sign-off sheet could be signed and returned to the AIC team prior to shipment of any POS unit. To identify potential agent issues prior to the rollout schedule, a second document could accompany the installation video indicating that if they are unable to install the POS themselves and need on-site assistance, the State of Michigan could approve the dispatch of technical staff from the AIC team for installation assistance. If this is required and approved, the State would be responsible for the costs for POS Maintenance support personnel to perform on-site Sales Outlet installations.

In addition to the Documentation, Training, and Transition, Contractor will provide the following (Release 2 and 3):

- Support during initial training sessions to validate the material and make adjustments as required
- A weekly Project Status Report to the DTMB Project Manager and DNRE Project Coordinator and other key stakeholders
- Bi-Weekly (or more frequently if mutually agreed on) status meetings will be conducted to update the project team on progress, issues, risk, and adjustments the project schedule
- Project Closedown and lessons learned

Deliverables for Phase VII - Documentation, Training and Transition:

All documentation, training manuals, and training plans provided as deliverables become the property of the SOM. Upon completion of Phase VII, Contractor will present to the DTMB Project Manager the following deliverables for review and approval:

- **Documentation** – Produce and update RSS documents such as:
  - On-Line Help Screens (Release 2 and 3)
  - Procedures Manual (Release 2 and 3)
  - Agent User Manual (Release 2)

- Developers Reference Manual (each release)
- System Administration Manual (Release 2 and 3)
- Database Manual (Release 3)
- Operations Manual (Release 3)
- Note: All material must be provided in both electronic and hard copy format. All material must be in a format that allows easy creation of unlimited copies. All material must be created with tools generally and cost effectively available so material can be updated as needed.

- **Training and Transition** – Conduct training and transition, with the following considerations:
  - Updated Training Plan including schedule (from Phase III) (Release 2)
  - Creation of Training material including on-line help screens and DVD, in addition to the manuals listed above that may be used in training, as applicable. Also included is training/sample data to allow for hands-on training, if available. (Release 2 and 3)
  - Execution of Training Plan for customers, agents, DNRE and RSS Support Staff (Release 2 and 3)
  - Creation of Technical Training Plan that defines how technical staff are trained to understand RSS-II and able to perform the ongoing maintenance and support of the system (Release 3)
  - Project closeout documentation and lessons learned

Acceptance Criteria for Phase VII - Documentation, Training and Transition:

If the documentation for this phase is in accordance with the SUITE methodology and templates and upon approval of all documents and the required training, the DTMB Project Manager, in coordination with the DNRE Project Coordinator, will provide written acceptance for this Phase. If the deliverables are rejected, the Contractor shall employ the process previously described (Section 1.104 – Handling of Rejected Deliverables).

Upon receipt of the DTMB Project Manager's written acceptance of Phase VII work for the specific deliverables, the Contractor may submit an invoice for the deliverable payments associated with this phase. All training manuals, training plans and other documentation provided become the property of the State.

1.104.2.8 Hardware, Software and Communication Requirements

The Contractor has provided a list of all hardware, software and communication regardless if it will be located at the Contractor, State or Agent location. This list is all inclusive so that the new RSS is fully operable and able to be supported in the production environment.

Server Hardware Configuration

The following tables list the hardware that will be included in the Contractor hosting environments for the RSS-II solution (Release 3):

DNRE Production Server Configurations

FUNCTION	QTY	MODEL	OS/APP	CPUS	RAM	DISK	NETWORK	POWER SUPPLY
Web	2	Proliant DL380-G5	Windows Server 2008	2 Socket Quad Core	2 GB	2x73GB	4 FE Ports	2
Application	2	Proliant DL380-G5	Windows Server 2008	2 Socket Quad Core	2 GB	2x73GB	4 FE Ports	2
DB – SQL Clustered	2	Proliant DL580-G5	Windows Server 2008 SQL 2008 MS Cluster	4 Socket Quad Core	8 GB	2x73GB 3x146GB	4 FE Ports and 2 HBA	2

Inquiry	1	Proliant DL580-G5	Windows Server 2008 SQL 2008	4 Socket Quad Core	8 GB	2x73GB 3x146GB	4 FE Ports	2
Active Directory	2	Proliant DL380-G5	Windows Server 2008	2 Socket Quad Core	2 GB	2x73GB	4 FE Ports	2
Urchin	1	Proliant DL360-G5	RedHat Linux	2 Socket Quad Core	2 GB	2x73GB	4 FE Ports	2

DNRE MO/DR Server Configurations

FUNCTION	QTY	MODEL	OS/APP	CPUS	RAM	DISK	NETWORK	POWER SUPPLY
Web	1	Proliant DL380-G5	Windows Server 2008	2 Socket Quad Core	2 GB	2x73GB	4 FE Ports	2
Application	1	Proliant DL380-G5	Windows Server 2008	2 Socket Quad Core	2 GB	2x73GB	4 FE Ports	2
DB – SQL	1	Proliant DL580-G5	Windows Server 2008 SQL 2008	4 Socket Quad Core	8 GB	2x73GB 3x146GB	4 FE Ports and 2 HBA	2

Plano – High Availability ((Production) – HA) – Fast Ethernet

COMPONENT	QTY	COMMENTS
Cisco 2811	1	Console Server
Cisco ASA-5510 Firewalls	2	Internet Facing firewall GSN emark firewall
F5 Labs 1600 LTM	2	Load Balancers
Cisco Catalyst 3750G-48	2	Layer 2/3 switches
Cisco ASA-5510 Firewall	1	VPN emark * - Client requires redundancy
Internet Bandwidth	5Mbps	Internet Access Burstable

Tulsa (MO/DR) – Non-HA – Fast Ethernet

COMPONENT	QTY	COMMENTS
Cisco 2811	1	Console Server
Cisco ASA-5510 Firewalls	1	Internet Facing firewall GSN emark firewall
F5 Labs 1600 LTM	1	Load Balancers
Cisco Catalyst 3750G-48	1	Layer 2/3 switches
Cisco ASA-5510 Firewall	1	VPN emark * - Client requires redundancy
Internet Bandwidth	3Mbps	Internet Access Burstable

The DNRE Production Environment and the DNRE MO/DR Environment schematics can be referenced in section 1.104.1.7.

POS Hardware Configuration

The following table lists the hardware products that will be required for the RSS POS-II configuration (MMCC contract in Release 2). These products will be purchased by SOM. Contractor proposes a quantity of 1600 for the required active number of terminals, and a spare pool quantity to support the ability to hot-swap for fixes at the service level described in the Maintenance and Support section 1.104.2.9. Two additional units will be utilized for development, testing, and ongoing application support.

POINT OF SALE COMPONENT	MFG PART#	DESCRIPTION	QUANTITY
HP rp3000 Point of Sale System	AN585AV	Retail hardened design delivers a robust manageable retail POS solution at an affordable price. Includes 3yr warranty for HP build.	1,762
HP 17" Flat Panel L1710	GS917AA#ABA	Award winning HP 17" flat panel display	1,762
HP Pole Display (Release 4+)	FK225AA	Adjustable pole that offers clear, easy to read, dot matrix in a wide viewing angle	1,762
HP Scanner (Release 4+)	EY022AA	Improve inventory accuracy and productivity by scanning products with barcode technology	1,812

POINT OF SALE COMPONENT	MFG PART#	DESCRIPTION	QUANTITY
HP Thermal Printer	FK224AA	Smaller, smarter, and faster direct thermal receipt printer - never runs out of ink and toner	1,762
HP POS Keyboard with Magnetic Stripe Reader	FK218AA#ABA	Keyboard with integrated touchpad and Magnetic Strip Reader allows for all-in-one ease of use	1,837
Zebra Thermal Transfer Printer GK420t	GK42-100110-000	Thermal Transfer printer for License Label printing. Includes USB A to B cable, power supply and 60302-c13 power cable. Includes 3yr warranty for Zebra.	1,762
	ZA0-DSK0-200	2 year extended depot warranty for Zebra GK series printers	1,762

CO Hardware configuration

Contractor recommends the Symbol MC35 Wireless Enterprise Digital Assistant for the CO device to be used in the field (MMCC contract in Release 4+).

The following table lists the hardware products that will be required for the CO device configuration:

COMPONENT	MFG PART#	DESCRIPTION	QTY
Symbol MC35 Wireless Enterprise Digital Assistant	MC35-C-E6BM	MC35 Unit with camera, WAN, Bluetooth, GPS, 2X capacity battery (175 plus 15% spare)	202
Auto Charge Cable Cigarette Lighter 25-12005-001R	25-12005-001R	Auto Charge Cable Cigarette Lighter 25-12005-001R (175 plus 15% spare)	202
Motorola Symbol MC35 Standard Battery	BTRY-MC35EABOE	Replacement Battery	202
Plastic Stylus	KT-17C06-001R	Motorola Symbol MC35 Plastic Stylus (3 pack)	60

Lifetime License Hardware Configuration

The Zebra P310i is a simple and reliable card printer that produces durable, lasting results. The P310i is perfect for employee or student ID cards, access control cards and club membership cards. The P310i features 25 sec/card, full color printing, USB or parallel interface and a 75 card capacity feeder.

The Zebra P310i is already owned by the State. Contractor proposes that SOM continue using the existing hardware and software to produce lifetime licenses.

Software Configuration

The first table lists the software to be purchased by SOM (MMCC contract) to be used for RSS-II. These licenses will be owned by the State and used by Contractor in development and hosting of the RSS-II system. If the State decides to bring the support and maintenance in-house, these licenses can still be used by SOM. *Note: SOM will continue to provide Postal Soft licenses through their current purchase arrangement with SAP.

SOFTWARE	PURPOSE OF SOFTWARE	INSTALL LOCATION	QUANTITY
adTempus (Release 3)	Schedules the RSS-II batch jobs	Dev, QA cluster, MO/DR, and PROD cluster database servers	6 licenses
Postal Soft *	Standardizes addresses within the RSS-II database	Dev, QA cluster, MO/DR, and PROD cluster database servers	12 CPUs
cwRsync (with SSH) (Release 3)	Secure File Transfer	Dev, QA cluster, MO/DR, and PROD cluster database servers, QA Inquiry server, Prod Inquiry Server	8
MS POSReady (Release 2)	POS Operating System	POS devices	1762
Symantec Antivirus (Release 2)	POS Antivirus Protection	POS devices	1762
MS SteadyState (Release 2)	POS system lockdown	POS Devices	1762
Microsoft Windows Mobile (Release 4+)	CO Operating System	CO Devices	202
DevExpress (Release 1)	Custom ASP.NET GUI Controls	Developer Machine	11
Help & Manual, version 4.5.1 (Release 3)	Maintenance/modification of RSS-II Online Help.	Developer Machine	1
Nfive - cardfive	Lifetime license creation	Developer Machine	1 (already State owned)

The next table describes the software that will be included in Contractor's hosting solution and incorporated into the costs of the hosting services (Release 3). The licenses are provided as part of the hosting service, but ownership remains with Contractor. If the State decided to takeover hosting responsibilities of the system, these licenses would need to be provided by the State for the servers in each of their four regions.

SOFTWARE	PURPOSE OF SOFTWARE	INSTALL LOCATION
MS Windows 2008	Operating System	All Servers
IIS	Web Hosting	All Web and Application Server
CA ETrust	Anti-Virus	All Servers
Terminal Services	Remote Server Control	All Servers
MS SQL Enterprise 2008	Database	All Database Servers
FTP	File Transfer	All Inquiry Servers

The following table lists the different applications that will be written by Contractor and owned by the State as part of this contract.

SOFTWARE	PURPOSE OF SOFTWARE	INSTALL LOCATION
RSSWIN-II (Release 2 and 3)	System Administration	All Application Servers
RSS POS-II (Release 2)	Point of Sale specific sales channel	All Web Servers
RSS POS-II Update (Release 2)	Custom software to manage updates to the POS device.	All POS devices
E-License-II (Release 1)	Standard web store sales channel	All Web Servers
Mobile Fish (Release 4+)	Mobile specific sales channel	All Web servers
RSS-II Work-Order / Inventory (Release 2)	Application to allow external vendor maintain and support work-orders and inventory control.	All Web servers
RSS-II Core (Release 2 and 3)	Custom modules that contain the business logic. This is everything between the screens and the database.	All Application Servers
RSSDB-II (Release 3)	Relational database containing the data for the system.	All Database servers (either master or replicated)
RSS Batch-II (Release 3)	Regularly scheduled business tasks to maintain the system.	All Master Database servers.

The final software table lists the products that Contractor will be using (Release 1 through 6). These tools are purchased and owned by Contractor. If the State decided to assume hosting responsibilities of the system, these licenses will not be transferred to the State.

SOFTWARE	PURPOSE OF SOFTWARE
MS Office	Document creation
MS Project	Project schedule maintenance
MS Visual Studio 2008	Development and Testing
Borland CaliberRM	Requirements Management
Borland Together	Modeling
Borland Starteam	Configuration management
HP QualityCenter	Test case management
HP Load Runner	Stress Testing
HP Quick Test Professional	Performance testing and Test case automation.
CA Erwin	Data modeling
WinZip	File Compression

Communications

As stated in 1.104.1.7, each hosted compartment will be reachable through the public internet and through a T1 circuit from the State (Release 3). RSSWIN-II, State Interfaces (including the real-time interface with SOS and Hunter Safety), and adhoc reporting will travel through the T1 circuit. E-License-II (including Customer Profile and MBV), RSS POS-II, new CO application, new Mobile Fish, and new Work-Order traffic will enter the compartment through the public internet.

As stated in 1.104.1.4 Contractor will not be providing ISP communication connection service for the agents to the RSS-II host. The SOM can, if desired, contract with a telecom provider at tax-free rates.

The Symbol MC35 device recommended for use with the new CO application is compatible with GSM, GPRS, EDGE networks. SOM will be responsible for the mobile phone communication plan.

1.104.2.9 Maintenance and Support

During the maintenance and support period the State may elect to bring the new RSS in-house to be supported and hosted by the State.

RSS-II System Support Services

Software Maintenance and Support for RSSDB-II, RSSWIN-II, E-License-II, RSS POS-II, RSS CO application, and new Mobile Fish Application, as described in RSS-II, will include:

- **Performance monitoring**

  Contractor will provide monitoring services that will ensure the required performance requested by DTMB/DNRE in Exhibit D. Contractor AOPS hosting sites provide 24x7x365 monitoring of the hosted environment. Contractor has also developed specific procedures to check, validate, and provide alerts when the entire Retail Sales channel becomes unavailable, or a batch process fails.

- **Performance maintenance**

  Contractor will provide performance tuning services that will ensure the required performance requested by DTMB/DNRE in Exhibit D. Contractor AOPS hosting sites provide usage statistics that the Contractor Operations Staff (RSS-II Maintenance and Support team) use to make any need adjustments to maintain the operational requirements of RSS-II.

- **RSS-II Application Help Desk**

  All Operational staff are trained on each individual aspect of the functional and technical areas of RSS. The Contractor will use a rotation of Primary Operations Staff Help Desk Lead, with each team member being assigned for a week long rotation. The Primary carries the pager, and is the first to receive help desk calls from the DNRE RSS Support Staff and system alerts. Each week, a Secondary Operations Staff Help Desk position is also assigned.

  Contractor will provide 24x7x365 on-call trained staff for RSS-II operations in two areas. First, the Contractors hosting solution provides 24x7x365 monitoring, alerting, and response service. Second, Contractor will provide 24x7x365 on-call staff for RSS-II application issues. On-call staff will respond to application alerts from RSS processes, system alerts from the hosting environment, and pages from the RSS Support Staff. Contractor will be notified automatically by the system if the channel for E-License-II and RSS-II POS transactions becomes unavailable. Please see Exhibit D for details on managing Severity 1 through Severity 5 help desk tickets.

- **System Maintenance**

  When required maintenance is identified, including patches and CEPAS upgrades, Contractor notifies DNRE, and receives approval to use an upcoming maintenance window to apply the necessary changes Scheduled maintenance will continue to be planned so that there is at least one business day that follows the window, and never on the start-date or end-date of an RSS-II season or event.

Release scheduling for application enhancements are under the control of DNRE's business operations. Contractor works with the DNRE based on the timing requirements of the enhancement, as well as DNRE's resource restrictions, and any identified impacts to the agents or customers.

- **Adaptive and Preventive Maintenance**

  Adaptive and preventive maintenance address upgrades to the system due to technical changes. All maintenance updates will be performed by Contractor during agreed maintenance windows, scheduled in advance and during off-peak hours. Adaptive and preventive maintenance includes:

  - Upgrades or patches to the application server, Windows components, operating system, or other system software under this contract
  - For major upgrades requiring a significant amount of time to develop, test and implement, the changes will be completed as part of a development release
  - Updates to the Disaster Recovery plans
  - Database administration functions consists of developing and implementing database backup and recovery procedures to minimize data loss if there is a database failure. Contractor will also develop the procedure to perform the requisite daily and weekly maintenance on DNRE databases. This includes examining the page allocations to verify that there are no corrupted tables in the database, periodically re-indexing the database tables, and monitoring and tuning the database devices for performance.

- **Documentation Update**

  Contractor will provide and maintain all documentation that is listed in section Phase VII – Documentation, Training and Transition.

- **Management Reporting**

  Contractor will provide the Project Status Reports, Meeting Minutes, Issue Logs, Risks Logs and Test Plans with results.

- **SAS-70 audit findings**

  Contractor will provide the yearly SAS-70 report for both the Production and MO/DR hosting sites (Release 3).

POS Field Support – Summary of services

The RSS Contractor is responsible for the Maintenance and Support of the following RSS-II areas outside of the application and hosting components:

- Level II Help Desk for POS hardware Hardware
- Agent POS Hardware Inventory and Maintenance
- Agent POS Consumable Inventory and Fulfillment

Contractor will be working closely with its partner Analysts International Corporation and its subcontractor Netarx for the services related to the Point of Sale (POS) portion of this Contract. POS equipment consists of the following: HP rp3000 Point of Sale Solution (KR656T), HP 17" Flat Panel L1710 (GS178A8), HP Thermal Printer (FK224AT), HP POS keyboard with Magnetic Stripe Reader (FK218AT) and Zebra Thermal Transfer Printer (GK420t).

The support provided by the Netarx team will include the following functions:

- Creation of an Agent manual and DVD illustrating POS installation directions, maintenance activities to be performed by the Agent at the Sales Outlet, and instructions for consumables installation for Release 2.
- Receipt of equipment, labeling, imaging, packaging (ship-kit with Agent manual and DVD, RSS POS-II application manual and DVD, guides and consumables (excluding the initial shipment)), and shipment of up to 1,600 POS units, which will include 5 to 10 units for UAT and 20 to 50 units for the single Agent

training "train the trainer" sessions. These units will be received throughout the 8 month Release 2 POS Roll-out in batches of 200 units.

- Attend up to 2 days of training for Agent in order to be available for questions and answers.
- On-site installation of POS units, only if required by DNRE to address Agent self-installation issues.
- Provide a Monday through Friday, 8am - 5pm Level 2 Work Order Response Desk to:
    - respond to RSS Support Staff work orders to dispatch POS hot swap orders
    - coordinate installation (labeling, imaging, packaging (ship-kit with Agent manual and DVD, RSS POS-II application manual and DVD), and shipment of up to 1,600 POS units (in batches of 200)
    - preparation and installation coordination of up to 50 new terminals per year (after the initial phased roll-out of 1,600 units)
    - removal of 50 terminated terminals per year
    - shipment of additional small-lot hunt/fish guides to POS agents after the initial season-start shipments from the manufacturers
- Storage and management of spare POS units
- Storage and management of DNRE hunt/fish guides inventory
- Storage and management of DNRE POS consumables
- Monitoring and updating of work orders and guides/consumable inventory
- Break-fix and hot swap shipments of replacement POS units and keyboards

POS Support Scope of Work

Agent Installation Aids

One of the keys to success for the deployment of Point of Sale agent units is the ability to deploy these devices without visiting each site. Having installation/setup documentation allowing a diverse group of agents, ranging from those with no technical experience to the highly technical, to set up their unit can be the difference between a successful deployment and a difficult one.

The AIC-Netarx team has developed a solution to address those requirements. For Release 2, Netarx will produce setup and installation documentation designed to be easy to read and easy to follow. In addition to this documentation, Netarx will also produce and distribute with the initial shipment, an installation video, in standard DVD format that is playable in any standard DVD player. This video will help visually guide installers through the installation process and should result in a smoother installation for the agent. This video format will provide extra information to help minimize the need for technical staff to perform on-site setups. This documentation pack will be delivered to the SOM in electronic format. SOM may create additional sets beyond the original 1,600 for future/new POS terminal installations or replacement requests by the agents.

In conjunction with the installation video, Netarx will also include short videos showing how to replace standard parts, such as keyboards and cables, on the POS units, and changing consumables. Receiving replacement parts promptly is important to maintaining business operations. As important is the understanding of how to remove the failed part and replace it; information better delivered in video, than only printed documentation. This approach is intended to allow for a quicker turnaround and less downtime in case hardware issues are encountered by the agent.

Site Preparation

Another key to a successful POS deployment is confirming that the agents have completed the State's Sales Outlet site preparation requirements prior to the shipment of the POS unit. This includes items such as power, network connectivity, and required space for the POS unit.

If requested, the installation video may be sent out prior to the initial shipment of the POS to the Sales Outlet. The video will identify the State's pre-installation requirements, and when the agent has completed the steps, a sign-off sheet could be signed and returned to Netarx prior to shipment of any POS unit. To identify potential agent issues prior to the rollout schedule, a second document could accompany the installation video indicating that if they are unable to install the POS themselves and need on-site assistance, the State of

Michigan could approve the dispatch of technical staff for installation assistance. If this is required and approved, the State would be responsible for the costs for POS Maintenance support personnel to perform on-site Sales Outlet installations.

Training Documentation/DVD for On-going "How To" Support

A third key to operational success is additional "How To's" which are especially useful when issues arise during POS use. Within the installation DVD, Netarx can demonstrate "how to replace components". Additional "how to" items could include, "how to verify network connectivity", "how to reimage the unit (only if instructed to do so)" and "how to change the POS printer paper and ribbons". These "How To's" will greatly improve the efficiency of the agents when issues arise.

The use of this DVD can help the State reduce the costs of hosting multiple, mass training for the agents. This would allow Sales Outlets that have multiple clerks operating the POS, or those with frequent turn-over of clerks, to have the opportunity to provide train-the-trainer sessions with their own staff.

Initial Receipt of Equipment and Consumables

It is anticipated that on or about October of 2011, the State of Michigan will purchase from Contractor the initial batch of POS equipment. The State of Michigan will take delivery of all the aforementioned equipment for their inventory. They will initially be responsible for verification of all equipment received and creation of a "master inventory list".

Shortly following the arrival of the hardware, AIC will be notified by the State that the equipment has been received and inventoried. AIC will work with Netarx to arrange to have the equipment transferred to Netarx' warehouse. Netarx will receive the units at its warehouse and provide receipt and verification of the equipment at the time of delivery.

On or about December of 2011, DNRE will test the POS application in UAT, prior to any production units being sent out. Following successful testing and confirmation of Release 2 by the Contractor, Netarx will begin the phased roll-out to the first 50 completed units to a group of State-selected agents (February 2012). After the first phased roll-out of 50 has been determined to be successful, the remaining 1550 Sales Outlets will be prepared for deployment in batches of 200 per month, between February 2012 and September 2012.

When a RSS Support Staff creates a work order in the new RSS-II system, an e-mail notification will be sent to Netarx. This e-mail will be created in a manner to provide the necessary information for data entry into the system. Netarx will then log into the RSS-II system, via the web, and view the work order (WO) summary. After selecting the appropriate WO, the WO page will have all of the necessary details: type of WO (hardware, guides, and consumables), the hardware issue, requested guide quantities, the requesting agent information, urgency of request, and so forth. After acknowledging receipt of the WO, Netarx will perform the tasks and provide details about the resolution of the issue or completion of the work. Netarx will update the RSS-II system with the resolution information. The WO will be reviewed by the RSS Support Staff during the WO process to keep track of progress.

Initial POS Deployment

<u>Staging</u>

As part of the initial staging of the new POS units, Netarx will:

- Receive equipment from the State of Michigan
- Un-box equipment components
- Label (color code) the pieces for easy installation at the Sales Outlet
- Assemble the pieces into a single POS system
- Load the POS software/image and verify the devices work
- Record serial numbers for the completed POS system and its M.A.C. address and associate the unit with the terminal key/Sales Outlet (to be provided to Contractor and RSS Support Staff for loading into RSS-II)
- Repackage the single system, ship-kit with Agent manual and DVD, RSS POS-II application manual and DVD.

Shipping
Due to potential weight restrictions, multiple shipping vendors may be utilized to allow for best-possible costs, while still providing the deliverables, for outbound and inbound shipments. Netarx will charge AIC actual shipping costs per unit, which will be passed on to the Contractor. Appropriate insurance will be applied to insure the shipment against loss or damage.

Initial Installation Service Option
If the Sales Outlet is unable to complete the installation of their POS unit, they may request on-site technical personnel to help complete the setup. After the Sales Outlet contact has provided verification of ISP installation and that AC power are both working, on-site personnel scheduling will be done Next Business Day with 3-5 days on-site response. Flat rate, zone pricing will be used for this on-site setup service. AIC will incur these on-site setup charges, if requested and approved by DNRE, based upon a zone tiering for pricing. Zones will be defined as follows:

Zone 1: Lower Michigan, South of US 10

Zone 2: Lower Michigan, North of US 10

Zone 3: Upper Michigan

Zone 4: Continental US or Canada, outside of Michigan

If, after arriving on-site, setup personnel determine the installation problem is with network connectivity or AC power, which creates the need a second visit by the on-site setup personnel, a second flat rate will be charged.

Termination Shipping - *OUT OF SCOPE*
- Existing Sales Outlet Termination for removal of Verifone POS devices.

Hot Swap Offering
Hot Swap
Second level requests for support will arrive at Netarx Work Order Request Desk from the Level 1 DNRE help desk. These will be communicated as an entry of a WO only in the RSS-II system which will send an automated email to Netarx. If the Level 1 support technician determines that there is a hardware failure, a request for hardware replacement will be made to the outbound shipping department. The replacement hardware will be pulled from the DNRE's spare parts pool that is warehoused at Netarx, packaged and shipped out same business day, if notification is received by 2 PM ET. If this is a serialized hardware replacement part, the new serial number and M.A.C. address will be recorded in the RSS-II system for the Terminal.

No shipments will occur on Netarx's holidays or weekends. Requests for shipments will be done via a Next Business Day option.

Return shipping paperwork and Carrier phone number will accompany the replacement part. The return tracking number will be recorded for tracking purposes. After the replacement part is removed from the box, the failed part will be put into the box by the Agent, the box will be sealed, and the return paperwork will be affixed. After this is completed, the Carrier number should be called by the Agent to arrange for pick-up and return to Netarx.

Once the failed part is returned to Netarx, the part will be repaired or replaced in accordance with the manufacturer's warranty and returned to the spare parts pool. This covers years one through three for the rp3000 POS configuration and zebra printer. Following the expiration of the manufacturer's warranty Netarx support will cover the hardware with an out-of-warranty surcharge fee per unit. If the replacement part is NOT returned, or if the part is returned damaged and/or falls outside the limitations of the manufacturer's warranty the Contractor will be billed the list price of the replacement part, so as not to deplete the spare parts pool stock.

Spare Pool Quantity Requirement
- POS Spare Units: 1,600 x 10% = 160 units including ALL cables and accessories that are included in a full unit
- Additional Spare Parts:
    - + 75 POS Keyboards/Mag Stripe Reader (cable built-in)

Due to the phased roll-out approach for this project, the spare parts pool will be accumulated on a rolling basis, equaling 20% of each part ordered until the quantities listed above are satisfied.

- Netarx will be able to provide response to WOs within three business hours from time of notification.
- Shipping will be over night based on the response time defined above.
- Netarx will be able to provide hot-swap of failed POS hardware within 1 business day of notification within the stated Warranty and Spare Parts Pool for an active POS network of 1,600 terminals.
- If Failure rates are larger than expected, Netarx will purchase additional Spare Parts for expected service levels.

Hot Swap Shipping

- Shipping charges will be consolidated on a monthly basis and passed through to AIC
- A pick fee will be applied to each shipment.

Work Order Response

Service Description

Work Order Response Desk Services applies to installed RSS POS-II terminals
The anticipated incident volume is approximately 100 incidents per month for installed RSS POS-II terminals.

Initial calls from agents will go to the DNRE helpdesk and be escalated appropriately. These incidents will be received via WO from Level 1 DNRE agents that are determined to be hardware issues, additional guides or consumables stock request, or request for an install at a new Sales outlets and request for removal of POS unit from a terminated agent. These incidents will be received by Netarx and processed per the procedures below.

- There is not a maximum work order limit per month.
- Submittals to the Work Order Response Desk that require support to be provided by Netarx will be processed per the agreed procedures.
- The Work Order Response Desk will be available Monday – Friday, 8am – 5pm ET.

Process Description

Receive WO and determine how and when to swap. Track new hot-swap hardware going out and old equipment coming in as serial number/Terminal key.

1. Respond to DNRE Level I Work Order generated email notifying Netarx of WO add or update by DNRE.
2. Determine action (create ship kit for install, create return package for deactivated terminal, create hotswap package, or guide/consumable package)
3. Record serial numbers and inventory changes in RSS-II
4. Update WO in RSS-II
5. Repair hardware with warranty or parts
6. Close WO

Work Order Response Desk Reporting

In addition to the Installation, Dispatch, and Field Engineering Services, reports will be produced to inform Contractor and SOM of the repair activity within the POS environment. These reports will provide information related to the types of issues that are occurring in the POS environment (i.e. response time, resolutions times, system utilization, etc.). The following standard reports will be emailed to the Contractor project manager on a monthly basis:

- Inventory level for consumables
- Inventory level for guides
- Current level of installed POS units
- Current level of Spare Parts

- Number of hot-swap work orders performed
- Number of consumable orders performed
- Number of Guide orders performed
- Number of re-image orders performed

The Contractors standard work order response desk processes and experience can yield the following results:

- <1 hour acknowledgement of electronic notifications from DNRE Level 1 Helpdesk

Assumptions
The following assumptions have been made for this SOW.

- 50 POS units will be received by Netarx in January 2012, equipment and image will be provided to Netarx no later than 30 days before pilot starts
- All HP rp3000 POS equipment includes 3-yr ADP Care Pack
- HP Care Pack for the rp3000 is limited to the Terms and Conditions as stated by HP's Support Service Agreement.
- The zebra printers will include a 3-yr manufacturer's warranty.
- If additional damage/abuse incident occurs during the year that ADP was already used on that unit, and spare parts stock drops below 10% of the units in the field, DNRE will be responsible for purchasing replacement parts in order to maintain the required percentage of spare parts to meet the service expectations.
- The spare parts pool will be maintained at the rates listed above. Should the spare parts stock drop below the rate defined, DNRE will be responsible for purchasing replacement parts in order to maintain the required percentage of spare parts to provide the service as defined.
- Instructions on any software configuration or test scripts will be provided to the installation staff by the Contractor
- It is assumed that for the 50 POS units that will be required in January 2012, equipment and image will be delivered to the Contractor no later than 30 days before rollout begins.
- No Preventative Maintenance will be done on any units at the Sales Outlet.
- Some parts will be deemed NRP (Non-returnable parts) and no failed hardware will need to be returned. (i.e., cables, power cords, power adapters to help minimize overall DNRE costs
- All shipping costs will be reconciled on a monthly basis.
- Pricing is based on imaging each unit once. Should a unit need to be imaged more than once, an additional imaging unit price will be charged.
- Any change in the initial base image requiring Netarx to re-image all or any units will result in charges based on a per unit re-imaging cost.
- Pricing is good for the term of the initial contract. Any one-year contract renewals will be negotiated at that time.
- It is assumed that all warranties provided by 3rd parties other than Netarx will include coverage for shipping both to and from Netarx and the depot facility.
- It is assumed that spare inventory of consumables and guides will ship directly to the Netarx facility.
- It is assumed that initial delivery and inventory/recording of serial numbers will be performed by the SOM, and that Netarx will pick up delivery at a SOM Lansing warehouse.
- AIC or Netarx is not responsible for any equipment lost by the SOM.
- Zone 1 & 2 installation requests will be scheduled within 3 business days. Zone 3 requests will be scheduled within 5 business days. Zone 4 requests will be scheduled within 15 business days.
- Client will provide Netarx with consumables to be able to complete the training documentation.

POS Consumables
SOM will purchase POS consumable products through the MMCC contract, or approved alternate.

1.104.2.10 Future Enhancements

Contractor has provided rates by job classifications listed in **Exhibit H** for future enhancements. Contractor also partnered with the AIC Team and Professional Technical Development to provide the State an additional pool of short-term specialized skill sets, as needed.

If the State requires future enhancements, the following Statement of Work (SOW) process will be utilized:

- The State will prepare a SOW describing the enhancement or change to RSS-II and submit to Contractor
- Contractor will reply to the State with a proposal containing a work plan to implement the enhancement, the type of staff required and the number of hours per staffing category. The proposal will also include a High-Level scope of understanding (including any critical implementation dates) and a High/Medium/Low Time and Materials indicator. Contractor will deliver the proposal response back to SOM.
- SOM will review the proposal and, if acceptable, issue a change order within the current contract (if contingency reserve is available) or issue a contract change notice and purchase order to cover the new scope of work. Contractor will use the enhancement pool of Time and Materials hours to develop the enhancement or change. The Contractor will report hours spent per month on the SOW project.

1.104.3 Requirements

The requirements for this project are found in the following exhibits and appendices. Each of these exhibits describes in detail a fundamental portion of the desired application.

1.104.3.1 Current System Diagram – see Exhibit G

This provides a high level view of the current RSS network

1.104.3.2 Solution and Technical Requirements - see Exhibit B

This document describes the conditions under which the system must run and function. It provides detail descriptions of architecture and function needs of the application so as to fit into the DNRE-SOM network environment.

1.104.3.3 Functional Requirements – see Exhibit C

This document provides a listing of requirements, processes, and outcomes to ensure that the application operates properly.

1.104.3.4 Service Level Requirements - see Exhibit D

This document provides the requirements for ongoing maintenance and support and future enhancements

1.104.3.5 Current System Capacity - see Exhibit E

This document provides a list of statistics to assist in understanding the current capacity and demand on the system. This should assist in determining sizing and performance for the new RSS-II.

1.200 Roles and Responsibilities

1.201 Contractor Staff, Roles, and Responsibilities

A. Contractor Staff

The Contractor shall provide sufficient qualified staffing to satisfy the deliverables of this Statement of Work. All Key Personnel may be subject to the State's interview and approval process. Any key staff substitutions must have the prior approval of the DTMB Project Manager. The State has identified the following as Key Personnel for this project:

- Single Point of Contract (SPOC)
- Project Manager
- Lead Business Analyst
- Lead Architect
- Lead Tester/Test Manager
- Training Coordinator
- Documentation Specialist/Technical Writer

The Contractor has identified the following individuals to fulfill the Key Personnel positions.

NAME/POSITION
Jeanne Alderson *Single Point of Contact (SPOC)*
Laura Sailar, PMP *Project Manager*
Debra Popa *Lead Business Analyst*
David Gruner *Lead Architect*
Sandra Ayriss *Lead Tester/Test Manager*
Keith Bollwahn *Training Coordinator*
Susan Warner *Documentation Specialist/Technical Writer*

The Contractor has identified a Single Point of Contact (SPOC). The duties of the SPOC shall include, but not be limited to:

- Supporting the management of the Contract,
- Facilitating dispute resolution, and
- Advising the State of performance under the terms and conditions of the Contract.

The State reserves the right to require a change in the current SPOC if the assigned SPOC is not, in the opinion of the State as communicated by the DTMB Project Manager, adequately serving the needs of the State.

To provide additional support, the Contractor Account Executive, Bob Bartholomew, will provide general contract oversight and serve as a point of escalation for aspects of the contract.

Contractor will make every effort that the proposed non-key resources are committed to the project based on the project schedule. However, since many of the team members are not needed for the project until mid to late 2010, if the resource is not available, Contractor will work with the State to find a mutually agreeable replacement.

The Contractor has identified a Project Manager to ensure effective planning and execution of project as well as ensure effective interaction with SOM. The Contractor project manager will coordinate all of the activities of the Contractor personnel assigned to the project and create all reports required by State. The Contractor's project manager responsibilities include, at a minimum:

- Manage all defined Contractor responsibilities in this Scope of Services.
- Manage Contractor's subcontractors, if any
- Develop the project plan and schedule, and update as needed
- Serve as the point person for all project issues
- Coordinate and oversee the day-to-day project activities of the project team
- Assess and report project feedback and status
- Escalate project issues, project risks, and other concerns
- Review all project deliverables and provide feedback
- Proactively propose/suggest options and alternatives for consideration
- Utilize change control procedures
- Prepare project documents and materials
- Manage and report on the project's budget

Project Manager Requirements:

1. 7 -10+ years of recent IT project management experience managing large scale application development and implementation projects
2. 3 - 5+ years experience working on projects involving interfacing with the State of Michigan or that of a similar state-level system.
3. Experience and/or familiarity with the requirements, tools, policies and standards as specified in Section 1.103, Environment
4. Good communication and documentation skills
5. Experience in structured development process using a formal Project Management Methodology and formal Development Methodology.
6. Experience of working in a matrix environment, where team effort forms the key to success
7. Certification as a Project Management Professional (PMP) is a plus
8. Familiarity with Department of Natural Resource and licensing systems would be preferable, but not required

Business Analyst Requirements:

1. 5 - 7+ years of recent IT Business Analysis experience with large scale application development and implementation projects
2. Experience in eliciting good requirements using JAD sessions, interviews, document analysis, requirements workshops, business process descriptions, use cases, scenarios, business analysis, task and workflow analysis.
3. Experience in critically evaluating information gathered from multiple sources, reconcile conflicts, decompose high-level information into details, abstract up from low-level information to a general understanding, and distinguish user requests from the underlying true needs.
4. Excellent verbal and written communication skills and the ability to interact professionally with a diverse group, executives, managers, and subject matter experts.
5. Experience in collaborating with developers and subject matter experts to establish the technical vision and analyze tradeoffs between usability and performance needs.
6. Experience and/or familiarity with the requirements, tools, policies and standards as specified in Section 1.103, Environment
7. Familiarity with Department of Natural Resource and licensing systems would be preferable, but not required

Lead Architect Requirements:

1. 5+ years experience working on projects involving interfacing with the State of Michigan IT network and hosting environment or that of a similar state-level system.

2. 2+ years of experience in defining the architecture for a widely distributed real time DNRE licensing system or equivalent system
3. Experience and/or familiarity with the requirements, tools, policies and standards as specified in Section 1.103
4. Good communication and documentation skills
5. Experience in structured development process.
6. Advanced experience of completing tasks/fixing errors in a timely manner (References will be checked).
7. Experience of working in a matrix environment, where team effort forms as the key to success.
8. Familiarity with Department of Natural Resource and licensing systems would be preferable, but not required

Lead Tester/Test Manager:

1. 3+ years experience as a Test Lead or Test Manager responsible for development of test plan, test data and execution of wide variety of tests as listed in Section 1.104
2. Experience in leading the testing effort of a real time, widely distributed system
3. Experience in leading the stress/load testing to verify system capacity and performance in an environment with select days having significantly high transaction volume.
4. Experience and/or familiarity with the requirements, tools, policies and standards as specified in Section 1.103
5. Good communication and documentation skills
6. Experience in structured development process.
7. Advanced experience of completing tasks/fixing errors in a timely manner (References will be checked).
8. Experience of working in a matrix environment, where team effort forms as the key to success.
9. Familiarity with Department of Natural Resource and licensing systems would be preferable, but not required

Training Coordinator:

1. 2+ years experience leading the development and deployment of training
2. Experience in development of a Training Plan
3. Experience in definition, development and delivery of training employing different approaches including but not limited to class, online through the internet, and DVD.
4. Experience in working with diverse audiences including technical employees, non-technical employees, retail staff and system customers
5. Excellent communication and documentation skills
6. Experience in structured development process.
7. Experience in balancing multiple tasks and completing tasks in a timely manner
8. Experience of working in a matrix environment, where team effort forms as the key to success.
9. Familiarity with Department of Natural Resource and licensing systems would be preferable, but not required

Documentation Specialist/Technical Writer:

1. 2+ years experience leading the development and deployment of documentation effort
2. Experience in developing documentation for diverse audiences including technical employees, non-technical employees, retail staff and system customers
3. Excellent communication and documentation skills
4. Experience in structured development process.
5. Experience in balancing multiple tasks and completing tasks in a timely manner
6. Experience of working in a matrix environment, where team effort forms as the key to success.
7. Familiarity with Department of Natural Resource and licensing systems would be preferable, but not required

The Contractor has identified all subcontractors, including firm name, address, contact person, and a complete description of the work to be contracted. The prime Contractor must perform at least 50% of the work as measured in labor hours.

Company Name and Full Address	Percent (%) of Contract value to be Performed at this location
EDS Plano Hosting SMC 6901 Windcrest Pkwy Plano, TX 75024	8%
EDS Tulsa Hosting SMC Cherokee Data Centre 7400 North Lakewood Ave. Tulsa, OK 74117	2%
AIC/Netarx 3252 University Drive Suite 200 Auburn Hills, MI 48326	2%
PTD 3001 Coolidge Rd., Suite 403 East Lansing, MI 48823	1%

Subcontractor Information

The Contractor team will include local Lansing partners to be used for the delivery of RSS-II including the AIC Team and PTD. The detailed information for each partner is identified below:

SUBCONTRACTOR	CONTACT/ADDRESS	BRIEF DESCRIPTION OF WORK AND COMPANY
ANALYSTS INTERNATIONAL	Darrell Swartz 3101 Technology Blvd. Suite A Lansing, MI 48910	AIC Team will provide resources to support the POS hardware and consumable help desk and maintenance. AIC Team will also provide the following services and deliverables: • Creation of Agent hardware installation and maintenance manual, • Inventory, storage, maintenance and management of POS hardware, • Inventory, storage, and management of POS consumables, • Inventory, storage, and management of DNRE Guides • Preparation of POS ship kits • Preparation of consumable and guide work order shipments *Organization's Description and Abilities:* AIC Team is a global technology services company that provides a broad range of services. Analysts International has operated in Michigan for 25 years and worked with the State since 1988 to successfully serve various agencies and DTMB.

SUBCONTRACTOR	CONTACT/ADDRESS	BRIEF DESCRIPTION OF WORK AND COMPANY
	PTD Technology 3001 Coolidge Suite 403 East Lansing, MI 48823 Contact: Karl Meier	*Work to be subcontracted*: PTD Technology will provide the training coordinator key resource and applicable training activities. *Organization's Description and Abilities:* Professional Technical Development PTD Technology (PTD) is a pioneering technology solution provider, specializing in IT implementation; IT training; technical documentation services and project based and long term technical staffing services. Decades of proven experience in leading software technology, implementation, support and education allow PTD Technology to provide business solution services that regularly exceed the technology, training, and personnel development needs and goals of our clients.

The Contractor shall maintain through the life of the contract, a current organizational chart for the project team. This chart must identify all staff, their role on the project team and must include the Contractor's project manager. The Contractor's project manager must be a direct employee of the prime Contractor. In the event that more than one firm is on the project team, the organization chart must identify the firm that each employee works for. It must also show lines of communication to the DTMB Project Manager. The organizational chart must also indicate lines of authority for personnel involved in performance of this Contract and relationships of this staff to other programs or functions of the firm. This chart must also show lines of authority to the next senior level of management and indicate who within the firm will have prime responsibility and final authority for the work.

The Contractor Project Schedule indicates the start date for each individual. The Contractor shall also confirm start dates at 4 weeks and again 2 weeks prior to the start date. Any delays in start date will be treated as issues.

B. On Site Work Requirements

1. Location of Work

The work is to be performed, completed, and managed as follows:

a) The Contractor shall work out of their office.
b) The SOM will provide workspace (work space, telephone, and access to a printer, copier, and fax machine) for the Contractor when on site at SOM offices.
c) The RSS will be hosted at a Contractor controlled location(s)

The State requires that all work be performed in the United States of America, and preferably in Michigan.

The primary location for DNRE is the Mason Building, 530 W. Allegan, in downtown Lansing.

The Contractor may elect, in their approach, to perform activates, such as training, at locations near the trainees.

VPN access may be provided if the Contractor demonstrates the need for such access during the life of the project.

2. **Hours of Operation:**
   a) Normal State working hours are 8:00 a.m. to 5:00 p.m. EST, Monday through Friday excepting state holidays (that can be identified on the Michigan.Gov website), with "development project" work performed as necessary after those hours to meet project deadlines. No overtime will be authorized or paid.
   b) The State is not obligated to provide State management of assigned work outside of normal State working hours. The State reserves the right to modify the work hours in the best interest of the project.
   c) The State does not compensate the Contractor for holiday pay.

3. **Travel:**
   a) No travel or related expenses will be reimbursed. This includes travel costs related to training provided to the State by Contractor.
   b) Travel time will not be reimbursed.

   The State expects the Contractor will need to travel in accordance with the Contract. <u>The State does not require ANY visits but the Contractors approach may REQUIRE visits to effectively implement the path recommended.</u>

   The only exception will be if on-site installation assistance is required for agents who are unable to install their POS units. A tiered level of response to on-site installation is offered. This would be pre-approved by the State and travel expenses are considered within the tiered approach based on Sales Outlet location.

4. **Additional Security and Background Check Requirements:**
   a) If the Contractor personnel come on State property, the Contractor must present certifications evidencing satisfactory Michigan State Police Background checks ICHAT and drug tests for all staff identified for assignment to this project.
   b) In addition, the Contractor personnel will be required to complete and submit an RI-8 Fingerprint Card for the National Crime Information Center (NCIC) Finger Prints, if required by project.
   c) Contractor shall pay for all costs associated with ensuring their staff meets all requirements.

1.202 State Staff, Roles, and Responsibilities

If needed, the State will provide the following resources for the Contractor's use on this project when they visit SOM facilities:

- Work space
- Minimal clerical support
- Desk
- Telephone
- PC workstation
- Printer
- Access to copiers and fax machine

The State project team will consist of

- DNRE Project Executive Sponsor
- DNRE Project Coordinator
- DNRE Subject Matter Experts (SME)
- DTMB Project Manager
- DTMB Subject Matter Experts (SME)

(a) DNRE – Key Staff
The Key DNRE Staff are identified in the table below:

Name	Agency/Division	Title
Mark Hoffman	DNRE	DNRE Project Executive Sponsor
Denise Gruben	DNRE	DNRE Project Coordinator
Frances Heffron	DNRE	DNRE – SME - RSS
Lisa Jackson	DNRE	DNRE – SME – Drawings
Lisa Sayles	DNRE	DNRE – SME – Financials

The DNRE Project Executive Sponsor shall be available on an as needed basis. The DNRE Project Executive Sponsor will be solicited for decisions by the DNRE Project Coordinator and DNRE SME when there is a need to:

- Resolve project issues in a timely manner
- Resolve deviations from project plan
- Utilize change control procedures

The DNRE Project Coordinator will provide the following services in cooperation with the DTMB Project Manager:

- Participate in status meeting with Contractor and other meetings as defined in the Project Plan
- Submit any changes in response to legislative or outside agency directives to the Contractor
- Provide SOM facilities, as needed
- Coordinate the SOM resources necessary for the project
- Arrange, schedule and facilitate SOM staff attendance at all project meetings
- Facilitate communication between different SOM departments/divisions
- Milestone and deliverables acceptance and sign-off, with cooperation and approval of the DTMB project manager
- Resolution of project issues
- Escalation of outstanding/high priority issues to DNRE Project Executive Sponsor
- Utilize change control procedures
- Conducting regular and ongoing review of the project to confirm that it meets original objectives and requirements
- Documentation and archiving of all important project decisions
- Distribution of all documentation, where necessary, to DNRE and other agencies, such as DTMB (i.e., DTMB Project Manager).

The DNRE SME(s) will provide the following services in cooperation with the DTMB Project Manager:

- Participate in creation of certain deliverables including but not limited to:
    - Detailed definition of requirements during Phase II
    - Test data to support business process
- Participate in review of deliverables including but not limited to:
    - Review use cases and its applicability to the business
    - Review test plans and expected results
- Conduct testing of the application

- Availability
    - SME availability is not open ended. It is not “full time” for an unlimited number of weeks.
    - SME are only available on SOM business days (and this excludes any furlough days) and between the hours of 8:30 a.m. and 4:30 p.m. with a half hour for lunch.
    - The Contractor’s project plan shall define effort and duration expected of SME. For example, the Project Plan will communicate the effort and duration to complete requirements definition.
        - The actual JAD sessions during Phase II should last no more than 2 hours and provide 30 minute break between sessions.
        - JAD sessions should not be scheduled on Friday without pre-approval of the State.

(b) DTMB Key Staff
The Key DTMB Staff are identified in the table below:

Name	Agency/Division	Title
Jeanne Irwin	DTMB/Agency Services	DTMB Client Services Director
Jeanne Irwin	DTMB/Agency Services	DTMB Project Manager
Louis Rutare	DTMB/ Agency Services	DTMB Application Development Manager for DNRE Systems
Patty Bogard	DTMB/Bureau of Strategic Policy	Contract Administrator

DTMB will provide a Project Manager who will be responsible for the State's infrastructure and coordinate with the Contractor in determining the system configuration. The **DTMB Project Manager** will provide the following services:

- Provide State facilities, as needed
- Coordinate the State resources necessary for the project
- Facilitate coordination between various external Contractors
- Facilitate communication between different State departments/divisions
- Provide acceptance and sign-off of deliverable/milestone
- Review and sign-off of timesheets and invoices
- Resolve project issues
- Escalate outstanding/high priority issues
- Utilize change control procedures
- Conduct regular and ongoing review of the project to confirm that it meets original objectives and requirements
- Document and archive all important project decisions
- Arrange, schedule and facilitate State staff attendance at all project meetings.

DTMB Application Development Manager for DNRE Systems will provide assistance and support as necessary for the Project Manager.

DTMB shall provide a Contract Administrator whose duties shall include, but not be limited to, supporting the management of the Contract.

DTMB will provide Subject Matter Expert's, as needed, who will provide technical guidance in cooperation with the DTMB Project Manager:

The Contractor's Project Manager will make every effort to provide the SOM with advance notice of when their services may be required, as shown below:

- Systems Analyst
- Database Administrator
- Application Administrator
- User Implementation Coordinator
- Network Administrator
- Remote access to test and production database environment

Their duties may include, but are not be limited to:

- Review the project deliverables
- Conduct testing of the application
- Conduct code reviews
- Review use cases and its applicability to the business
- Advise on State of Michigan programming guidelines

(c) Summary of State Staff Roles and Responsibilities

ROLE	RESPONSIBILITIES
DNRE Project Executive Sponsor	• Resolve project issues in a timely manner • Resolve deviations from project plan • Utilize change control procedures • Ensure senior management commitment to the project
DNRE Project Coordinator	• Resolve project issues in a timely manner • Review project plan, status, and issues • Resolve deviations from project plan • Provide acceptance sign-off • Utilize change control procedures • Ensure timely availability of State resources • Make key implementation decisions, as identified by the contractor's project manager, within 48-hours of their expected decision date
DNRE SME	• Detailed definition of requirements during Phase II • Test data to support business process • Participate in review of deliverables including, but not limited to: ▪ Review use cases and its applicability to the business ▪ Review test plans and expected results ▪ Conduct testing of the application
DTMB Project Manager	• Provide State facilities, as needed • Coordinate the State resources necessary for the project • Facilitate coordination between various external Contractors • Facilitate communication between different State departments/divisions • Provide acceptance and sign-off of deliverable/milestone • Review and sign-off of timesheets and invoices • Resolve project issues • Escalate outstanding/high priority issues • Utilize change control procedures • Conduct regular and ongoing review of the project to confirm that it meets original objectives and requirements • Document and archive all important project decisions • Arrange, schedule and facilitate State staff attendance at all project meetings
DTMB SME	• Review the project deliverables • Conduct testing of the application • Conduct code reviews • Review use case and its applicability to the business • Advise on State of Michigan programming guidelines
DTMB Application Development Manager	• Provide assistance and support as necessary for the DTMB Project Manager • Performs modifications to any DTMB developed scripts that currently run against RSS that DNRE require to convert into RSS-II
DTMB Contract Administrator	• Support management of contract
DTMB Procurement staff	• Verifies delivery of POS and CO hardware and documents inventory of serial numbers for recording in RSS-II
DTMB OES Security Officer	• Assists in development of the RSS-II Security Plan

ROLE	RESPONSIBILITIES
DNRE Level 1 Agent and Customer help desk (RSS Support Staff)	• Receives first level calls from Agents for installations, removals, break-fix issues, application questions, and hunting and fishing rules • Enters POS work orders for POS Maintenance provider response • Receives first level calls from Customers for application questions and hunting and fishing rules • Initiates help desk calls to Contractor application help desk for RSS-II system issues
RSS-II Trainers	• Delivers additional training to RSS-II user groups after the initial training delivered by PTD
DTMB Print Center Staff	• Adjusts E-License-II form design for licenses printed at the SOM's print center
Additional Roles and Services provided by SOM	• Systems Analyst • Database Administrator • Application Administrator • User Implementation Coordinator • Network Administrator • Remote access to test and production database environment

1.203 Other Roles and Responsibilities

None

1.300 Project Plan

1.301 Project Plan Management

Preliminary Project Plan

The Preliminary Project Plan consists of established Contractor methods, tools and processes which track and manage the plan throughout the life of the project. The plan consists of proven schedule management, responsibilities management, communications, quality management, change management, risk management, staffing management, and procurement management. These processes are all derived from Project Management Institute (PMI) Project Management Body of Knowledge (PMBOK®) and incorporate the State's PMM methodology. The combination of these tools, methodologies, and processes constitute the Project Management Plan and ensure its timely implementation.

As part of the preliminary project plan, Contractor developed a Preliminary Project Schedule that includes timeframes, deliverables, and responsibilities and obligations for both Contractor and the State. Contractor included a Microsoft Project® Preliminary Project Schedule in Exhibit A, which encompasses the following:

- A description of the deliverables to be provided under this contract
- Target dates and critical paths for the deliverables
- Internal milestones
- Task durations
- Deliverable/milestones for which payment shall be made

The hardware, materials and supplies required to be provided by the SOM is detailed in Section 1.104.2.8 Hardware, Software, and Communications Section of this response.

The Project Management Plan defines the who, what, where, when, why, and how for communicating to the RSS-II project stakeholders. The following items document the approach for addressing the important components of the plan:

PROJECT PLAN COMPONENTS	DESCRIPTION
Scope Statement	High-level description of the products and services to be delivered through the project. The scope will include the critical success factors required to enable a quality project.
Communications Plan	Identify the project stakeholder communications to promote a common understanding of project information sharing. Several methods and tools are used by the Contractor team to support continuous effort to keep communications open and working as a single collaborative team: • Regular project team meetings • Virtual Room Collaborative Information/Desktop sharing • Instant Messaging • Common access to project support workspace
Quality Management Plan	Define how quality will be executed within the project. The Quality Management Plan will define: • Audits of project execution against expected process compliance • The execution of work product reviews to help ensure the deliverables are free from defects • The alignment of the Test Plan to the Quality Plan, so testing is executed to ensure quality of the deliverables • How Causal Analysis and resolution will be carried out on the project to prevent future defects from entering the product • Post project review and lessons learned activities
Change Management Plan	Define how changes are introduced, evaluated for impact and potentially incorporated into the project plan in an approved and controlled manner.
Risk Management Plan	Define risk identification, assessment and analysis, tracking, communication, and risk response to handling project risk. See section 1.402 Risk Management for additional detail.
Resource/Staffing Plan	Documents the management of staff on the project and encompasses oversight of resource assignments, and monthly allocations to the project. Define the start and end dates for resources on the project. Each resource's percentage of time dedicated to the project will be defined by phase. This will be in agreement with staffing of the accepted proposal. The necessary substitutions due to change of employment status and other unforeseen circumstances may only be made with prior approval from the State.
Procurement Plan	Mechanism to plan and track the project purchases, including hardware, software, networking and materials for timely delivery to ensure project success.

Orientation Meeting

If requested by the State, the Contractor Team will participate in the orientation meeting within thirty (30) calendar days from the execution of the contract to discuss the content and procedures of this contract. The orientation meeting will be held in Lansing, Michigan, at a date and time mutually acceptable to the State and the Contractor Team. The State shall bear no cost for the time and travel of the Contractor Team for attendance at the meeting.

Status Meetings

Contractor will attend Bi-Weekly (or more frequently if mutually agreed on) performance meetings to review the performance of this contract. The performance review will leverage the Project Status Report. The performance review meetings will be held in Lansing, Michigan, or by teleconference, as mutually agreed by the State and Contractor. The State shall bear no cost for the time and travel of Contractor for attendance at the meeting.

Project Control

Contractor will put in place standard tools and processes related to both PMI and the State's PMM to support the successful completion of work and deliverables identified in this solution. Contractor understands that this project will be carried out under the direction and control of DTMB.

Within 30 business days of the contract award, Contractor will submit a project plan for approval by the State that includes the following content:

- Project Organizational Structure—Organizational Structure will outline the structure for Contractor including the lines of authority and the key and non-key personnel assigned to this project.
- Project Staffing—Project staffing table with provided names and titles of personnel assigned to the project.. The necessary substitutions due to change of employment status and other unforeseen circumstances may only be made with prior approval from the State.
- Work Breakdown Structure—Project breakdown (work plan) showing sub-projects, activities and tasks, and resources required and allocated to each. Each task will not exceed two consecutive weeks (80 hours) of effort.
- Graphic Display—Time-phased plan showing each event, task and decision point in the work plan will be in the form of a graphic display.
- Project Plan components - Communications Plan, Quality Management Plan, Change Management Plan, Risk Management Plan, Staffing Plan, and Procurement Plan.

Based on the various Project Management and Project Control Offices that Contractor is currently supporting for the State, Contractor fully understands and embraces the State's Unified Information Technology Environment (SUITE) Methodology and the State's Project Management Methodology (PMM). Contractor will use Microsoft Project to create the project schedule that is able to produce all of the state project requirements for planning including the following:

- Staffing Tables
- Project plan detail
- Regular updates, based on a mutually agreed upon schedule
- Updates will include actual time spent on each task and a revised estimate to complete
- Graphs showing critical events, dependencies and project decision points

Should the State of Michigan issue an Executive Order thru the Office of State Employer mandating DNRE and DTMB furlough days, the Contractor will not seek additional costs from the State for project schedule extensions to the extent such extensions are needed due to Contractor's inability to complete deliverables and milestones in accordance with the project schedule as a result of the above mentioned furlough days. The State agrees that in no event will any such furlough adjust the number of days available to the State for its review of deliverables or other matters that are pending approval (whether express or deemed approval) or review or comment from the State. In every case possible the State and the Contractor will work towards completing respective tasks and deliverables in such a manner as to minimize any extension to the project schedule caused by furlough days. Notwithstanding the foregoing, should the aggregate amount of days for one or more furlough periods exceed five(5) days, the State recognizes that an equitable adjustment to compensation to the Contractor shall be required. Any result in project schedule extension caused by furlough days will not result in any liquidated damage assessment or other penalty against Contractor.

1.302 Reports

Contractor will provide the Weekly Project Status Report to the State to communicate specific project information on a weekly basis from the start of the project until the completion of the project or mutually agreed by the DTMB project manager and Contractor. The Weekly Project Status Report will include:

- Project Status statement of "on schedule" or include a proposed revised schedule
- Key decisions and issues discussed during the previous period
- Decisions or data required from the State that Contractor is waiting on, or statement of nothing required of from the State at this time
- Other pertinent information impacting the project

The Weekly Project Status Report will be aligned with the SUITE template for project status, and will include the following sections or other sections as mutually agreed by the DTMB Project Manager and Contractor:

WEEKLY PROJECT STATUS REPORT SECTIONS	DESCRIPTION
Executive Summary	Summarize the actions taken and progress made on the project during the past week. Highlight accomplishments during the report period.
Accomplishments	Summarize the accomplishments from the previous period.
Deliverable status	Identify deliverables delivered to DTMB in the past week and deliverables planned for delivery to DTMB in the following week.
Schedule status	Summarize % work complete by phase, and % work complete for the project.
Change Control	Summarize the evaluation and disposition of changes.
Maintenance Activity	Summarize support tasks from previous period (if any).
Planned accomplishments	Summarize upcoming period's activities.
Action Item status	Identify, monitor and report on the action items as a result of the project weekly status.
Issues or attached Issues Log	Identify problems, difficulties, and suggested solutions. Identify resolutions to issues identified in previous progress reports.
Risks or attached Risk Log	Provide current risk management status of identified risks, and mitigation plans. Provide status and action plan of materialized issues from risks.
Updated Project Schedule	Reflect current project status, including actual effort and current estimate to complete. The project schedule will identify tasks that are behind schedule with associated actions to address the situation.

1.400 Project Management

1.401 Issue Management

Issue tracking and mitigation identification and resolution are the responsibility of the PM.
The Contractor team employs an aggressive approach to issue identification and resolution.
Possible sources of issues in this category include the following:

- Recurring problems between project teams
- Problems for which no one claims ownership
- Changes in work patterns around a project deliverable

Once it has been determined there is an issue, the Contractor will follow a formal issue management process that includes the following steps:

1. Document Project Issues
   - Identify and document issues in issue log
2. Address issues at the Project Management status meetings
   - Review all open issues during the project status meeting
   - For new and escalated issues, assign an issue owner and target resolution date, monitor progress during status meetings, document decisions made and ensure the issue is tracked to closure or escalated to the appropriate level
3. Review project issues to determine if escalation is necessary
   - Issues that impact the project's performance
   - Issues that remain open for more than 2 weeks after the target resolution date
4. Escalate Project Issues, as necessary
   - Based upon the criteria set by the project team and SOM, escalate the issue to the appropriate level
5. Resolution of Issues
   - The assigned issue owner is responsible for identifying and taking the necessary action to resolve the issue
   - If action required is beyond the authority of the issue owner, the issue should be escalated through the project status meeting. Go back to Step 2.
   - The issue's status will be reviewed during the project status meeting
6. Closure of Issues
   - Document the issue resolution
   - Communicate the resolution(s) to the project teams
   - Update the issue log with the required information to close the issue
   - Archive the issue documentation

Contractor will develop an issue tracking log that can be readily accessed by project participants through a central repository by setting up a Share Point site. The project manager enters the issue into the log with the following information:

- Description of issue
- Issue identification date
- Responsibility for resolving issue
- Priority for issue resolution
- Resources assigned responsibility for resolution
- Resolution date
- Resolution description

The Project Manager escalates issues to the DNRE/DTMB governance team either when resolution requires their level of authority or when the assigned personnel cannot resolve an issue in a timely fashion at a lower level. Additionally, even when the project team can resolve issues, the team may escalate those issues when visibility to senior management is appropriate.

An issue that cannot be resolved at a particular organizational level must be escalated to ensure the issue is brought to the attention of appropriate parties and resolved using the escalation path outlined in the following table:

Issues Escalation Process

LEVEL	ESCALATION PATH
Level 1	Business Leads
Level 2	Project Managers
Level 3	Executive Subject Matter Experts (SME's)

1.402 Risk Management

A risk is a circumstance or event that may be "reasonably presumed" to occur and, if it occurs, may have a positive or negative impact on the project.

The Contractor is responsible for establishing a risk management plan and process that include the identification and recording of risk items, prioritization of risks, definition of avoidance and/or mitigation strategies, monitoring of risk items (including actions to avoid or mitigate) and regular reviews of the risk assessment with the State.

Contractor will submit an initial formal risk management plan for State review within 20 business days after contract award date. This plan will be developed according to the State's PMM standards and, once agreed upon by both Contractor and the State, will become the standard to follow throughout the duration of the project. The plan will be updated either bi-weekly or on a mutually agreed upon schedule. Contractor recommends utilizing a standard risk management log for tracking risks that will be posted to the Share Point site to allow access for the project team members.

The Contractor shall use a tool like MS Excel, Word or any other Contractor's products (subject to approval by DTMB Project Manager) to track risks. The Contractor shall work with the State according to the Risk Management Plan, delivered as part of the Project Plan in Phase I, and will collaborate on the Identification, Qualitative and Quantitative Analysis, and the Response Planning of risks. (Refer to the following link for further information: http://www.michigan.gov/documents/PMM-06_159179_7.dot)

The Contractor is responsible for identification of risks for each phase of the project. These risks must be reviewed at least once a month and if necessary adjusted. Risk Avoidance and/or Mitigation will be the responsibility of the Contractor. The State will assume the same responsibility for risks assigned to them. The progress against mitigation actions must be updated within the Project Status Report or as otherwise agreed upon.

1.403 Change Management

Change management is defined as the process to communicate, assess, monitor, and control all changes to the project. (Refer to the following link for further information on DTMB's change management standard: http://www.michigan.gov/documents/PMM-09_159187_7.dot). The State also employs change management in its administration of the Contract.

Any change to the scope, schedule, budget or terms of the contract will first need to be reviewed and approved by the DTMB Project Manager. Thereafter, if the proposed change impacts the contract, the Contract Administrator will submit a request for change to the Department of Technology Management and Budget, Purchasing Operations Buyer, who will make recommendations to the Director of Purchasing Operations regarding ultimate approval/disapproval of change request. If the DTMB Purchasing Operations Director agrees with the proposed modification, and all required approvals are obtained (including State Administrative Board), the Purchasing Operations Buyer will issue an addendum to the Contract, via a Contract Change Notice. **If a Contractor provides products or services prior to the issuance (approval) of a Contract Change Notice by the DTMB Purchasing Operations, the Contractor risks non-payment for the out-of-scope/pricing products and/or services.**

The Contractor must employ change management procedures to handle such things as “out-of-scope” requests or changing business needs of the State while the migration is underway.

The Contractor shall employ the change control methodologies to justify changes in the processing environment, and to ensure those changes will not adversely affect performance or availability.

Contractor evaluates change controls based on the following criteria:

- Impact on milestones or project delivery date
- Potential changes to the project requirements or scope
- Effects on the project resource plan
- Effects on the project budget
- Introduction of medium or high risk activities into the project

The following table lists the key steps of the change control process:

STEP	ACTION
1.	**Identify a request for project modification**
2.	**Create change control detail document** • Create the change control document. • Fill out the requestor section, description section and any additional known sections.
3.	**Log change control in change control log**
4.	**Assign Change Control** • The Project Manager will assign an owner to determine impact analysis.
5.	**Investigate impact** • The change control owner will investigate impact and provide an estimate, following the defined DNRE Estimate Procedure to determine the change control impact. • Update the impact information in the change control detail document, including: tracing, tracking, impact on scope, impact on schedule, and impact on funding. • Alert the Project Manager that the impact has been completed. The Project Manager will update the change control log with the estimate information.
6.	**Obtain Change Control disposition** • The Contractor Project Manager will present the details of the Change Control to the SOM for approval or rejection. • In the approvals section of the Change Control detail, document the disposition of the change control, the person responsible for the decision and the date. Update the change control log document with the disposition of the change control.
7.	**Incorporated approved Change Control into Project Plan (Optional Step depending on disposition)** • If the Change Control is accepted, incorporate the change control into the project plan. Update applicable sections of the project planning documents, including scope and schedule. • Once tasks are added to the schedule, re-baseline the schedule.
8.	**Close Change Request** • The Project Manager closes the change request in the tracking log.

Contractor will continue to use the change control log to record and monitor change controls. The log will be posted to the Share Point site as a central repository for all project team members.

1.500 Acceptance

1.501 Criteria

Work within this contract will either be performed under a pre-planned fixed price Release with seven Phases, or performed under Time and Materials system enhancement services.

Pre-planned fixed price Release (Release):

The Acceptance Criteria for a Release are identified in Section 1.104, Work and Deliverables for the seven Phases of the project. Acceptance Criteria are based upon the work agreed upon and the plan(s) developed for the work.

Contractor payment will not be received until the work is signed off for each phase of a Release.

Time and Materials enhancement services:

DTMB and DNRE will define and request enhancements to RSS-II through a Customer Service Request (CSR) to be provided by the Contractor's staff utilizing the rate card and job classifications in Exhibit H. The Contractor will provide DTMB and DNRE a high level estimate and required staffing for the CSR. Once approved by the SOM, the Contractor will staff the CSR within 60 days of approval. The Contractor will track and report through the monthly status the effort hours spent per job classification on the approved CSR. The Contractor will invoice for Professional Services at the end of each month according to the effort hours spent. Customer agrees to pay in accordance with section 2.044, non-disputed invoice amounts without offset, all invoiced amounts of Contractor's invoice date.

1.502 Final Acceptance of Release

Along with the acceptance criteria for a Release identified in Section 1.104, Work and Deliverables, the following requirements of final acceptance apply:

- Documents are dated and in electronic format, compatible with State of Michigan software
- Requirements documents are reviewed and updated throughout the development process to assure requirements are delivered in the final product
- Draft documents are not accepted as final deliverables
- The documents will be reviewed and accepted in accordance with the requirements of the Contract and Appendices
- DTMB and DNRE will review documents within a mutually agreed upon timeframe
  a. Approvals will be written and signed by the DTMB Project Manager
  b. Issues will be documented and submitted to the Contractor
  c. After issues are resolved or waived, the Contractor shall resubmit documents for approval within 30 days of receipt

Production Support services will begin as soon as Release 1 is implemented.

Final acceptance is based upon completion of all deliverables and/or milestones, completion of all tasks in the project plan as approved, completion of all applicable inspection and/or testing procedures, and the certification by the DTMB Project Manager that Contractor has met the defined requirements of a each Release of the Retail Sales System (RSS-II).

Contractor will present the deliverables of each Phase to the DTMB Project Manager for review and acceptance. Upon receipt of the DTMB Project Manger's written acceptance of the Phase's work, Contractor will submit an invoice for the milestone payment associated with the Phase. Contractor understands the State's requirement for one milestone per each Phase. The project plans will indicate invoice milestones for phases within each release.

Contractor will invoice monthly for POS Communications, Hosting, Maintenance and Support services associated with the time period.

The milestone payment chart is provided in Exhibit H – Cost Tables. Milestone payments are also indicated in the Release Project Schedule.

1.600 Compensation and Payment

1.601 Compensation and Payment

Contractor completed the Cost Table (Exhibit H) in the format required by the State.

This Contract is a firm, fixed-priced, deliverable based contact for the defined Releases, and Time and Materials for additional future enhancements. The costs provided in Exhibit H, include costs for the Work and Deliverables Phases I through VII of Release 1, Time and Materials hours for additional future enhancements, POS communications from Release 1 through Release 3, Hosting hardware and software and services from Release 1 through Release 3, and RSS-II system maintenance and support.

Contractor has provided fixed prices for POS helpdesk and POS maintenance services based on the volumes of active terminals, and volumes of agent turnover specified in the Maintenance and Support section. If SOM requires an adjustment in these volumes, SOM may request a change control to the contract.

Contractor has provided per instance pricing for storage of consumables and DNRE Guides based on a price per skid. The State can determine the expected yearly costs for storage based upon the current volumes and packaging methods of the current consumable and guide vendors. Contractor has provided a per-instance pricing for fulfilling a hardware work order of either additional installations beyond the original deployment or fulfilling a hot-swap repair order (referred to as hot-swap pick fee). Contractor has provided a per-instance pricing for fulfilling a consumable order or DNRE Guide order beyond the original deployment (referred to as consumable pick fee).

Due to the inability to quantify the locations of the Sales Outlets that will be among the active agents in 2012, the most cost effective method for assessing shipping costs is for Contractor to invoice SOM monthly for shipping costs incurred for original POS hardware shipments, new deployments or removals, as well as consumables and DNRE Guide shipments. Because of weight restrictions, the AIC Team may utilize multiple shipping vendors to insure best-possible costs for outbound and inbound shipments. The AIC Team will charge the State (via Contractor) actual shipping costs per unit. Appropriate insurance will be applied to insure the shipment against loss or damage.

SOM will be purchasing consumables, POS Hardware, and application software licenses through the MMCC contract or another contract, therefore pricing for these items will not be provided within this contract.

Contractor understands that payment will be made upon the completion and acceptance of all deliverables within the phase and the payment will not exceed the contractual costs of the phase for work performed within a planned Release. Furthermore, the State of Michigan will not pay for the next phase deliverable of a Release until all deliverables are completed from the current phase.

Failure to provide deliverable/milestones of a Release by the identified date may be subject to liquated damages as outlined in Article 2.243. A milestone is defined as completed when all of the deliverables within the phase have been completed and written acceptance received by the DTMB Project Manager. Upon contract award notification, Contractor will work with the State to determine a final payment schedule.

Method of Payment

The project's Releases will be paid based on a firm, fixed-priced and will be deliverables based. **The Cost Table is provided as (Exhibit H).** The Contractor shall adhere to the deliverables identified in the Cost Table. Maintenance and Support, POS Communications, Hosting services, and POS Support will be paid based upon monthly invoicing for services.

The Contractor agrees the costs provided in Exhibit H represent the total charge to the State, and that there are no other charges required to ensure successful Contract execution.

Payment to the Contractor will be made upon the completion and acceptance of all deliverables within the phase for a Release, not to exceed contractual costs of the phase. A milestone is defined as complete when all of the deliverables within the phase have been completed and upon written acceptance by the DTMB Project Manager. **A final payment schedule will be negotiated once a Contractor is selected**. Failure to

provide deliverable/milestone by the identified date may be subject to liquidated damages as identified in Article 2.243.
Payment for Time and Materials additional enhancements will be made at the end of each month. Payment for monthly services will be made at the end of each month that the service was provided.

The State of Michigan encourages and appreciates completion of deliverables ahead of schedule. However, no payments will be made for completed deliverables from the next phase until all the deliverables from the current open phase are completed. For example, if there is a pending deliverable "Updated Project Plan" in Phase II, but the Contractor has completed a deliverable "System Design Document" from Phase III, then until the pending deliverable "Updated Project Plan" from Phase II is completed, the Contractor shall not be eligible for payment for "System Design Document" from Phase III.

1.601.1 Optional Hours
The Contractor may be asked to provide additional hours as detailed in the Cost Tables in Exhibit H, at the rates specified in the rate table, during the term of the contract for enhancements and modifications to the system resulting from state and federal legislative mandates, grant requirements, and changes to the network, security, or system platform. The additional work will be delineated under Change Management (See 1.403 Change Management).

Contractor will provide additional enhancement hours based on the rates outlined in Exhibit H,– Future Enhancements. Any additional work will be delineated under Change Management (Section 1.403). The hours may be used for system enhancements, legislative mandate modifications, changes to the network, security or system platform or for items deemed necessary by the State. Contractor will provide both a cost and time estimate as outlined in Section 1.104.2.10 Future Enhancements. Future Enhancements will be paid for monthly for the time spent on the enhancement.

1.601.2 Travel
The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc. Travel time will not be reimbursed.

1.601.3 Out-of-Pocket Expenses
Contractor out-of-pocket expenses are not separately reimbursable by the State unless, on a case-by-case basis for unusual expenses, the State has agreed in advance and in writing to reimburse Contractor for such an expense at the State's current travel reimbursement rates.

In the event travel is required, all travel reimbursement will be paid according to the State of Michigan's Standardized Travel Rates and Regulations. This information may be found at:
http://www.michigan.gov/dmb/0,1607,7-150-9141_13132---,00.html

1.601.4 Statements of Work and Issuance of Purchase Orders

- Unless otherwise agreed by the parties (in writing and approved by the DTMB Project Manager), each Statement of Work will include:
    1. Background
    2. Project Objective
    3. Scope of Work
    4. Deliverables
    5. Acceptance Criteria
    6. Project Control and Reports
    7. Specific Department Standards
    8. Payment Schedule
    9. Travel and Expenses
    10. Project Contacts
    11. Agency Responsibilities and Assumptions
    12. Location of Where the Work is to be performed
    13. Expected Contractor Work Hours and Conditions

- The parties agree that the Services/Deliverables to be rendered by Contractor pursuant to this Contract (and any future amendments to it) will be defined and described in detail in Statements of Work and Purchase Orders (PO) executed under this Contract. Contractor shall not be obliged or authorized to commence any work to implement a Statement of Work until authorized via a PO issued against this Contract. Contractor shall perform in accordance with this Contract, including the Statements of Work/Purchase Orders executed under it.

1.601.5 Invoicing

Contractor shall submit properly itemized invoices to the "Bill To" Address on the Purchase Order. Invoices must be on letterhead and provide and itemize, as applicable:

- Contract number;
- Purchase Order number
- Contractor name, address, phone number, and Federal Tax Identification Number;
- Description of the completed phase;
- Date(s) of delivery and/or date(s) of installation and set up;
- Price for each item, or Contractor's list price for each item and applicable discounts;
- Maintenance charges;
- Net invoice price for each item;
- Shipping costs;
- Other applicable charges;
- Total invoice price; and
- Payment terms, including any available prompt payment discount.

Payment of maintenance service/support of less than one (1) month's duration shall be prorated at 1/30th of the basic monthly maintenance charges for each calendar day.

The State shall pay maintenance and support charges on a monthly basis. Incorrect or incomplete invoices will be returned to Contractor for correction and reissue.

Incorrect or incomplete invoices will be returned to Contractor for correction and reissue.

1.602 Holdback

RESERVED

Article 2, Terms and Conditions

2.000 Contract Structure and Term

2.001 Contract Term
This Contract is for a period of five (5) years. All outstanding Purchase Orders must also expire upon the termination (cancellation for any of the reasons listed in **Section 2.150**) of the Contract, unless otherwise extended under the Contract. Absent an early termination for any reason, Purchase Orders issued but not expired, by the end of the Contract's stated term, will remain in effect for the balance of the fiscal year for which they were issued.

2.002 Renewal(s)
This Contract may be renewed, for maintenance and support and enhancements (as defined in the SOW – see Article 1) in writing by mutual agreement of the parties not less than 30 days before its expiration. The Contract may be renewed for up to **five (5)** one **(1)** year periods.

2.003 Legal Effect
Contractor shall show acceptance of this Contract by signing two copies of the Contract and returning them to the Contract Administrator. The Contractor shall not proceed with the performance of the work to be done under the Contract, including the purchase of necessary materials, until both parties have signed the Contract to show acceptance of its terms, and the Contractor receives a contract release/purchase order that authorizes and defines specific performance requirements.

Except as otherwise agreed in writing by the parties, the State assumes no liability for costs incurred by Contractor or payment under this Contract, until Contractor is notified in writing that this Contract (or Change Order) has been approved by the State Administrative Board (if required), approved and signed by all the parties, and a Purchase Order against the Contract has been issued.

2.004 Attachments & Exhibits
All Attachments and Exhibits affixed to any and all Statement(s) of Work, or appended to or referencing this Contract, are incorporated in their entirety and form part of this Contract.

2.005 Ordering
The State will issue a written Purchase Order, Blanket Purchase Order, Direct Voucher or Procurement Card Order, which must be approved by the Contract Administrator or the Contract Administrator's designee, to order any Services/Deliverables under this Contract. All orders are subject to the terms and conditions of this Contract. No additional terms and conditions contained on either a Purchase Order or Blanket Purchase Order apply unless they are also specifically contained in that Purchase Order or Blanket Purchase Order's accompanying Statement of Work. Exact quantities to be purchased are unknown; however, the Contractor will be required to furnish all such materials and services as may be ordered during the CONTRACT period. Quantities specified, if any, are estimates based on prior purchases, and the State is not obligated to purchase in these or any other quantities.

2.006 Order of Precedence
The Contract, including any Statements of Work and Exhibits, each of which is incorporated for all purposes, constitutes the entire agreement between the parties with respect to the subject matter and supersedes all prior agreements, whether written or oral, with respect to the subject matter and as additional terms and conditions on the purchase order must apply as limited by **Section 2.005.**

In the event of any inconsistency between the terms of the Contract and a Statement of Work, the terms of the Statement of Work will take precedence (as to that Statement of Work only).

2.007 Headings
Captions and headings used in the Contract are for information and organization purposes. Captions and headings, including inaccurate references, do not, in any way, define or limit the requirements or terms and conditions of the Contract.

2.008 Form, Function & Utility
If the Contract is for use of more than one State agency and if the Deliverable/Service does not the meet the form, function, and utility required by that State agency, that agency may, subject to State purchasing policies, procure the Deliverable/Service from another source.

2.009 Reformation and Severability
Each provision of the Contract is severable from all other provisions of the Contract and, if one or more of the provisions of the Contract is declared invalid, the remaining provisions of the Contract remain in full force and effect.

2.010 Consents and Approvals
Except as expressly provided otherwise in the Contract, if either party requires the consent or approval of the other party for the taking of any action under the Contract, the consent or approval must be in writing and must not be unreasonably withheld or delayed.

2.011 No Waiver of Default
If a party fails to insist upon strict adherence to any term of the Contract then the party has not waived the right to later insist upon strict adherence to that term, or any other term, of the Contract.

2.012 Survival
Any provisions of the Contract that impose continuing obligations on the parties, including without limitation the parties' respective warranty, indemnity and confidentiality obligations, survive the expiration or termination of the Contract for any reason. Specific references to survival in the Contract are solely for identification purposes and not meant to limit or prevent the survival of any other section

2.020 Contract Administration

2.021 Issuing Office
This Contract is issued by the Department of Technology Management and Budget, Purchasing Operations and DMTB/DNRE (collectively, including all other relevant State of Michigan departments and agencies, the "State"). Purchasing Operations is the sole point of contact in the State with regard to all procurement and contractual matters relating to the Contract. The Purchasing Operations Contract Administrator for this Contract is:

Steve Motz, Buyer
Purchasing Operations
Department of Technology Management and Budget
Mason Bldg, 2nd Floor
Lansing, MI 48909
MotzS@michigan.gov
(517) 241 3215

2.022 Contract Compliance Inspector
The Director of Purchasing Operations directs the person named below, or his or her designee, to monitor and coordinate the activities for the Contract on a day-to-day basis during its term. Monitoring Contract activities does not imply the authority to change, modify, clarify, amend, or otherwise alter the prices, terms, conditions and specifications of the Contract. Purchasing Operations is the only State office authorized to change, modify, amend, alter or clarify the prices, specifications, terms and conditions of this Contract. The Contract Compliance Inspector for this Contract is:

Peter F. Devlin
DTMB Bureau of Strategic Policy, Contract Office
Constitution Hall, 1st Floor
525 W. Allegan
Lansing, MI 48913
DevlinP@michigan.gov
(517) 241-8515

2.023 Project Manager

The following individuals will oversee the project:

DTMB Project Manager:
Jeanne Irwin
DTMB Project Manager/Client Services Director, DTMB Agency Services
Constitution Hall, 5th Floor
525 W. Allegan
Lansing, MI 48913
IrwinJ@michigan.gov
(517) 241 4652

DNRE Project Coordinator
Denise Gruben
Manager, Design, Construction and Customer Systems
Mason Building, 8th Floor
Lansing, MI 48909
(517) 335-4036

2.024 Change Requests

The State reserves the right to request from time to time any changes to the requirements and specifications of the Contract and the work to be performed by the Contractor under the Contract. During the course of ordinary business, it may become necessary for the State to discontinue certain business practices or create Additional Services/Deliverables. At a minimum, to the extent applicable, the State would like the Contractor to provide a detailed outline of all work to be done, including tasks necessary to accomplish the Services/Deliverables, timeframes, listing of key personnel assigned, estimated hours for each individual per task, and a complete and detailed cost justification.

If the State requests or directs the Contractor to perform any Services/Deliverables that are outside the scope of the Contractor's responsibilities under the Contract ("New Work"), the Contractor must notify the State promptly, and before commencing performance of the requested activities, that it believes the requested activities are New Work. If the Contractor fails to notify the State before commencing performance of the requested activities, any such activities performed before the Contractor gives notice shall be conclusively considered to be in-scope Services/Deliverables, not New Work.

If the State requests or directs the Contractor to perform any services or provide deliverables that are consistent with and similar to the Services/Deliverables being provided by the Contractor under the Contract, but which the Contractor reasonably and in good faith believes are not included within the Statements of Work, then before performing such services or providing such deliverables, the Contractor shall notify the State in writing that it considers the services or deliverables to be an Additional Service/Deliverable for which the Contractor should receive additional compensation. If the Contractor does not so notify the State, the Contractor shall have no right to claim thereafter that it is entitled to additional compensation for performing that service or providing that deliverable. If the Contractor does so notify the State, then such a service or deliverable shall be governed by the Change Request procedure in this Section.

In the event prices or service levels are not acceptable to the State, the Additional Services or New Work shall be subject to competitive bidding based upon the specifications.

(1) Change Request at State Request
If the State should require Contractor to perform New Work, Additional Services or make changes to the Services that would affect the Contract completion schedule or the amount of compensation due Contractor (a "Change"), the State shall submit a written request for Contractor to furnish a proposal for carrying out the requested Change (a "Change Request").

(2) Contractor Recommendation for Change Requests:
Contractor shall be entitled to propose a Change to the State, on its own initiative, should it be of the opinion that this would benefit the Contract.

(3) Upon receipt of a Change Request or on its own initiative, Contractor shall examine the implications of the requested Change on the technical specifications, Contract schedule and price of the Deliverables and Services and shall submit to the State without undue delay a written proposal for carrying out the Change. Contractor's proposal will include any associated changes in the technical specifications, Contract schedule and price and method of pricing of the Services. If the Change is to be performed on a time and materials basis, the Amendment Labor Rates shall apply to the provision of such Services. If Contractor provides a written proposal and should Contractor be of the opinion that a requested Change is not to be recommended, it shall communicate its opinion to the State but shall nevertheless carry out the Change as specified in the written proposal if the State directs it to do so.

(4) By giving Contractor written notice within a reasonable time, the State must be entitled to accept a Contractor proposal for Change, to reject it, or to reach another agreement with Contractor. Should the parties agree on carrying out a Change, a written Contract Change Notice must be prepared and issued under this Contract, describing the Change and its effects on the Services and any affected components of this Contract (a "Contract Change Notice").

(5) No proposed Change must be performed until the proposed Change has been specified in a duly executed Contract Change Notice issued by the Department of Technology Management and Budget, Purchasing Operations.

(6) If the State requests or directs the Contractor to perform any activities that Contractor believes constitute a Change, the Contractor must notify the State that it believes the requested activities are a Change before beginning to work on the requested activities. If the Contractor fails to notify the State before beginning to work on the requested activities, then the Contractor waives any right to assert any claim for additional compensation or time for performing the requested activities. If the Contractor commences performing work outside the scope of this Contract and then ceases performing that work, the Contractor must, at the request of the State, retract any out-of-scope work that would adversely affect the Contract.

2.025 Notices

Any notice given to a party under the Contract must be deemed effective, if addressed to the party as addressed below, upon: (i) delivery, if hand delivered; (ii) receipt of a confirmed transmission by facsimile if a copy of the notice is sent by another means specified in this Section; (iii) the third Business Day after being sent by U.S. mail, postage pre-paid, return receipt requested; or (iv) the next Business Day after being sent by a nationally recognized overnight express courier with a reliable tracking system.

State:

State of Michigan
Purchasing Operations
Attention: Steve Motz
530 West Allegan
Mason Bldg., 2nd Floor
Lansing, Michigan 48913

Contractor: EDS
Name: Bob Bartholomew
Address: 930 West Holmes
Lansing, MI 48911

Either party may change its address where notices are to be sent by giving notice according to this Section.

2.026 Binding Commitments

Representatives of Contractor will have the authority to make binding commitments on Contractor's behalf within the bounds set forth in the Contract. Contractor may change the representatives from time to time upon written notice.

2.027 Relationship of the Parties

The relationship between the State and Contractor is that of client and independent contractor. No agent, employee, or servant of Contractor or any of its Subcontractors must be or must be deemed to be an employee, agent or servant of the State for any reason. Contractor will be solely and entirely responsible for its acts and the acts of its agents, employees, servants and Subcontractors during the performance of the Contract.

2.028 Covenant of Good Faith

Each party must act reasonably and in good faith. Unless stated otherwise in the Contract, the parties will not unreasonably delay, condition or withhold the giving of any consent, decision or approval that is either requested or reasonably required of them in order for the other party to perform its responsibilities under the Contract.

2.029 Assignments

Neither party may assign the Contract, or assign or delegate any of its duties or obligations under the Contract, to any other party (whether by operation of law or otherwise), without the prior written consent of the other party; provided, however, that the State may assign the Contract to any other State agency, department, division or department without the prior consent of Contractor and Contractor may assign the Contract to an affiliate so long as the affiliate is adequately capitalized and can provide adequate assurances that the affiliate can perform the Contract. The State may withhold consent from proposed assignments, subcontracts, or novations when the transfer of responsibility would operate to decrease the State's likelihood of receiving performance on the Contract or the State's ability to recover damages.

Contractor may not, without the prior written approval of the State, assign its right to receive payments due under the Contract. If the State permits an assignment, the Contractor is not relieved of its responsibility to perform any of its contractual duties, and the requirement under the Contract that all payments must be made to one entity continues.

If the Contractor intends to assign the contract or any of the Contractor's rights or duties under the Contract, the Contractor must notify the State in writing at least 90 days before the assignment. The Contractor also must provide the State with adequate information about the assignee within a reasonable amount of time before the assignment for the State to determine whether to approve the assignment.

2.030 General Provisions

2.031 Media Releases

News releases (including promotional literature and commercial advertisements) pertaining to the RFP and Contract or project to which it relates shall 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 activities associated with the RFP and Contract are to be released without prior written approval of the State and then only to persons designated.

2.032 Contract Distribution

Purchasing Operations retains the sole right of Contract distribution to all State agencies and local units of government unless other arrangements are authorized by Purchasing Operations.

2.033 Permits

Contractor must obtain and pay any associated costs for all required governmental permits, licenses and approvals for the delivery, installation and performance of the Services. The State must pay for all costs and expenses incurred in obtaining and maintaining any necessary easements or right of way.

2.034 Website Incorporation

The State is not bound by any content on the Contractor's website, even if the Contractor's documentation specifically referenced that content and attempts to incorporate it into any other communication, unless the State has actual knowledge of the content and has expressly agreed to be bound by it in a writing that has been manually signed by an authorized representative of the State.

2.035 Future Bidding Preclusion

Contractor acknowledges that, to the extent this Contract involves the creation, research, investigation or generation of a future RFP; it may be precluded from bidding on the subsequent RFP. The State reserves the right to disqualify any bidder if the State determines that the bidder has used its position (whether as an incumbent Contractor, or as a Contractor hired to assist with the RFP development, or as a Vendor offering free assistance) to gain a competitive advantage on the RFP

2.036 Freedom of Information

All information in any proposal submitted to the State by Contractor and this Contract is subject to the provisions of the Michigan Freedom of Information Act, 1976 Public Act No. 442, as amended, MCL 15.231, et seq (the "FOIA").

2.037 Disaster Recovery

Contractor and the State recognize that the State provides essential services in times of natural or man-made disasters. Therefore, except as so mandated by Federal disaster response requirements, Contractor personnel dedicated to providing Services/Deliverables under this Contract will provide the State with priority service for repair and work around in the event of a natural or man-made disaster.

2.040 Financial Provisions

2.041 Fixed Prices for Services/Deliverables/Professional Services Provided on a Time and Expense basis

Each Statement of Work or Purchase Order issued under this Contract shall specify (or indicate by reference to the appropriate Contract Exhibit) the firm, fixed prices for all Services/Deliverables, and the associated payment milestones and payment amounts and/or specify what portion of services are Professional Services. The State may make progress payments to the Contractor when requested as work progresses, but not more frequently than monthly, in amounts approved by the Contract Administrator, after negotiation. Contractor must show verification of measurable progress at the time of requesting progress payments. Professional Services are billed at the time and material rates specified on Exhibit H.

2.042 Adjustments for Reductions in Scope of Services/Deliverables

If the scope of the Services/Deliverables under any Statement of Work issued under this Contract is subsequently reduced by the State, the parties shall negotiate an equitable reduction in Contractor's charges under such Statement of Work commensurate with the reduction in scope.

2.043 Services/Deliverables Covered

For all Services/Deliverables to be provided by Contractor (and its Subcontractors, if any) under this Contract, the State shall not be obligated to pay any amounts in addition to the charges specified in this Contract.

2.044 Invoicing and Payment – In General

(a) Each Statement of Work issued under this Contract shall list (or indicate by reference to the appropriate Contract Exhibit) the prices for all Services/Deliverables, equipment and commodities to be provided, and the associated payment milestones and payment amounts.

(b) Each Contractor invoice will show details as to charges by Service/Deliverable component and location at a level of detail reasonably necessary to satisfy the State's accounting and charge-back requirements. Invoices for Services performed on a time and materials basis will show, for each individual, the number of hours of Services performed during the billing period, the billable skill/labor category for such person and the applicable hourly billing rate. Prompt payment by the State is contingent on the Contractor's invoices showing the amount owed by the State minus any holdback amount to be retained by the State in accordance with **Section 1.602**.

(c) Correct invoices will be due and payable by the State, in accordance with the State's standard payment procedure as specified in 1984 Public Act No. 279, MCL 17.51 et seq., within 45 days after receipt, provided the State determines that the invoice was properly rendered.

(d) 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 Operations, Department

of Management & Budget. This activity will occur only upon the specific written direction from Purchasing Operations.

The specific payment schedule for any Contract(s) entered into, as the State and the Contractor(s) will mutually agree upon. The schedule should show payment amount and should reflect actual work done by the payment dates, less any penalty cost charges accrued by those dates. As a general policy statements shall be forwarded to the designated representative by the 15th day of the following month.

The Government may make progress payments to the Contractor when requested as work progresses, but not more frequently than monthly, in amounts approved by the Contract Administrator, after negotiation. Contractor must show verification of measurable progress at the time of requesting progress payments.

2.045 Pro-ration

To the extent there are any Services that are to be paid for on a monthly basis, the cost of such Services shall be pro-rated for any partial month.

2.046 Antitrust Assignment

The Contractor assigns to the State any claim for overcharges resulting from antitrust violations to the extent that those violations concern materials or services supplied by third parties to the Contractor, toward fulfillment of this Contract.

2.047 Final Payment

The making of final payment by the State to Contractor does not constitute a waiver by either party of any rights or other claims as to the other party's continuing obligations under the Contract, nor will it constitute a waiver of any claims by one party against the other arising from unsettled claims or failure by a party to comply with this Contract, including claims for Services and Deliverables not reasonably known until after acceptance to be defective or substandard. Contractor's acceptance of final payment by the State under this Contract shall constitute a waiver of all claims by Contractor against the State for payment under this Contract, other than those claims previously filed in writing on a timely basis and still unsettled.

2.048 Electronic Payment Requirement

Electronic transfer of funds is required for payments on State Contracts. Contractors are required to register with the State electronically at http://www.cpexpress.state.mi.us. As stated in Public Act 431 of 1984, all contracts that the State enters into for the purchase of goods and services shall provide that payment will be made by electronic fund transfer (EFT).

2.050 Taxes

2.051 Employment Taxes

Contractors are expected to collect and pay all applicable federal, state, and local employment taxes, including the taxes.

2.052 Sales and Use Taxes

Contractors are required to be registered and to remit sales and use taxes on taxable sales of tangible personal property or services delivered into the State. Contractors that lack sufficient presence in Michigan to be required to register and pay tax must do so as a volunteer. This requirement extends to: (1) all members of any controlled group as defined in § 1563(a) of the Internal Revenue Code and applicable regulations of which the company is a member, and (2) all organizations under common control as defined in § 414(c) of the Internal Revenue Code and applicable regulations of which the company is a member that make sales at retail for delivery into the State are registered with the State for the collection and remittance of sales and use taxes. In applying treasury regulations defining "two or more trades or businesses under common control" the term "organization" means sole proprietorship, a partnership (as defined in § 701(a) (2) of the Internal Revenue Code), a trust, an estate, a corporation, or a limited liability company.

2.060 Contract Management

2.061 Contractor Personnel Qualifications

All persons assigned by Contractor to the performance of Services under this Contract must be employees of Contractor or its majority-owned (directly or indirectly, at any tier) subsidiaries (or a State-approved Subcontractor) and must be fully qualified to perform the work assigned to them. Contractor must include a similar provision in any subcontract entered into with a Subcontractor. For the purposes of this Contract, independent contractors engaged by Contractor solely in a staff augmentation role must be treated by the State as if they were employees of Contractor for this Contract only; however, the State understands that the relationship between Contractor and Subcontractor is an independent contractor relationship.

2.062 Contractor Key Personnel

(a) The Contractor must provide the Contract Compliance Inspector with the names of the Key Personnel assigned to a Release.

(b) Key Personnel must be dedicated as defined in the Statement of Work to the Project Release for its duration in the applicable Statement of Work with respect to other individuals designated as Key Personnel for that Statement of Work.

(c) The State will have the right to recommend and approve in writing the initial assignment, as well as any proposed reassignment or replacement, of any Key Personnel. Before assigning an individual to any Key Personnel position, Contractor will notify the State of the proposed assignment, will introduce the individual to the appropriate State representatives, and will provide the State with a resume and any other information about the individual reasonably requested by the State. The State reserves the right to interview the individual before granting written approval. In the event the State finds a proposed individual unacceptable, the State will provide a written explanation including reasonable detail outlining the reasons for the rejection.

(d) Contractor must not remove any Key Personnel from their assigned roles on the Release or the Contract without the prior written consent of the State. The Contractor's removal of Key Personnel without the prior written consent of the State is an unauthorized removal ("Unauthorized Removal"). Unauthorized Removals does not include replacing Key Personnel for reasons beyond the reasonable control of Contractor, including illness, disability, leave of absence, personal emergency circumstances, resignation or for cause termination of the Key Personnel's employment. Unauthorized Removals does not include replacing Key Personnel because of promotions or other job movements allowed by Contractor personnel policies or Collective Bargaining Agreement(s) as long as the State receives prior written notice before shadowing occurs and Contractor provides 30 days of shadowing unless parties agree to a different time period. The Contractor with the State must review any Key Personnel replacements, and appropriate transition planning will be established. Any Unauthorized Removal may be considered by the State to be a material breach of the Contract, in respect of which the State may elect to exercise its termination and cancellation rights.

(e) The Contractor must notify the Contract Compliance Inspector and the Contract Administrator at least 10 business days before redeploying non-Key Personnel, who are dedicated to primarily to the Project Release, to other projects. If the State does not object to the redeployment by its scheduled date, the Contractor may then redeploy the non-Key Personnel.

2.063 Re-assignment of Personnel at the State's Request

The State reserves the right to require the removal from the Project of Contractor personnel found, in the judgment of the State, to be unacceptable. The State's request must be written with reasonable detail outlining the reasons for the removal request. Additionally, the State's request must be based on legitimate, good faith reasons. Replacement personnel for the removed person must be fully qualified for the position. If the State exercises this right, and the Contractor cannot immediately replace the removed personnel, the State agrees to an equitable adjustment in schedule or other terms that may be affected by the State's required removal. If any incident with removed personnel results in delay not reasonably anticipatable under the circumstances and which is attributable to the State, the applicable SLAs for the affected Service will not be counted for a time as agreed to by the parties.

2.064 Contractor Personnel Location

All staff assigned by Contractor to work on the Contract will perform their duties either primarily at Contractor's offices and facilities or at State facilities. Without limiting the generality of the foregoing, Key Personnel will, at a minimum, spend at least the amount of time on-site at State facilities as indicated in the applicable Statement

of Work. Subject to availability, selected Contractor personnel may be assigned office space to be shared with State personnel.

2.065 Contractor Identification

Contractor employees must be clearly identifiable while on State property by wearing a State-issued badge, as required. Contractor employees are required to clearly identify themselves and the company they work for whenever making contact with State personnel by telephone or other means.

2.066 Cooperation with Third Parties

Contractor agrees to cause its personnel and the personnel of any Subcontractors to cooperate with the State and its agents and other contractors including the State's Quality Assurance personnel. As reasonably requested by the State in writing, the Contractor will provide to the State's agents and other contractors reasonable access to Contractor's Project personnel, systems and facilities to the extent the access relates to activities specifically associated with this Contract and will not interfere or jeopardize the safety or operation of the systems or facilities. The State acknowledges that Contractor's time schedule for the Contract is very specific and agrees not to unnecessarily or unreasonably interfere with, delay or otherwise impeded Contractor's performance under this Contract with the requests for access.

2.067 Contract Management Responsibilities

Contractor shall be responsible for all acts and omissions of its employees, as well as the acts and omissions of any other personnel furnished by Contractor to perform the Services. Contractor shall have overall responsibility for managing and successfully performing and completing the Services/Deliverables, subject to the overall direction and supervision of the State and with the participation and support of the State as specified in this Contract. Contractor's duties will include monitoring and reporting the State's performance of its participation and support responsibilities (as well as Contractor's own responsibilities) and providing timely notice to the State in Contractor's reasonable opinion if the State's failure to perform its responsibilities in accordance with the Project Plan is likely to delay the timely achievement of any Contract tasks.

The Contractor will provide the Services/Deliverables directly or through its affiliates, subsidiaries, subcontractors or resellers. Regardless of the entity providing the Service/Deliverable, the Contractor will act as a single point of contact coordinating these entities to meet the State's need for Services/Deliverables. Nothing in this Contract, however, shall be construed to authorize or require any party to violate any applicable law or regulation in its performance of this Contract.

2.068 Contractor Return of State Equipment/Resources

The Contractor must return to the State any State-furnished equipment, facilities and other resources when no longer required for the Contract in the same condition as when provided by the State, reasonable wear and tear excepted.

2.070 Subcontracting by Contractor

2.071 Contractor full Responsibility

Contractor shall have full responsibility for the successful performance and completion of all of the Services and Deliverables. The State will consider Contractor to be the sole point of contact with regard to all contractual matters under this Contract, including payment of any and all charges for Services and Deliverables.

2.072 State Consent to delegation

Other than for named subcontractors listed in Contractor's Proposal, Contractor shall not delegate any duties under this Contract to a Subcontractor unless the Department of Technology Management and Budget, Purchasing Operations has given written consent to such delegation. The State shall have the right of prior written approval of all Subcontractors and to require Contractor to replace any Subcontractors found, in the reasonable judgment of the State, to be unacceptable. The State's request shall be written with reasonable detail outlining the reasons for the removal request. Additionally, the State's request shall be based on legitimate, good faith reasons. Replacement Subcontractor(s) for the removed Subcontractor shall be fully qualified for the position. If the State exercises this right, and the Contractor cannot immediately replace the removed Subcontractor, the State will agree to an equitable adjustment in schedule or other terms that may be affected by the State's required removal. If any such incident with a removed Subcontractor results in delay

not reasonable anticipatable under the circumstances and which is attributable to the State, the applicable SLA for the affected Work will not be counted for a time agreed upon by the parties.

2.073 Subcontractor bound to Contract

In any subcontracts entered into by Contractor for the performance of the Services, Contractor shall require the Subcontractor, to the extent of the Services to be performed by the Subcontractor, to be bound to Contractor by the terms of this Contract and to assume toward Contractor all of the obligations and responsibilities that Contractor, by this Contract, assumes toward the State. The State reserves the right to receive copies of and review all subcontracts, although Contractor may delete or mask any proprietary information, including pricing, contained in such contracts before providing them to the State. The management of any Subcontractor will be the responsibility of Contractor, and Contractor shall remain responsible for the performance of its Subcontractors to the same extent as if Contractor had not subcontracted such performance. Contractor shall make all payments to Subcontractors or suppliers of Contractor. Except as otherwise agreed in writing by the State and Contractor, the State will not be obligated to direct payments for the Services other than to Contractor. The State's written approval of any Subcontractor engaged by Contractor to perform any obligation under this Contract shall not relieve Contractor of any obligations or performance required under this Contract. A list of the Subcontractors, if any, approved by the State as of the execution of this Contract, together with a copy of the applicable subcontract is attached.

2.074 Flow Down

Except where specifically approved in writing by the State on a case-by-case basis, Contractor shall flow down the obligations in **Sections 2.031, 2.060, 2.100, 2.110, 2.120, 2.130, and 2.200** in all of its agreements with any Subcontractors.

2.075 Competitive Selection

The Contractor shall select subcontractors (including suppliers) on a competitive basis to the maximum practical extent consistent with the objectives and requirements of the Contract.

2.080 State Responsibilities

2.081 Equipment

The State will provide only the equipment and resources identified in the Statements of Work and other Contract Exhibits.

2.082 Facilities

The State must designate space as long as it is available and as provided in the Statement of Work, to house the Contractor's personnel whom the parties agree will perform the Services/Deliverables at State facilities (collectively, the "State Facilities"). The Contractor must have reasonable access to, and unless agreed otherwise by the parties in writing must observe and comply with all rules and regulations relating to each of the State Facilities (including hours of operation) used by the Contractor in the course of providing the Services. Contractor agrees that it will not, without the prior written consent of the State, use any State Facilities or access any State information systems provided for the Contractor's use, or to which the Contractor otherwise gains access in the course of performing the Services, for any purpose other than providing the Services to the State.

2.090 Security

2.091 Background Checks

On a case-by-case basis, the State may investigate the Contractor's personnel before they may have access to State facilities and systems. The scope of the background check is at the discretion of the State and the results will be used to determine Contractor personnel eligibility for working within State facilities and systems. The investigations will include Michigan State Police Background checks (ICHAT) and may include the National Crime Information Center (NCIC) Finger Prints. Proposed Contractor personnel may be required to complete and submit an RI-8 Fingerprint Card for the NCIC Finger Print Check. Any request for background checks will be initiated by the State and will be reasonably related to the type of work requested.

All Contractor personnel will also be expected to comply with the State's security and acceptable use policies for State IT equipment and resources. See http://www.michigan.gov/dit. Furthermore, Contractor personnel will be expected to agree to the State's security and acceptable use policies before the Contractor personnel will be accepted as a resource to perform work for the State. It is expected the Contractor will present these documents to the prospective employee before the Contractor presents the individual to the State as a proposed resource. Contractor staff will be expected to comply with all Physical Security procedures in place within the facilities where they are working.

2.092 Security Breach Notification

If the Contractor breaches this Section, the Contractor must (i) promptly cure any deficiencies and (ii) comply with any applicable federal and state laws and regulations pertaining to unauthorized disclosures. Contractor and the State will cooperate to mitigate, to the extent practicable, the effects of any breach, intrusion, or unauthorized use or disclosure. Contractor must report to the State in writing any use or disclosure of Confidential Information, whether suspected or actual, other than as provided for by the Contract within 10 days of becoming aware of the use or disclosure or the shorter time period as is reasonable under the circumstances.

2.093 PCI DATA Security Requirements

(Reserved)

2.100 Confidentiality

2.101 Confidentiality

Contractor and the State each acknowledge that the other possesses and will continue to possess confidential information that has been developed or received by it. As used in this Section, "Confidential Information" of Contractor must mean all non-public proprietary information of Contractor (other than Confidential Information of the State as defined below), which is marked confidential, restricted, proprietary, or with a similar designation. "Confidential Information" of the State must mean any information which is retained in confidence by the State (or otherwise required to be held in confidence by the State under applicable federal, state and local laws and regulations) or which, in the case of tangible materials provided to Contractor by the State under its performance under this Contract, is marked as confidential, proprietary or with a similar designation by the State. "Confidential Information" excludes any information (including this Contract) that is publicly available under the Michigan FOIA.

2.102 Protection and Destruction of Confidential Information

The State and Contractor will each use at least the same degree of care to prevent disclosing to third parties the Confidential Information of the other as it employs to avoid unauthorized disclosure, publication or dissemination of its own confidential information of like character, but in no event less than reasonable care. Neither Contractor nor the State will (i) make any use of the Confidential Information of the other except as contemplated by this Contract, (ii) acquire any right in or assert any lien against the Confidential Information of the other, or (iii) if requested to do so, refuse for any reason to promptly return the other party's Confidential Information to the other party. Each party will limit disclosure of the other party's Confidential Information to employees and Subcontractors who must have access to fulfill the purposes of this Contract. Disclosure to, and use by, a Subcontractor is permissible where (A) use of a Subcontractor is authorized under this Contract, (B) the disclosure is necessary or otherwise naturally occurs in connection with work that is within the Subcontractor's scope of responsibility, and (C) Contractor obligates the Subcontractor in a written Contract to maintain the State's Confidential Information in confidence. At the State's request, any employee of Contractor and of any Subcontractor having access or continued access to the State's Confidential Information may be required to execute an acknowledgment that the employee has been advised of Contractor's and the Subcontractor's obligations under this Section and of the employee's obligation to Contractor or Subcontractor, as the case may be, to protect the Confidential Information from unauthorized use or disclosure.

Promptly upon termination or cancellation of the Contract for any reason, Contractor must certify to the State that Contractor has destroyed all State Confidential Information.

2.103 Exclusions

Notwithstanding the foregoing, the provisions in this Section will not apply to any particular information which the State or Contractor can demonstrate (i) was, at the time of disclosure to it, in the public domain; (ii) after disclosure to it, is published or otherwise becomes part of the public domain through no fault of the receiving party; (iii) was in the possession of the receiving party at the time of disclosure to it without an obligation of confidentiality; (iv) was received after disclosure to it from a third party who had a lawful right to disclose the information to it without any obligation to restrict its further disclosure; or (v) was independently developed by the receiving party without reference to Confidential Information of the furnishing party. Further, the provisions of this Section will not apply to any particular Confidential Information to the extent the receiving party is required by law to disclose the Confidential Information, provided that the receiving party (i) promptly provides the furnishing party with notice of the legal request, and (ii) assists the furnishing party in resisting or limiting the scope of the disclosure as reasonably requested by the furnishing party.

2.104 No Implied Rights

Nothing contained in this Section must be construed as obligating a party to disclose any particular Confidential Information to the other party, or as granting to or conferring on a party, expressly or impliedly, any right or license to the Confidential Information of the other party.

2.105 Respective Obligations

The parties' respective obligations under this Section must survive the termination or expiration of this Contract for any reason.

2.110 Records and Inspections

2.111 Inspection of Work Performed

The State's authorized representatives must at all reasonable times and with 10 days prior written request, have the right to enter Contractor's premises, where the Services are being performed, and must have access, upon reasonable request, to interim drafts of Deliverables or work-in-progress. Upon 10 Days prior written notice and at all reasonable times, the State's representatives must be allowed to inspect, monitor, or otherwise evaluate the work being performed and to the extent that the access will not reasonably interfere or jeopardize the safety or operation of the systems or facilities and subject to the State and Contractor agreeing to reasonable security and confidentiality requirements. Contractor must provide all reasonable facilities and assistance for the State's representatives.

2.112 Examination of Records

For seven years after the Contractor provides any work under this Contract (the "Audit Period"), the State may examine and copy any of Contractor's books, records, documents and papers pertinent to establishing Contractor's compliance with the Contract and to verify the accuracy of invoices. The State must notify the Contractor 20 days before examining the Contractor's books and records. The State does not have the right to review any information deemed confidential by the Contractor to the extent access would require the confidential information to become publicly available nor to review any information concerning Contractor's cost of doing business or performing under the Contract. This provision also applies to the books, records, accounts, documents and papers, in print or electronic form, of any parent, affiliated or subsidiary organization of Contractor, or any Subcontractor of Contractor performing services in connection with the Contract.

2.113 Retention of Records

Contractor must maintain at least until the end of the Audit Period all pertinent financial and accounting records (including time sheets and payroll records, and information pertaining to the Contract and to the Services, equipment, and commodities provided under the Contract) pertaining to the Contract according to generally accepted accounting principles and other procedures specified in this Section. Financial and accounting records must be made available, upon request, to the State at any time during the Audit Period. If an audit, litigation, or other action involving Contractor's records is initiated before the end of the Audit Period, the records must be retained until all issues arising out of the audit, litigation, or other action are resolved or until the end of the Audit Period, whichever is later.

2.114 Audit Resolution

If necessary, the Contractor and the State will meet to review each audit report promptly after issuance. The Contractor will respond to each audit report in writing within 30 days from receipt of the report, unless a shorter response time is specified in the report. The Contractor and the State must develop, agree upon and monitor an action plan to promptly address and resolve any deficiencies, concerns, and/or recommendations in the audit report.

2.115 Errors

If the audit demonstrates any errors in the documents provided to the State, then the amount in error must be reflected as a credit or debit on the next invoice and in subsequent invoices until the amount is paid or refunded in full. However, a credit or debit may not be carried for more than four invoices. If a balance remains after four invoices, then the remaining amount will be due as a payment or refund within 45 days of the last quarterly invoice that the balance appeared on or termination of the contract, whichever is earlier.

In addition to other available remedies, the difference between the payment received and the correct payment amount is greater than 10%, then the Contractor must pay all of the reasonable costs of the audit.

2.120 Warranties

2.121 Warranties and Representations

The Contractor represents and warrants:

(a) It is capable in all respects of fulfilling and must fulfill all of its obligations under this Contract. The performance of all obligations under this Contract must be provided in a timely, professional, and workman-like manner and must meet the performance and operational standards required under this Contract.

(b) The Contract Appendices, Attachments and Exhibits identify the equipment and software and services necessary for the Deliverable(s) to perform and Services to operate in compliance with the Contract's requirements and other standards of performance.

(c) It is the lawful owner or licensee of any Deliverable licensed or sold to the State by Contractor or developed by Contractor under this Contract, and Contractor has all of the rights necessary to convey to the State the ownership rights or licensed use, as applicable, of any and all Deliverables. None of the Deliverables provided by Contractor to the State under neither this Contract, nor their use by the State will infringe the patent, copyright, trade secret, or other proprietary rights of any third party.

(d) If, under this Contract, Contractor procures any equipment, software or other Deliverable for the State (including equipment, software and other Deliverables manufactured, re-marketed or otherwise sold by Contractor under Contractor's name), then in addition to Contractor's other responsibilities with respect to the items in this Contract, Contractor must assign or otherwise transfer to the State or its designees, or afford the State the benefits of, any manufacturer's warranty for the Deliverable.

(e) The contract signatory has the power and authority, including any necessary corporate authorizations, necessary to enter into this Contract, on behalf of Contractor.

(f) It is qualified and registered to transact business in all locations where required.

(g) Neither the Contractor nor any Affiliates, nor any employee of either, has, must have, or must acquire, any contractual, financial, business, or other interest, direct or indirect, that would conflict in any manner or degree with Contractor's performance of its duties and responsibilities to the State under this Contract or otherwise create an appearance of impropriety with respect to the award or performance of this Agreement. Contractor must notify the State about the nature of the conflict or appearance of impropriety within two days of learning about it.

(h) Neither Contractor nor any Affiliates, nor any employee of either has accepted or must accept anything of value based on an understanding that the actions of the Contractor or Affiliates or employee on behalf of the State would be influenced. Contractor must not attempt to influence any State employee by the direct or indirect offer of anything of value.

(i) Neither Contractor nor any Affiliates, nor any employee of either has paid or agreed to pay any person, other than bona fide employees and consultants working solely for Contractor or the Affiliate, any fee, commission, percentage, brokerage fee, gift, or any other consideration, contingent upon or resulting from the award or making of this Contract.

(j) The prices proposed by Contractor were arrived at independently, without consultation, communication, or agreement with any other bidder for the purpose of restricting competition; the prices quoted were not knowingly disclosed by Contractor to any other bidder; and no attempt was made by Contractor to induce any other person to submit or not submit a proposal for the purpose of restricting competition.

(k) All financial statements, reports, and other information furnished by Contractor to the State as part of its response to the RFP or otherwise in connection with the award of this Contract fairly and accurately represent the business, properties, financial condition, and results of operations of Contractor as of the respective dates, or for the respective periods, covered by the financial statements, reports, other information. Since the respective dates or periods covered by the financial statements, reports, or other information, there have been no material adverse changes in the business, properties, financial condition, or results of operations of Contractor.

(l) All written information furnished to the State by or for the Contractor in connection with this Contract, including its bid, is true, accurate, and complete, and contains no untrue statement of material fact or omits any material fact necessary to make the information not misleading.

(m) It is not in material default or breach of any other contract or agreement that it may have with the State or any of its departments, commissions, boards, or agencies. Contractor further represents and warrants that it has not been a party to any contract with the State or any of its departments that was terminated by the State or the department within the previous five years for the reason that Contractor failed to perform or otherwise breached an obligation of the contract.

(n) If any of the certifications, representations, or disclosures made in the Contractor's original bid response change after contract award, the Contractor is required to report those changes immediately to the Department of Technology Management and Budget, Purchasing Operations.

2.122 Warranty of Merchantability

Goods provided by Contractor under this agreement shall be merchantable. All goods provided under this Contract shall be of good quality within the description given by the State, shall be fit for their ordinary purpose, shall be adequately contained and packaged within the description given by the State, shall conform to the agreed upon specifications, and shall conform to the affirmations of fact made by the Contractor or on the container or label.

2.123 Warranty of Fitness for a Particular Purpose

When the Contractor has reason to know or knows any particular purpose for which the goods are required, and the State is relying on the Contractor's skill or judgment to select or furnish suitable goods, there is a warranty that the goods are fit for such purpose.

2.124 Warranty of Title

Contractor shall, in providing goods to the State, convey good title in those goods, whose transfer is right and lawful. All goods provided by Contractor shall be delivered free from any security interest, lien, or encumbrance of which the State, at the time of contracting, has no knowledge. Goods provided by Contractor, under this Contract, shall be delivered free of any rightful claim of any third person by of infringement or the like.

2.125 Equipment Warranty

(Reserved)

Equipment to be New

(Reserved)

2.127 Prohibited Products

The State will not accept salvage, distressed, outdated or discontinued merchandise. Shipping of such merchandise to any State agency, as a result of an order placed against the Contract, shall be considered default by the Contractor of the terms and conditions of the Contract and may result in cancellation of the Contract by the State. The brand and product number offered for all items shall remain consistent for the term of the Contract, unless Purchasing Operations has approved a change order pursuant to **Section 2.024**.

2.128 Consequences for Breach

In addition to any remedies available in law, if the Contractor breaches any of the warranties contained in this section, the breach may be considered as a default in the performance of a material obligation of this Contract.

2.130 Insurance

2.131 Liability Insurance

The Contractor must provide proof of the minimum levels of insurance coverage as indicated below. The insurance must protect the State from claims that may arise out of or result from the Contractor's performance of services under the terms of this Contract, whether the services are performed by the Contractor, or by any subcontractor, or by anyone directly or indirectly employed by any of them, or by anyone for whose acts they may be liable.

The Contractor waives all rights against the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees and agents for recovery of damages to the extent these damages are covered by the insurance policies the Contractor is required to maintain under this Contract.

All insurance coverage provided relative to this Contract/Purchase Order is PRIMARY and NON-CONTRIBUTING to any comparable liability insurance (including self-insurances) carried by the State.

The insurance must be written for not less than any minimum coverage specified in this Contract or required by law, whichever is greater.

The insurers selected by Contractor must have an A.M. Best rating of A or better, or as otherwise approved in writing by the State, or if the ratings are no longer available, with a comparable rating from a recognized insurance rating agency. All policies of insurance required in this Contract must be issued by companies that have been approved to do business in the State.
See www.michigan.gov/dleg.

Where specific limits are shown, they are the minimum acceptable limits. If Contractor's policy contains higher limits, the State must be entitled to coverage to the extent of the higher limits.

The Contractor is required to pay for and provide the type and amount of insurance checked ☑ below:

☑ 1. Commercial General Liability with the following minimum coverage:
$2,000,000 General Aggregate Limit other than Products/Completed Operations
$2,000,000 Products/Completed Operations Aggregate Limit
$1,000,000 Personal & Advertising Injury Limit
$1,000,000 Each Occurrence Limit

The Contractor must list the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees and agents as ADDITIONAL INSUREDS on the Commercial General Liability certificate. The Contractor also agrees to provide evidence that insurance policies contain a waiver of subrogation by the insurance company.

☑ 2. If a motor vehicle is used to provide services or products under this Contract, the Contractor must have vehicle liability insurance on any auto including owned, hired and non-owned vehicles used in Contractor's business for bodily injury and property damage as required by law.

The Contractor must list the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees and agents as ADDITIONAL INSUREDS on the vehicle liability certificate. The Contractor also agrees to provide evidence that insurance policies contain a waiver of subrogation by the insurance company.

☑ 3. Workers' compensation coverage must be provided according to applicable laws governing the employees and employers work activities in the state of the Contractor's domicile. If a self-insurer provides the applicable coverage, proof must be provided of approved self-insured authority by the jurisdiction of domicile. For employees working outside of the state of qualification, Contractor must provide appropriate certificates of insurance proving mandated coverage levels for the jurisdictions where the employees' activities occur.

Any certificates of insurance received must also provide a list of states where the coverage is applicable.

The Contractor also agrees to provide evidence that insurance policies contain a waiver of subrogation by the insurance company. This provision must not be applicable where prohibited or limited by the laws of the jurisdiction in which the work is to be performed.

☑ 4. Employers liability insurance with the following minimum limits:
$100,000 each accident
$100,000 each employee by disease
$500,000 aggregate disease

☐ 5. Employee Fidelity, including Computer Crimes, insurance naming the State as a loss payee, providing coverage for direct loss to the State and any legal liability of the State arising out of or related to fraudulent or dishonest acts committed by the employees of Contractor or its Subcontractors, acting alone or in collusion with others, in a minimum amount of one million dollars ($1,000,000.00) with a maximum deductible of fifty thousand dollars ($50,000.00).

☐ 6. Umbrella or Excess Liability Insurance in a minimum amount of ten million dollars ($10,000,000.00), which must apply, at a minimum, to the insurance required in Subsection 1 (Commercial General Liability) above.

☐ 7. Professional Liability (Errors and Omissions) Insurance with the following minimum coverage: three million dollars ($3,000,000.00) each occurrence and three million dollars ($3,000,000.00) annual aggregate.

☐ 8. Fire and Personal Property Insurance covering against any loss or damage to the office space used by Contractor for any reason under this Contract, and the equipment, software and other contents of the office space, including without limitation, those contents used by Contractor to provide the Services to the State, up to its replacement value, where the office space and its contents are under the care, custody and control of Contractor. The policy must cover all risks of direct physical loss or damage, including without limitation, flood and earthquake coverage and coverage for computer hardware and software. The State must be endorsed on the policy as a loss payee as its interests appear.

2.132 Subcontractor Insurance Coverage

Except where the State has approved in writing a Contractor subcontract with other insurance provisions, Contractor must require all of its Subcontractors under this Contract to purchase and maintain the insurance coverage as described in this Section for the Contractor in connection with the performance of work by those Subcontractors. Alternatively, Contractor may include any Subcontractors under Contractor's insurance on the coverage required in this Section. Subcontractor(s) must fully comply with the insurance coverage required in this Section. Failure of Subcontractor(s) to comply with insurance requirements does not limit Contractor's liability or responsibility.

2.133 Certificates of Insurance and Other Requirements

Contractor must furnish to DTMB Purchasing Operations, certificate(s) of insurance verifying insurance coverage or providing satisfactory evidence of self-insurance as required in this Section (the "Certificates"). The Certificate must be on the standard "accord" form or equivalent. **The Contract Number or the Purchase Order Number must be shown on the Certificate Of Insurance To Assure Correct Filing.** All Certificate(s) are to be prepared and submitted by the Insurance Provider. All Certificate(s) must contain a provision indicating that coverage afforded under the policies WILL NOT BE CANCELLED, MATERIALLY CHANGED, OR NOT RENEWED without 30 days prior written notice, except for 10 days for non-payment of premium, having been given to the Director of Purchasing Operations, Department of Technology Management and Budget. The notice must include the Contract or Purchase Order number affected. Before the Contract is signed, and not less than 20 days before the insurance expiration date every year thereafter, the Contractor must provide evidence that the State and its agents, officers and employees are listed as additional insured under each commercial general liability and commercial automobile liability policy. In the event the State approves the representation of the State by the insurer's attorney, the attorney may be required to be designated as a Special Assistant Attorney General by the Attorney General of the State of Michigan.

The Contractor must maintain all required insurance coverage throughout the term of the Contract and any extensions and, in the case of claims-made Commercial General Liability policies, must secure tail coverage for at least three years following the expiration or termination for any reason of this Contract. The minimum limits of coverage specified above are not intended, and must not be construed; to limit any liability or indemnity of Contractor under this Contract to any indemnified party or other persons. Contractor is responsible for all deductibles with regard to the insurance. If the Contractor fails to pay any premium for required insurance as specified in this Contract, or if any insurer cancels or significantly reduces any required insurance as specified in this Contract without the State's written consent, then the State may, after the State has given the Contractor at least 30 days written notice, pay the premium or procure similar insurance coverage from another company or companies. The State may deduct any part of the cost from any payment due the Contractor, or the Contractor must pay that cost upon demand by the State.

2.140 Indemnification

2.141 General Indemnification

To the extent permitted by law, the Contractor must indemnify, defend and hold harmless the State from liability, including all claims and losses, and all related costs and expenses (including reasonable attorneys' fees and costs of investigation, litigation, settlement, judgments, interest and penalties), accruing or resulting to any person, firm or corporation that may be injured or damaged by the Contractor in the performance of this Contract and that are attributable to the negligence or tortious acts of the Contractor or any of its subcontractors, or by anyone else for whose acts any of them may be liable.

2.142 Code Indemnification

To the extent permitted by law, the Contractor shall indemnify, defend and hold harmless the State from any claim, loss, or expense arising from Contractor's breach of the No Surreptitious Code Warranty.

2.143 Employee Indemnification

In any 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 must 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 provisions, 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 provisions.

2.144 Patent/Copyright Infringement Indemnification

To the extent permitted by law, the Contractor must indemnify, defend and hold harmless the State from and against all losses, liabilities, damages (including taxes), and all related costs and expenses (including reasonable attorneys' fees and costs of investigation, litigation, settlement, judgments, interest and penalties) incurred in connection with any action or proceeding threatened or brought against the State to the extent that the 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 the equipment, software, commodity or service, or the use or reproduction of any documentation provided with the equipment, software, commodity or service infringes any United States patent, copyright, trademark or trade secret of any person or entity, which is enforceable under the laws of the United States.

In addition, should the equipment, software, commodity, or service, or its operation, become or in the State's or Contractor's opinion be likely to become the subject of a claim of infringement, the Contractor must at the Contractor's sole expense (i) procure for the State the right to continue using the equipment, software, commodity or service or, if the option is not reasonably available to the Contractor, (ii) replace or modify to the State's satisfaction the same with equipment, software, commodity or service of equivalent function and performance so that it becomes non-infringing, or, if the 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.

Notwithstanding the foregoing, the Contractor has no obligation to indemnify or defend the State for, or to pay any costs, damages or attorneys' fees related to, any claim based upon (i) equipment developed based on written specifications of the State; (ii) use of the equipment in a configuration other than implemented or approved in writing by the Contractor, including, but not limited to, any modification of the equipment by the State; or (iii) the combination, operation, or use of the equipment with equipment or software not supplied by the Contractor under this Contract.

2.145 Continuation of Indemnification Obligations

The Contractor's duty to indemnify under this Section continues in full force and effect, notwithstanding the expiration or early cancellation of the Contract, with respect to any claims based on facts or conditions that occurred before expiration or cancellation.

2.146 Indemnification Procedures

The procedures set forth below must apply to all indemnity obligations under this Contract.

(a) After the State receives notice of the action or proceeding involving a claim for which it will seek indemnification, the State must promptly notify Contractor of the claim in writing and take or assist Contractor in taking, as the case may be, any reasonable action to avoid the imposition of a default judgment against Contractor. No failure to notify the Contractor relieves the Contractor of its indemnification obligations except to the extent that the Contractor can prove damages attributable to the failure. Within 10 days following receipt of written notice from the State relating to any claim, the Contractor must notify the State in writing whether Contractor agrees to assume control of the defense and settlement of that claim (a "Notice of Election"). After notifying Contractor of a claim and before the State receiving Contractor's Notice of Election, the State is entitled to defend against the claim, at the Contractor's expense, and the Contractor will be responsible for any reasonable costs incurred by the State in defending against the claim during that period.

(b) If Contractor delivers a Notice of Election relating to any claim: (i) the State is entitled to participate in the defense of the claim and to employ counsel at its own expense to assist in the handling of the claim and to monitor and advise the State about the status and progress of the defense; (ii) the Contractor must, at the request of the State, demonstrate to the reasonable satisfaction of the State, the Contractor's financial ability to carry out its defense and indemnity obligations under this Contract; (iii) the Contractor must periodically advise the State about the status and progress of the defense and must obtain the prior written approval of the State before entering into any settlement of the claim or ceasing to defend against the claim and (iv) to the extent that any principles of Michigan governmental or public law may be involved or challenged, the State has the right, at its own expense, to control the defense of that portion of the claim involving the principles of Michigan governmental or public law. But the State may retain control of the defense and settlement of a claim by notifying the Contractor in writing within 10 days after the State's receipt of Contractor's information requested by the State under clause (ii) of this paragraph if the State determines that the Contractor has failed to demonstrate to the reasonable satisfaction of the State the Contractor's financial ability to carry out its defense and indemnity obligations under this Section. Any litigation activity on behalf of the State, or any of its subdivisions under this Section, must be coordinated with the Department of Attorney General. In the event the insurer's attorney represents the State under this Section, the insurer's attorney may be required to be designated as a Special Assistant Attorney General by the Attorney General of the State of Michigan.

(c) If Contractor does not deliver a Notice of Election relating to any claim of which it is notified by the State as provided above, the State may defend the claim in the manner as it may deem appropriate, at the cost and expense of Contractor. If it is determined that the claim was one against which Contractor was required to indemnify the State, upon request of the State, Contractor must promptly reimburse the State for all the reasonable costs and expenses.

2.150 Termination/Cancellation

2.151 Notice and Right to Cure

If the Contractor breaches the contract, and the State in its sole discretion determines that the breach is curable, then the State will provide the Contractor with written notice of the breach and a time period (not less than 30 days) to cure the Breach. The notice of breach and opportunity to cure is inapplicable for successive

or repeated breaches or if the State determines in its sole discretion that the breach poses a serious and imminent threat to the health or safety of any person or the imminent loss, damage, or destruction of any real or tangible personal property.

2.152 Termination for Cause

(a) The State may terminate this contract, for cause, by notifying the Contractor in writing, if the Contractor (i) breaches any of its material duties or obligations under this Contract (including a Chronic Failure to meet any particular SLA), or (ii) fails to cure a breach within the time period specified in the written notice of breach provided by the State

(b) If this Contract is terminated for cause, the Contractor must pay all costs incurred by the State in terminating this Contract, including but not limited to, State administrative costs, reasonable attorneys' fees and court costs, and any reasonable additional costs the State may incur to procure the Services/Deliverables required by this Contract from other sources. Re-procurement costs are not consequential, indirect or incidental damages, and cannot be excluded by any other terms otherwise included in this Contract, provided the costs are not in excess of 50% more than the prices for the Service/Deliverables provided under this Contract.

(c) If the State chooses to partially terminate this Contract for cause, charges payable under this Contract will be equitably adjusted to reflect those Services/Deliverables that are terminated and the State must pay for all Services/Deliverables for which Final Acceptance has been granted provided up to the termination date. Services and related provisions of this Contract that are terminated for cause must cease on the effective date of the termination.

(d) If the State terminates this Contract for cause under this Section, and it is determined, for any reason, that Contractor was not in breach of contract under the provisions of this section, that termination for cause must be deemed to have been a termination for convenience, effective as of the same date, and the rights and obligations of the parties must be limited to that otherwise provided in this Contract for a termination for convenience.

2.153 Termination for Convenience

The State may terminate this Contract for its convenience, in whole or part, if the State determines that a termination is in the State's best interest. Reasons for the termination must be left to the sole discretion of the State and may include, but not necessarily be limited to (a) the State no longer needs the Services or products specified in the Contract, (b) relocation of office, program changes, changes in laws, rules, or regulations make implementation of the Services no longer practical or feasible, (c) unacceptable prices for Additional Services or New Work requested by the State, or (d) falsification or misrepresentation, by inclusion or non-inclusion, of information material to a response to any RFP issued by the State. The State may terminate this Contract for its convenience, in whole or in part, by giving Contractor written notice at least 30 days before the date of termination. If the State chooses to terminate this Contract in part, the charges payable under this Contract must be equitably adjusted to reflect those Services/Deliverables that are terminated. Services and related provisions of this Contract that are terminated for cause must cease on the effective date of the termination.

2.154 Termination for Non-Appropriation

(a) Contractor acknowledges that, if this Contract extends for several fiscal years, continuation of this Contract is subject to appropriation or availability of funds for this Contract. If funds to enable the State to effect continued payment under this Contract are not appropriated or otherwise made available, the State must terminate this Contract and all affected Statements of Work, in whole or in part, at the end of the last period for which funds have been appropriated or otherwise made available by giving written notice of termination to Contractor. The State must give Contractor at least 30 days advance written notice of termination for non-appropriation or unavailability (or the time as is available if the State receives notice of the final decision less than 30 days before the funding cutoff).

(b) If funding for the Contract is reduced by law, or funds to pay Contractor for the agreed-to level of the Services or production of Deliverables to be provided by Contractor are not appropriated or otherwise unavailable, the State may, upon 30 days written notice to Contractor, reduce the level of the Services or the change the production of Deliverables in the manner and for the periods of time as the State may elect. The charges payable under this Contract will be equitably adjusted to reflect any equipment, services or commodities not provided by reason of the reduction.

(c) If the State terminates this Contract, eliminates certain Deliverables, or reduces the level of Services to be provided by Contractor under this Section, the State must pay Contractor for all Work-in-Process performed through the effective date of the termination or reduction in level, as the case may be and as determined by the State, to the extent funds are available. This Section will not preclude Contractor from reducing or stopping Services/Deliverables or raising against the State in a court of competent jurisdiction, any claim for a shortfall in payment for Services performed or Deliverables finally accepted before the effective date of termination.

2.155 Termination for Criminal Conviction

The State may terminate this Contract immediately and without further liability or penalty in the event Contractor, an officer of Contractor, or an owner of a 25% or greater share of Contractor is convicted of a criminal offense related to a State, public or private Contract or subcontract.

2.156 Termination for Approvals Rescinded

The State may terminate this Contract if any final administrative or judicial decision or adjudication disapproves a previously approved request for purchase of personal services under Constitution 1963, Article 11, § 5, and Civil Service Rule 7-1. In that case, the State will pay the Contractor for only the work completed to that point under the Contract. Termination may be in whole or in part and may be immediate as of the date of the written notice to Contractor or may be effective as of the date stated in the written notice.

2.157 Rights and Obligations upon Termination

(a) If the State terminates this Contract for any reason, the Contractor must (a) stop all work as specified in the notice of termination, (b) take any action that may be necessary, or that the State may direct, for preservation and protection of Deliverables or other property derived or resulting from this Contract that may be in Contractor's possession, (c) return all materials and property provided directly or indirectly to Contractor by any entity, agent or employee of the State, (d) transfer title in, and deliver to, the State, unless otherwise directed, all Deliverables intended to be transferred to the State at the termination of the Contract and which are resulting from the Contract (which must be provided to the State on an "As-Is" basis except to the extent the amounts paid by the State in respect of the items included compensation to Contractor for the provision of warranty services in respect of the materials), and (e) take any action to mitigate and limit any potential damages, or requests for Contractor adjustment or termination settlement costs, to the maximum practical extent, including terminating or limiting as otherwise applicable those subcontracts and outstanding orders for material and supplies resulting from the terminated Contract.

(b) If the State terminates this Contract before its expiration for its own convenience, the State must pay Contractor for all charges due for Services provided before the date of termination and, if applicable, as a separate item of payment under this Contract, for Work In Process, on a percentage of completion basis at the level of completion determined by the State. All completed or partially completed Deliverables prepared by Contractor under this Contract, at the option of the State, becomes the State's property, and Contractor is entitled to receive equitable fair compensation for the Deliverables. Regardless of the basis for the termination, the State is not obligated to pay, or otherwise compensate, Contractor for any lost expected future profits, costs or expenses incurred with respect to Services not actually performed for the State.

(c) Upon a good faith termination and assuming the terms thereof permit such assumption, the State may assume, at its option, any subcontracts and agreements for services and deliverables provided under this Contract, and may further pursue completion of the Services/Deliverables under this Contract by replacement contract or otherwise as the State may in its sole judgment deem expedient.

2.158 Reservation of Rights

Any termination of this Contract or any Statement of Work issued under it by a party must be with full reservation of, and without prejudice to, any rights or remedies otherwise available to the party with respect to any claims arising before or as a result of the termination.

2.160 Termination by Contractor

2.161 Termination by Contractor

If the State breaches the Contract, and the Contractor in its sole discretion determines that the breach is curable, then the Contractor will provide the State with written notice of the breach and a time period (not less than 30 days) to cure the breach. The Notice of Breach and opportunity to cure is inapplicable for successive and repeated breaches.

The Contractor may terminate this Contract if the State (i) materially breaches its obligation to pay the Contractor undisputed amounts due and owing under this Contract, (ii) breaches its other obligations under this Contract to an extent that makes it impossible or commercially impractical for the Contractor to perform the Services, or (iii) does not cure the breach within the time period specified in a written notice of breach. But the Contractor must discharge its obligations under **Section 2.160** before it terminates the Contract.

2.170 Transition Responsibilities

2.171 Contractor Transition Responsibilities

If the State terminates this contract, for convenience or cause, or if the Contract is otherwise dissolved, voided, rescinded, nullified, expires or rendered unenforceable, the Contractor agrees to comply with direction provided by the State to assist in the orderly transition of equipment, services, software, leases, etc. to the State or a third party designated by the State. If this Contract expires or terminates, the Contractor agrees to make all reasonable efforts to effect an orderly transition of services within a reasonable period of time that in no event will exceed 90 days. These efforts must include, but are not limited to, those listed in **Sections 2.141, 2.142, 2.143, 2.144, and 2.145.**

2.172 Contractor Personnel Transition

The Contractor must work with the State, or a specified third party, to develop a transition plan setting forth the specific tasks and schedule to be accomplished by the parties, to effect an orderly transition. The Contractor must allow as many personnel as practicable to remain on the job to help the State, or a specified third party, maintain the continuity and consistency of the services required by this Contract. In addition, during or following the transition period, in the event the State requires the Services of the Contractor's subcontractors or vendors, as necessary to meet its needs, Contractor agrees to reasonably, and with good-faith, work with the State to use the Services of Contractor's subcontractors or vendors. Contractor will notify all of Contractor's subcontractors of procedures to be followed during transition.

2.173 Contractor Information Transition

The Contractor agrees to provide reasonable detailed specifications for all Services/Deliverables needed by the State, or specified third party, to properly provide the Services/Deliverables required under this Contract. The Contractor will provide the State with asset management data generated from the inception of this Contract through the date on which this Contractor is terminated in a comma-delineated format unless otherwise requested by the State. The Contractor will deliver to the State any remaining owed reports and documentation still in Contractor's possession subject to appropriate payment by the State.

2.174 Contractor Software Transition

The Contractor must reasonably assist the State in the acquisition of any Contractor software required to perform the Services/use the Deliverables under this Contract. This must include any documentation being used by the Contractor to perform the Services under this Contract. If the State transfers any software licenses to the Contractor, those licenses must, upon expiration of the Contract, transfer back to the State at their current revision level. Upon notification by the State, Contractor may be required to freeze all non-critical changes to Deliverables/Services.

2.175 Transition Payments

If the transition results from a termination for any reason, the termination provisions of this Contract must govern reimbursement. If the transition results from expiration, the Contractor will be reimbursed for all reasonable transition costs (i.e. costs incurred within the agreed period after contract expiration that result from transition operations) at the rates agreed upon by the State. The Contractor will prepare an accurate accounting from which the State and Contractor may reconcile all outstanding accounts.

2.176 State Transition Responsibilities

In the event that this Contract is terminated, dissolved, voided, rescinded, nullified, or otherwise rendered unenforceable, the State agrees to reconcile all accounts between the State and the Contractor, complete any pending post-project reviews and perform any others obligations upon which the State and the Contractor agree.

(a) Reconciling all accounts between the State and the Contractor;

(b) Completing any pending post-project reviews.

2.180 Stop Work

2.181 Stop Work Orders

The State may, at any time, by written stop work order to Contractor, require that Contractor stop all, or any part, of the work called for by the Contract for a period of up to 90 calendar days after the stop work order is delivered to Contractor, and for any further period to which the parties may agree. The stop work order must be identified as a stop work order and must indicate that it is issued under this **Section 2.150**. Upon receipt of the stop work order, Contractor must immediately comply with its terms and take all reasonable steps to minimize incurring costs allocable to the work covered by the stop work order during the period of work stoppage. Within the period of the stop work order, the State must either: (a) cancel the stop work order; or (b) terminate the work covered by the stop work order as provided in **Section 2.130**.

2.182 Cancellation or Expiration of Stop Work Order

The Contractor must resume work if the State cancels a Stop Work Order or if it expires. The parties will agree upon an equitable adjustment in the delivery schedule, the Contract price, or both, and the Contract must be modified, in writing, accordingly, if: (a) the stop work order results in an increase in the time required for, or in Contractor's costs properly allocable to, the performance of any part of the Contract; and (b) Contractor asserts its right to an equitable adjustment within 30 calendar days after the end of the period of work stoppage; provided that, if the State decides the facts justify the action, the State may receive and act upon a Contractor proposal submitted at any time before final payment under the Contract. Any adjustment will conform to the requirements of **Section 2.024**.

2.183 Allowance of Contractor Costs

If the stop work order is not canceled and the work covered by the stop work order is terminated for reasons other than material breach, the termination must be deemed to be a termination for convenience under **Section 2.153**, and the State will pay reasonable costs resulting from the stop work order in arriving at the termination settlement. For the avoidance of doubt, the State is not liable to Contractor for loss of profits because of a stop work order issued under this Section**.**

2.190 Dispute Resolution

2.191 In General

Any claim, counterclaim, or dispute between the State and Contractor arising out of or relating to the Contract or any Statement of Work must be resolved as follows. For all Contractor claims seeking an increase in the amounts payable to Contractor under the Contract, or the time for Contractor's performance, Contractor must submit a letter, together with all data supporting the claims, executed by Contractor's Contract Administrator or the Contract Administrator's designee certifying that (a) the claim is made in good faith, (b) the amount claimed accurately reflects the adjustments in the amounts payable to Contractor or the time for Contractor's performance for which Contractor believes the State is liable and covers all costs of every type to which Contractor is entitled from the occurrence of the claimed event, and (c) the claim and the supporting data are current and complete to Contractor's best knowledge and belief.

2.192 Informal Dispute Resolution

(a) All disputes between the parties must be resolved under the Contract Management procedures in this Contract. If the parties are unable to resolve any disputes after compliance with the processes, the parties must meet with the Director of Purchasing Operations, DTMB, or designee, for the purpose of attempting to resolve the dispute without the need for formal legal proceedings, as follows:

(1) The representatives of Contractor and the State must meet as often as the parties reasonably deem necessary to gather and furnish to each other all information with respect to the matter in issue which the

parties believe to be appropriate and germane in connection with its resolution. The representatives must discuss the problem and negotiate in good faith in an effort to resolve the dispute without the necessity of any formal proceeding.

(2) During the course of negotiations, all reasonable requests made by one party to another for non-privileged information reasonably related to the Contract will be honored in order that each of the parties may be fully advised of the other's position.

(3) The specific format for the discussions will be left to the discretion of the designated State and Contractor representatives, but may include the preparation of agreed upon statements of fact or written statements of position.

(4) Following the completion of this process within 60 calendar days, the Director of Purchasing Operations, DTMB, or designee, must issue a written opinion regarding the issue(s) in dispute within 30 calendar days. The opinion regarding the dispute must be considered the State's final action and the exhaustion of administrative remedies.

(b) This Section will not be construed to prevent either party from instituting, and a party is authorized to institute, formal proceedings earlier to avoid the expiration of any applicable limitations period, to preserve a superior position with respect to other creditors, or under Section 2.193.

(c) The State will not mediate disputes between the Contractor and any other entity, except state agencies, concerning responsibility for performance of work under the Contract.

2.193 Injunctive Relief

The only circumstance in which disputes between the State and Contractor will not be subject to the provisions of **Section 2.192** is where a party makes a good faith determination that a breach of the terms of the Contract by the other party is the that the damages to the party resulting from the breach will be so immediate, so large or severe and so incapable of adequate redress after the fact that a temporary restraining order or other immediate injunctive relief is the only adequate remedy.

2.194 Continued Performance

Each party agrees to continue performing its obligations under the Contract while a dispute is being resolved except to the extent the issue in dispute precludes performance (dispute over payment must not be deemed to preclude performance) and without limiting either party's right to terminate the Contract as provided in **Section 2.150**, as the case may be.

2.200 Federal and State Contract Requirements

2.201 Nondiscrimination

In the performance of the Contract, Contractor agrees not to discriminate against any employee or applicant for employment, with respect to his or her 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, and marital status, physical or mental disability. Contractor further agrees that every subcontract entered into for the performance of this Contract or any purchase order resulting from this Contract will contain a provision requiring non-discrimination in employment, as specified here, binding upon each Subcontractor. This covenant is required under the Elliot Larsen Civil Rights Act, 1976 PA 453, MCL 37.2101, et seq., and the Persons with Disabilities Civil Rights Act, 1976 PA 220, MCL 37.1101, et seq., and any breach of this provision may be regarded as a material breach of the Contract.

2.202 Unfair Labor Practices

Under 1980 PA 278, MCL 423.321, et seq., the State must 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 under section 2 of the Act. This information is compiled by the United States National Labor Relations Board. A Contractor of the State, in relation to the Contract, must not enter into a contract with a Subcontractor, manufacturer, or supplier whose name appears in this register. Under section 4 of 1980 PA 278, MCL 423.324, the State may void any Contract if, after award of the Contract, the name of Contractor as an employer or the name of the Subcontractor, manufacturer or supplier of Contractor appears in the register.

2.203 Workplace Safety and Discriminatory Harassment
In performing Services for the State, the Contractor must comply with the Department of Civil Services Rule 2-20 regarding Workplace Safety and Rule 1-8.3 regarding Discriminatory Harassment. In addition, the Contractor must comply with Civil Service regulations and any applicable agency rules provided to the Contractor. For Civil Service Rules, see http://www.mi.gov/mdcs/0,1607,7-147-6877---,00.html.

2.210 Governing Law

2.211 Governing Law
The Contract must in all respects be governed by, and construed according to, the substantive laws of the State of Michigan without regard to any Michigan choice of law rules that would apply the substantive law of any other jurisdiction to the extent not inconsistent with, or pre-empted by federal law.

2.212 Compliance with Laws
Contractor shall comply with all applicable state, federal and local laws and ordinances in providing the Services/Deliverables.

2.213 Jurisdiction
Any dispute arising from the Contract must be resolved in the State of Michigan. With respect to any claim between the parties, Contractor consents to venue in Ingham County, Michigan, and irrevocably waives any objections it may have to the jurisdiction on the grounds of lack of personal jurisdiction of the court or the laying of venue of the court or on the basis of forum non conveniens or otherwise. Contractor agrees to appoint agents in the State of Michigan to receive service of process.

2.220 Limitation of Liability

2.221 Limitation of Liability
Neither the Contractor nor the State is liable to each other, regardless of the form of action, for consequential, incidental, indirect, or special damages. This limitation of liability does not apply to claims for infringement of United States patent, copyright, trademark or trade secrets; to claims for personal injury or damage to property caused by the gross negligence or willful misconduct of the Contractor; to claims covered by other specific provisions of this Contract calling for liquidated damages; or to court costs or attorney's fees awarded by a court in addition to damages after litigation based on this Contract.

The Contractor's liability for damages to the State is limited to one times the value of the Contract or $500,000 whichever is higher. The foregoing limitation of liability does not apply to claims for infringement of United States patent, copyright, trademarks or trade secrets; to claims for personal injury or damage to property caused by the gross negligence or willful misconduct of the Contractor; to claims covered by other specific provisions of this Contract calling for liquidated damages; or to court costs or attorney's fees awarded by a court in addition to damages after litigation based on this Contract.

The State's liability for damages to the Contractor is limited to the value of the Contract.

2.230 Disclosure Responsibilities

2.231 Disclosure of Litigation
Contractor must disclose any material criminal litigation, investigations or proceedings involving the Contractor (and each Subcontractor) or any of its officers or directors or any litigation, investigations or proceedings under the Sarbanes-Oxley Act. In addition, each Contractor (and each Subcontractor) must notify the State of any material civil litigation, arbitration or proceeding which arises during the term of the Contract and extensions, to which Contractor (or, to the extent Contractor is aware, any Subcontractor) is a party, and which involves: (i) disputes that might reasonably be expected to adversely affect the viability or financial stability of Contractor or any Subcontractor; or (ii) a claim or written allegation of fraud against Contractor or, to the extent Contractor is aware, any Subcontractor by a governmental or public entity arising out of their business dealings with governmental or public entities. The Contractor must disclose in writing to the Contract Administrator any litigation, investigation, arbitration or other proceeding (collectively, "Proceeding") within 30 days of its occurrence. Details of settlements that are prevented from disclosure by the terms of the settlement may be

annotated. Information provided to the State from Contractor's publicly filed documents referencing its material litigation will be deemed to satisfy the requirements of this Section.

If any Proceeding disclosed to the State under this Section, or of which the State otherwise becomes aware, during the term of this Contract would cause a reasonable party to be concerned about:

(a) the ability of Contractor (or a Subcontractor) to continue to perform this Contract according to its terms and conditions, or

(b) whether Contractor (or a Subcontractor) in performing Services for the State is engaged in conduct which is similar in nature to conduct alleged in the Proceeding, which conduct would constitute a breach of this Contract or a violation of Michigan law, regulations or public policy, then the Contractor must provide the State all reasonable assurances requested by the State to demonstrate that:

(1) Contractor and its Subcontractors will be able to continue to perform this Contract and any Statements of Work according to its terms and conditions, and

(2) Contractor and its Subcontractors have not and will not engage in conduct in performing the Services which is similar in nature to the conduct alleged in the Proceeding.

(c) Contractor must make the following notifications in writing:

(1) Within 30 days of Contractor becoming aware that a change in its ownership or officers has occurred, or is certain to occur, or a change that could result in changes in the valuation of its capitalized assets in the accounting records, Contractor must notify DTMB Purchasing Operations.

(2) Contractor must also notify DTMB Purchasing Operations within 30 days whenever changes to asset valuations or any other cost changes have occurred or are certain to occur as a result of a change in ownership or officers.

(3) Contractor must also notify DTMB Purchase Operations within 30 days whenever changes to company affiliations occur.

2.232 Call Center Disclosure

Contractor and/or all subcontractors involved in the performance of this Contract providing call or contact center services to the State must disclose the location of its call or contact center services to inbound callers. Failure to disclose this information is a material breach of this Contract.

2.233 Bankruptcy

The State may, without prejudice to any other right or remedy, terminate this Contract, in whole or in part, and, at its option, may take possession of the "Work in Process" and finish the Works in Process by whatever appropriate method the State may deem expedient if:

(a) the Contractor files for protection under the bankruptcy laws;

(b) an involuntary petition is filed against the Contractor and not removed within 30 days;

(c the Contractor becomes insolvent or if a receiver is appointed due to the Contractor's insolvency;

(d) the Contractor makes a general assignment for the benefit of creditors; or

(e) the Contractor or its affiliates are unable to provide reasonable assurances that the Contractor or its affiliates can deliver the services under this Contract.

Contractor will fix appropriate notices or labels on the Work in Process to indicate ownership by the State. To the extent reasonably possible, materials and Work in Process must be stored separately from other stock and marked conspicuously with labels indicating ownership by the State.

2.240 Performance

2.241 Time of Performance

(a) Contractor must use commercially reasonable efforts to provide the resources necessary to complete all Services and Deliverables according to the time schedules contained in the Statements of Work and other Exhibits governing the work, and with professional quality.

(b) Without limiting the generality of **Section 2.241,** Contractor must notify the State in a timely manner upon becoming aware of any circumstances that may reasonably be expected to jeopardize the timely and successful completion of any Deliverables/Services on the scheduled due dates in the latest State-approved delivery schedule and must inform the State of the projected actual delivery date.

(c) If the Contractor believes that a delay in performance by the State has caused or will cause the Contractor to be unable to perform its obligations according to specified Contract time periods, the Contractor must

notify the State in a timely manner and must use commercially reasonable efforts to perform its obligations according to the Contract time periods notwithstanding the State's failure. Contractor will not be in default for a delay in performance to the extent the delay is caused by the State.

2.242 Service Level Agreement (SLA)

(a) SLAs will be completed with the following operational considerations:
  (1) SLAs will not be calculated for individual Incidents where any event of Excusable Failure has been determined; Incident means any interruption in Services.
  (2) SLAs will not be calculated for individual Incidents where loss of service is planned and where the State has received prior notification or coordination.
  (3) SLAs will not apply if the applicable Incident could have been prevented through planning proposed by Contractor and not implemented at the request of the State. To invoke this consideration, complete documentation relevant to the denied planning proposal must be presented to substantiate the proposal.
  (4) Time period measurements will be based on the time Incidents are received by the Contractor and the time that the State receives notification of resolution based on 24x7x365 time period, except that the time period measurement will be suspended based on the following:
    (i) Time period(s) will not apply where Contractor does not have access to a physical State Location and where access to the State Location is necessary for problem identification and resolution.
    (ii) Time period(s) will not apply where Contractor needs to obtain timely and accurate information or appropriate feedback and is unable to obtain timely and accurate information or appropriate feedback from the State.

(b) Chronic Failure for any Service(s) will be defined as three unscheduled outage(s) or interruption(s) on any individual Service for the same reason or cause or if the same reason or cause was reasonably discoverable in the first instance over a rolling 30 day period. Chronic Failure will result in the State's option to terminate the effected individual Service(s) and procure them from a different vendor for the chronic location(s) with Contractor to pay the difference in charges for up to three additional months. The termination of the Service will not affect any tiered pricing levels.

(c) Root Cause Analysis will be performed on any Business Critical outage(s) or outage(s) on Services when requested by the Contract Administrator. Contractor will provide its analysis within two weeks of outage(s) and provide a recommendation for resolution.

(d) All decimals must be rounded to two decimal places with five and greater rounding up and four and less rounding down unless otherwise specified.

2.243 Liquidated Damages

The parties acknowledge that late or improper completion of the Work will cause loss and damage to the State, and that it would be impracticable and extremely difficult to fix the actual damage sustained by the State as a result. Therefore, Contractor and the State agree that if there is late or improper completion of the Work and the State does not elect to exercise its rights under **Section 2.141**, the State is entitled to collect liquidated damages in the amount of $5,000.00 and an additional $100.00 per day for each day Contractor fails to remedy the late or improper completion of the Work.

Unauthorized Removal of any Key Personnel

It is acknowledged that an Unauthorized Removal will interfere with the timely and proper completion of the Contract, to the loss and damage of the State, and that it would be impracticable and extremely difficult to fix the actual damage sustained by the State as a result of any Unauthorized Removal. Therefore, Contractor and the State agree that in the case of any Unauthorized Removal in respect of which the State does not elect to exercise its rights under **Section 2.141**, the State may assess liquidated damages against Contractor as specified below.

For the Unauthorized Removal of any Key Personnel designated in the applicable Statement of Work, the liquidated damages amount is $25,000.00 per individual if the Contractor identifies a replacement approved by the State under **Section 2.060** and assigns the replacement to the Project to shadow the Key Personnel who is leaving for a period of at least 30 days before the Key Personnel's removal.

If Contractor fails to assign a replacement to shadow the removed Key Personnel for at least 30 days, in addition to the $25,000.00 liquidated damages for an Unauthorized Removal, Contractor must pay the amount of $833.33 per day for each day of the 30 day shadow period that the replacement Key Personnel does not shadow the removed Key Personnel, up to $25,000.00 maximum per individual. The total liquidated damages that may be assessed per Unauthorized Removal and failure to provide 30 days of shadowing shall not exceed $50,000.00 per individual.

Other Situations Triggering Liquidated Damages

It is agreed by the State and Contractor that:

- If the Contractor does not provide or perform the requirements listed in the Contract, damage to the State shall result.
- Proving such damage will be costly, difficult and time consuming
- The damage amounts in this section represent a good faith effort to quantify the range of harm that could reasonably be anticipated at the time of the making of the Contract
- Nothing in this provision shall be construed as relieving the Contractor from performing all Contract requirements nor in determining the State's right to enforce or to seek other remedies from failure to perform any other Contract duty.
- The Agency will monitor Contractor performance and determine liquidated damage claims based upon the Contractor's development project plans and state reports and data in the Retail Sales System
- Once the Agency has determined that liquidated damages are to be assessed, the Contract Administrator will notify the Contractor of the assessment or assessments. Any liquidated damages assessment may be collected, at the Contract Administrator's discretion, by withholding funds from any payment or payments due the Contractor under the Contract after the date of assessment or by directing the Contractor to make payment of the assessment to the Agency. If payment is directed, the Contractor shall pay the assessment within thirty (30) calendar days of the receipt of the assessment notice.
- If the Contractor wishes to appeal a liquidated damages assessment, the Contractor shall deliver that appeal in writing to the Contract Administrator and the Director of Purchasing within 15 calendar days of receiving notice of the assessment. The Director of Purchasing will be sole judge of such appeal and will make determination of the issue within 14 calendar days of receiving the appeal. If the Director of Purchasing determines that any damages were caused in part by the State, the Contract Administrator will reduce damage assessment against the Contractor proportionally. Financial settlement by either party, of appealed liquidated damage assessments will be made within thirty (30) calendar days of the Director of Purchasing's decision concerning the appeal.
- Once the Contract Administrator has assessed liquidated damages for a persistent or recurrent problem, the State will withhold disputed payment to the Contractor or receive payments from the Contractor monthly for damages occurring in the previous month, until such condition is corrected. As determined appropriate by the Contract Administrator, the Contractor may obtain relief from the continued assessment of liquidated damages under the following conditions:
    - Except as waived by the Contract Administrator, no liquidated damages imposed on the Contractor shall be terminated or suspended until the Contractor has issued a written notice of correction to the Contract Administrator verifying the correction of condition(s) for which liquidated damages were imposed, and all the Contractor corrections have been subjected to system testing, documentation or other verification at the discretion of the State's Contract Administrator.
    - If any portion of this liquidated damages provision is determined to be unenforceable in one or more of the applications, all applications not determined to be invalid that are servable from the invalid application remain in effect. If any portion of the liquidated damages provision is determined to unenforceable in total, the other options of this provision shall remain in full force and effect.
    - Liquidated damages shall not be assessed due to the following circumstances: scheduled downtime, services during any disaster recovery period, any suspension of service mutually agreed to in writing by the State and the Contractor, State furloughs, and any other factors outside the reasonable control of the Contractor.

- There shall be no concurrent applications of liquidated damages resulting due to cascading failures resulting from a single failure. In the event of cascading Contractor failures resulting from a single failure, the State will be entitled to assess the highest single liquidated damage amount only, not to exceed $1,000 per day, and the maximum amount of aggregated liquidated damages payable by the Contractor over any twelve (12) month period is one hundred thousand dollars ($100,000).

At the sole discretion of the State, liquidated damages are to be assessed:

1. Development Deliverables
   Condition: Deliverables as defined in Section 1.104 are delivered later than scheduled.

   Damages: The Contract Administrator may assess damages of $500 per day late of a Phased Deliverable identified in the Project Schedule late per the approved Project Plan/Schedule. This compensates the State for the extra effort and costs associated with supervision of the Contractor as a result of this condition.

2. POS Continuity of Operations
   Condition: The RSS is unable to process and record the POS sale, void or replacement transactions of the active and connected POS network. This damage pertains to the entire POS network, not at the individual POS terminal.

   Damages: No damages shall be assessed in the first 2 hours after the failure is identified. No damages shall be assessed if the volume exceeds 1.5X the average peak as defined in Exhibit E. No damages shall be assessed if CEPAS is unable to handle credit card transactions. No damages shall be assessed for failure of common carriers telephone system failures, ISP providers, or utility failures outside the control of the Contractor or hardware failure for any items under the control of the State. Except for these exceptions, the Contract Administrator may assess liquidated damages of a minimum of $100 per day or the sum of the average sales activity of the locations affected based upon the current year to date or previous year same month, whichever is greater. However, should discontinuity occur during the week prior to start of a hunt season, the liquidated damages maximum will be the average daily sales for the locations impacted of the same period of the prior year.

3. E-License Continuity of Operations

   Condition: The RSS is unable to process and record the E-License sale, void or replacement transactions.

   Damages: No damages shall be assessed in the first 4 hours after the failure is identified. No damages shall be assessed if the volume exceeds 1.5X the average peak as defined in Exhibit E. No damages shall be assessed if CEPAS is unable to handle credit card transactions. No damages shall be assessed for failure of common carriers telephone system failures or utility failures outside the control of the Contractor or hardware failure for any items under the control of the State. Except for these exceptions, the Contract Administrator may assess liquidated damages of a minimum of $100 per day or the average sales activity of the internet based upon the current year to date or previous year same month, whichever is greater. However, should discontinuity occur during the week prior to start of a hunt season, the liquidated damages maximum will be the average daily internet sales of the same period of the prior year.

4. RSS Funds Collection

   Condition: The RSS is unable to collect funds from Banks through EFT

   Damages: No damages shall be assessed in the first 7 days after the failure is identified. No damages shall be assessed for failure of common carriers telephone system failures or utility failures outside the control of the Contractor or hardware failure for any items under the control of the State or Banks.

Except for the foregoing, the Contract Administrator may assess liquidated damages of a minimum of $100 per day up to a maximum of 10% of the EFT due but not collected per day, whichever is greater.

5. Unauthorized Software/Hardware Modification to RSS

Condition: The Contractor shall not modify any software or hardware without the prior written consent of the Contract Administrator or their designate pursuant to the Change Management procedure described herein. Application Software shall be subject to a formal release process which documents the changes made and requires DNRE written approval. Any "on-the-fly" changes needed to correct a problem must have been preceded by an email to the authorized DNRE Contact prior to said changes being made.

Damages: The Contract Administrator may issue a written order to remove said change or modification within five (5) days of receipt of said order to the previous operating condition of the application and that any errors to the application(s) shall be corrected at no expense to the State. Further, the Contract Administrator may assess liquidated damages up to the amount of $10,000 per violation. This assessment of liquidated damages, under this provision, will be in addition to any damages for discontinuity of operations or other conditions provided elsewhere in this section.

2.244 Excusable Failure

Neither party will be liable for any default, damage or delay in the performance of its obligations under the Contract to the extent the default, damage or delay is caused by government regulations or requirements (executive, legislative, judicial, military or otherwise), power failure, electrical surges or current fluctuations, lightning, earthquake, war, water or other forces of nature or acts of God, delays or failures of transportation, equipment shortages, suppliers' failures, or acts or omissions of common carriers, fire; riots, civil disorders; strikes or other labor disputes, embargoes; injunctions (provided the injunction was not issued as a result of any fault or negligence of the party seeking to have its default or delay excused); or any other cause beyond the reasonable control of a party; provided the non-performing party and its Subcontractors are without fault in causing the default or delay, and the default or delay could not have been prevented by reasonable precautions and cannot reasonably be circumvented by the non-performing party through the use of alternate sources, workaround plans or other means, including disaster recovery plans.

If a party does not perform its contractual obligations for any of the reasons listed above, the non-performing party will be excused from any further performance of its affected obligation(s) for as long as the circumstances prevail. But the party must use commercially reasonable efforts to recommence performance whenever and to whatever extent possible without delay. A party must promptly notify the other party in writing immediately after the excusable failure occurs, and also when it abates or ends.

If any of the above-enumerated circumstances substantially prevent, hinder, or delay the Contractor's performance of the Services/provision of Deliverables for more than 10 Business Days, and the State determines that performance is not likely to be resumed within a period of time that is satisfactory to the State in its reasonable discretion, then at the State's option: (a) the State may procure the affected Services/Deliverables from an alternate source, and the State is not be liable for payment for the unperformed Services/ Deliverables not provided under the Contract for so long as the delay in performance continues; (b) the State may terminate any portion of the Contract so affected and the charges payable will be equitably adjusted to reflect those Services/Deliverables terminated; or (c) the State may terminate the affected Statement of Work without liability to Contractor as of a date specified by the State in a written notice of termination to the Contractor, except to the extent that the State must pay for Services/Deliverables provided through the date of termination.

The Contractor will not have the right to any additional payments from the State as a result of any Excusable Failure occurrence or to payments for Services not rendered/Deliverables not provided as a result of the Excusable Failure condition. Defaults or delays in performance by Contractor which are caused by acts or omissions of its Subcontractors will not relieve Contractor of its obligations under the Contract except to the extent that a Subcontractor is itself subject to an Excusable Failure condition described above and Contractor

cannot reasonably circumvent the effect of the Subcontractor's default or delay in performance through the use of alternate sources, workaround plans or other means.

2.250 Approval of Deliverables

2.251 Delivery of Deliverables

A list of the Deliverables to be prepared and delivered by Contractor including, for each Deliverable, the scheduled delivery date and a designation of whether the Deliverable is a document ("Written Deliverable") or a Custom Software Deliverable is attached, if applicable. All Deliverables shall be completed and delivered for State review and written approval and, where applicable, installed in accordance with the State-approved delivery schedule and any other applicable terms and conditions of this Contract.

Prior to delivering any Deliverable to the State, Contractor will first perform all required quality assurance activities, and, in the case of Custom Software Deliverables, System Testing to verify that the Deliverable is complete and in conformance with its specifications. Before delivering a Deliverable to the State, Contractor shall certify to the State that (1) it has performed such quality assurance activities, (2) it has performed any applicable testing, (3) it has corrected all material deficiencies discovered during such quality assurance activities and testing, (4) the Deliverable is in a suitable state of readiness for the State's review and approval, and (5) the Deliverable/Service has all Critical Security patches/updates applied.

In discharging its obligations under this Section, Contractor shall be at all times (except where the parties agree otherwise in writing) in compliance with Level 3 of the Software Engineering Institute's Capability Maturity Model for Software ("CMM Level 3") or its equivalent.

2.252 Contractor System Testing

Contractor will be responsible for System Testing each Custom Software Deliverable in Contractor's development environment prior to turning over the Custom Software Deliverable to the State for User Acceptance Testing and approval. Contractor's System Testing shall include the following, at a minimum, plus any other testing required by CMM Level 3 or Contractor's system development methodology:

Contractor will be responsible for performing Unit Testing and incremental Integration Testing of the components of each Custom Software Deliverable.

Contractor's System Testing will also include Integration Testing of each Custom Software Deliverable to ensure proper inter-operation with all prior software Deliverables, interfaces and other components that are intended to inter-operate with such Custom Software Deliverable, and will include Regression Testing, volume and stress testing to ensure that the Custom Software Deliverables are able to meet the State's projected growth in the number and size of transactions to be processed by the Application and number of users, as such projections are set forth in the applicable Statement of Work.

Contractor's System Testing will also include Business Function Testing and Technical Testing of each Application in a simulated production environment. Business Function Testing will include testing of full work streams that flow through the Application as the Application will be incorporated within the State's computing environment. The State shall participate in and provide support for the Business Function Testing to the extent reasonably requested by Contractor. Within ten (10) days before the commencement of Business Function Testing pursuant to this Section, Contractor shall provide the State for State review and written approval Contractor's test plan for Business Function Testing.

Within five (5) Business Days following the completion of System Testing pursuant to this **Section**, Contractor shall provide to the State a testing matrix establishing that testing for each condition identified in the System Testing plans has been conducted and successfully concluded. To the extent that testing occurs on State premises, the State will be entitled to observe or otherwise participate in testing under this Section as the State may elect.

2.253 Approval of Deliverables, In General

All Deliverables (Written Deliverables and Custom Software Deliverables) require formal written approval by the State, in accordance with the following procedures. Formal approval by the State requires that the Deliverable be confirmed in writing by the State to meet its specifications, which, in the case of Custom Software Deliverables, will include the successful completion of State User Acceptance Testing, to be led by the State with the support and assistance of Contractor. The parties acknowledge that the approval process set forth herein will be facilitated by ongoing consultation between the parties, visibility of interim and intermediate Deliverables and collaboration on key decisions.

The State's obligation to comply with any State Review Period is conditioned on the timely delivery of Deliverables being reviewed. If Contractor fails to provide a Deliverable to the State in a timely manner, the State will nevertheless use commercially reasonable efforts to complete its review or testing within the applicable State Review Period.

Before commencement of its review or testing of a Deliverable, the State may inspect the Deliverable to confirm that all components of the Deliverable (e.g., software, associated documentation, and other materials) have been delivered. If the State determines that the Deliverable is incomplete, the State may refuse delivery of the Deliverable without performing any further inspection or testing of the Deliverable. Otherwise, the review period will be deemed to have started on the day the State receives the Deliverable and the applicable certification by Contractor in accordance with this Section.

The State will approve in writing a Deliverable upon confirming that it conforms to and, in the case of a Custom Software Deliverable, performs in accordance with, its specifications without material deficiency. The State may, but shall not be required to, conditionally approve in writing a Deliverable that contains material deficiencies if the State elects to permit Contractor to rectify them post-approval. In any case, Contractor will be responsible for working diligently to correct within a reasonable time at Contractor's expense all deficiencies in the Deliverable that remain outstanding at the time of State approval.

If, after three (3) opportunities (the original and two repeat efforts), Contractor is unable to correct all deficiencies preventing State approval of a Deliverable, the State may: (i) demand that Contractor cure the failure and give Contractor additional time to cure the failure at the sole expense of Contractor; or (ii) keep this Contract in force and do, either itself or through other parties, whatever Contractor has failed to do, in which event Contractor shall bear any excess expenditure incurred by the State in so doing beyond the contract price for such Deliverable and will pay the State an additional sum equal to ten percent (10%) of such excess expenditure to cover the State's general expenses without the need to furnish proof in substantiation of such general expenses; or (iii) terminate this Contract for default, either in whole or in part by notice to Contractor (and without the need to afford Contractor any further opportunity to cure). Notwithstanding the foregoing, the State shall not use, as a basis for exercising its termination rights under this Section, deficiencies discovered in a repeat State Review Period that could reasonably have been discovered during a prior State Review Period.

The State, at any time and in its own discretion, may halt the UAT or approval process if such process reveals deficiencies in or problems with a Deliverable in a sufficient quantity or of a sufficient severity as to make the continuation of such process unproductive or unworkable. In such case, the State may return the applicable Deliverable to Contractor for correction and re-delivery prior to resuming the review or UAT process and, in that event, Contractor will correct the deficiencies in such Deliverable in accordance with the Contract, as the case may be.

2.254 Process for Approval of Written Deliverables

The State Review Period for Written Deliverables will be the number of days set forth in the applicable Statement of Work following delivery of the final version of the Written Deliverable (failing which the State Review Period, by default, shall be ten (10) business days. The duration of the State Review Periods will be doubled if the State has not had an opportunity to review an interim draft of the Written Deliverable prior to its submission to the State. The State agrees to notify Contractor in writing by the end of the State Review Period either stating that the Written Deliverable is approved in the form delivered by Contractor or describing any deficiencies that must be corrected prior to approval of the Written Deliverable (or at the State's election,

subsequent to approval of the Written Deliverable). If the State delivers to Contractor a notice of deficiencies, Contractor will correct the described deficiencies and within five (5) Business Days resubmit the Deliverable in a form that shows all revisions made to the original version delivered to the State. Contractor's correction efforts will be made at no additional charge. Upon receipt of a corrected Written Deliverable from Contractor, the State will have a reasonable additional period of time, not to exceed the length of the original State Review Period, to review the corrected Written Deliverable to confirm that the identified deficiencies have been corrected.

If the State fails to respond to the Contractor within the above stated State Review Period timeframes, the Contractor may analyze any impacts to the project schedule and address them through a Change Control as described in Section 1.403.

2.255 Process for Approval of Custom Software Deliverables

The State will conduct UAT of each Custom Software Deliverable in accordance with the following procedures to determine whether it meets the criteria for State approval – i.e., whether it conforms to and performs in accordance with its specifications without material deficiencies.

Within thirty (30) days (or such other number of days as the parties may agree to in writing) prior to Contractor's delivery of any Custom Software Deliverable to the State for approval, Contractor shall provide to the State a set of proposed test plans, including test cases, scripts, data and expected outcomes, for the State's use (which the State may supplement in its own discretion) in conducting UAT of the Custom Software Deliverable. Contractor, upon request by the State, shall provide the State with reasonable assistance and support during the UAT process.

For the Custom Software Deliverables listed in an attachment, the State Review Period for conducting UAT will be as indicated in the attachment. For any other Custom Software Deliverables not listed in an attachment, the State Review Period shall be the number of days agreed in writing by the parties (failing which it shall be forty-five (45) days by default). The State Review Period for each Custom Software Deliverable will begin when Contractor has delivered the Custom Software Deliverable to the State accompanied by the certification required by this **Section** and the State's inspection of the Deliverable has confirmed that all components of it have been delivered.

The State's UAT will consist of executing test scripts from the proposed testing submitted by Contractor, but may also include any additional testing deemed appropriate by the State. If the State determines during the UAT that the Custom Software Deliverable contains any deficiencies, the State will notify Contractor of the deficiency by making an entry in an incident reporting system available to both Contractor and the State. Contractor will modify promptly the Custom Software Deliverable to correct the reported deficiencies, conduct appropriate System Testing (including, where applicable, Regression Testing) to confirm the proper correction of the deficiencies and re-deliver the corrected version to the State for re-testing in UAT. Contractor will coordinate the re-delivery of corrected versions of Custom Software Deliverables with the State so as not to disrupt the State's UAT process. The State will promptly re-test the corrected version of the Software Deliverable after receiving it from Contractor.

Within ten (10) business days after the end of the State Review Period, the State will give Contractor a written notice indicating the State's approval or rejection of the Custom Software Deliverable according to the criteria and process set out in this **Section**.

2.256 Final Acceptance

"Final Acceptance" shall be considered to occur when the Custom Software Deliverable to be delivered has been approved by the State and has been operating in production without any material deficiency for fourteen (14) consecutive days. If the State elects to defer putting a Custom Software Deliverable into live production for its own reasons, not based on concerns about outstanding material deficiencies in the Deliverable, the State shall nevertheless grant Final Acceptance of the Project.

2.260 Ownership

2.261 Ownership of Work Product by State
The State owns all Deliverables, as they are work made for hire by the Contractor for the State. The State owns all United States and international copyrights, trademarks, patents or other proprietary rights in the Deliverables.

2.262 Vesting of Rights
With the sole exception of any preexisting licensed works identified in the SOW, the Contractor assigns, and upon creation of each Deliverable automatically assigns, to the State, ownership of all United States and international copyrights, trademarks, patents, or other proprietary rights in each and every Deliverable, whether or not registered by the Contractor, insofar as any the Deliverable, by operation of law, may not be considered work made for hire by the Contractor for the State. From time to time upon the State's request, the Contractor must confirm the assignment by execution and delivery of the assignments, confirmations of assignment, or other written instruments as the State may request. The State may obtain and hold in its own name all copyright, trademark, and patent registrations and other evidence of rights that may be available for Deliverables.

2.263 Rights in Data
The State is the owner of all data made available by the State to the Contractor or its agents, Subcontractors or representatives under the Contract. The Contractor will not use the State's data for any purpose other than providing the Services, nor will any part of the State's data be disclosed, sold, assigned, leased or otherwise disposed of to the general public or to specific third parties or commercially exploited by or on behalf of the Contractor. No employees of the Contractor, other than those on a strictly need-to-know basis, have access to the State's data. Contractor will not possess or assert any lien or other right against the State's data. Without limiting the generality of this Section, the Contractor must only use personally identifiable information as strictly necessary to provide the Services and must disclose the information only to its employees who have a strict need-to-know the information. The Contractor must comply at all times with all laws and regulations applicable to the personally identifiable information.

The State is the owner of all State-specific data under the Contract. The State may use the data provided by the Contractor for any purpose. The State will not possess or assert any lien or other right against the Contractor's data. Without limiting the generality of this Section, the State may use personally identifiable information only as strictly necessary to utilize the Services and must disclose the information only to its employees who have a strict need to know the information, except as provided by law. The State must comply at all times with all laws and regulations applicable to the personally identifiable information. Other material developed and provided to the State remains the State's sole and exclusive property.

2.264 Ownership of Materials
The State and the Contractor will continue to own their respective proprietary technologies developed before entering into the Contract. Any hardware bought through the Contractor by the State, and paid for by the State, will be owned by the State. Any software licensed through the Contractor and sold to the State, will be licensed directly to the State.

2.270 State Standards

2.271 Existing Technology Standards
The Contractor will adhere to all existing standards as described within the comprehensive listing of the State's existing technology standards at http://www.michigan.gov/dit as in effect as of the Contract start date of this Contract. Changes made to such standards after Contract start date that impact price or schedule will be subject to change control.

2.272 Acceptable Use Policy
To the extent that Contractor has access to the State computer system, Contractor must comply with the State's Acceptable Use Policy, see http://www.michigan.gov/ditservice. All Contractor employees will be required, in writing, to agree to the State's Acceptable Use Policy before accessing the State system. The State reserves the right to terminate Contractor's access to the State system if a violation occurs.

2.273 Systems Changes
Contractor is not responsible for and not authorized to make changes to any State systems without written authorization from the Project Manager. Any changes Contractor makes to State systems with the State's approval must be done according to applicable State procedures, including security, access and configuration management procedures.

2.280 Extended Purchasing

2.281 MiDEAL (Michigan Delivery Extended Agreements Locally
Public Act 431 of 1984 permits DTMB to provide purchasing services to any city, village, county, township, school district, intermediate school district, non-profit hospital, institution of higher education, community, or junior college. A current listing of approved program members is available at: www.michigan.gov/buymichiganfirst. Unless otherwise stated, the Contractor must ensure that the non-state agency is an authorized purchaser before extending the Contract pricing.

The Contractor will supply Contract Services and equipment to these local governmental agencies at the established State of Michigan contract prices and terms to the extent applicable and where available. The Contractor must send its invoices to, and pay the local unit of government, on a direct and individual basis.

To the extent that authorized local units of government purchase quantities of Services and/or equipment under this Contract, the quantities of Services and/or equipment purchased will be included in determining the appropriate rate wherever tiered pricing based on quantity is provided.

2.282 State Employee Purchases
The State allows State employees to purchase from this Contract. Unless otherwise stated, it is the responsibility of the Contractor to ensure that the State employee is an authorized purchaser before extending the Contract pricing.

The Contractor will supply Contract Services and Deliverables at the established State of Michigan contract prices and terms to the extent applicable and where available. The Contractor will send its invoices to and pay the State employee on a direct and individual basis.

To the extent that authorized State employees purchase quantities of Services or Deliverables under this Contract, the quantities of Services and/or Deliverables purchased will be included in determining the appropriate rate wherever tiered pricing based on quantity is provided.

2.290 Environmental Provision

2.291 Environmental Provision
Energy Efficiency Purchasing Policy: The State seeks wherever possible to purchase energy efficient products. This includes giving preference to U.S. Environmental Protection Agency (EPA) certified 'Energy Star' products for any category of products for which EPA has established Energy Star certification. For other purchases, the State may include energy efficiency as one of the priority factors to consider when choosing among comparable products.

Environmental Purchasing Policy: The State of Michigan is committed to encouraging the use of products and services that impact the environment less than competing products. The State is accomplishing this by including environmental considerations in purchasing decisions, while remaining fiscally responsible, to promote practices that improve worker health, conserve natural resources, and prevent pollution. Environmental components that are to be considered include: recycled content and recyclables; energy efficiency; and the presence of undesirable materials in the products, especially those toxic chemicals which are persistent and bioaccumulative. The Contractor should be able to supply products containing recycled and environmentally preferable materials that meet performance requirements and is encouraged to offer such products throughout the duration of this Contract. Information on any relevant third party certification (such as Green Seal, Energy Star, etc.) should also be provided.

Hazardous Materials: For the purposes of this Section, "Hazardous Materials" is a generic term used to describe asbestos, ACBMs, PCBs, petroleum products, construction materials including paint thinners, solvents, gasoline, oil, and any other material the manufacture, use, treatment, storage, transportation or disposal of which is regulated by the federal, state or local laws governing the protection of the public health, natural resources or the environment. This includes, but is not limited to, materials the as batteries and circuit packs, and other materials that are regulated as (1) "Hazardous Materials" under the Hazardous Materials Transportation Act, (2) "chemical hazards" under the Occupational Safety and Health Administration standards, (3) "chemical substances or mixtures" under the Toxic Substances Control Act, (4) "pesticides" under the Federal Insecticide Fungicide and Rodenticide Act, and (5) "hazardous wastes" as defined or listed under the Resource Conservation and Recovery Act.

(a) The Contractor will use, handle, store, dispose of, process, transport and transfer any material considered a Hazardous Material according to all federal, State and local laws. The State will provide a safe and suitable environment for performance of Contractor's Work. Before the commencement of Work, the State will advise the Contractor of the presence at the work site of any Hazardous Material to the extent that the State is aware of the Hazardous Material. If the Contractor encounters material reasonably believed to be a Hazardous Material and which may present a substantial danger, the Contractor will immediately stop all affected Work, notify the State in writing about the conditions encountered, and take appropriate health and safety precautions.

(b) Upon receipt of a written notice, the State will investigate the conditions. If (a) the material is a Hazardous Material that may present a substantial danger, and (b) the Hazardous Material was not brought to the site by the Contractor, or does not result in whole or in part from any violation by the Contractor of any laws covering the use, handling, storage, disposal of, processing, transport and transfer of Hazardous Materials, the State will order a suspension of Work in writing. The State will proceed to have the Hazardous Material removed or rendered harmless. In the alternative, the State will terminate the affected Work for the State's convenience.

(c) Once the Hazardous Material has been removed or rendered harmless by the State, the Contractor will resume Work as directed in writing by the State. Any determination by the Michigan Department of Community Health or the Michigan Department of Environmental Quality that the Hazardous Material has either been removed or rendered harmless is binding upon the State and Contractor for the purposes of resuming the Work. If any incident with Hazardous Material results in delay not reasonable anticipatable under the circumstances and which is attributable to the State, the applicable SLAs for the affected Work will not be counted in a time as mutually agreed by the parties.

(d) If the Hazardous Material was brought to the site by the Contractor, or results in whole or in part from any violation by the Contractor of any laws covering the use, handling, storage, disposal of, processing, transport and transfer of Hazardous Material, or from any other act or omission within the control of the Contractor, the Contractor will bear its proportionate share of the delay and costs involved in cleaning up the site and removing and rendering harmless the Hazardous Material according to Applicable Laws to the condition approved by applicable regulatory agency(ies).

Labeling: Michigan has a Consumer Products Rule pertaining to labeling of certain products containing volatile organic compounds. For specific details visit http://www.michigan.gov/deq/0,1607,7-135-3310_4108-173523--,00.html

Refrigeration and Air Conditioning: The Contractor will comply with the applicable requirements of Sections 608 and 609 of the Clean Air Act (42 U.S.C. 7671g and 7671h) as each or both apply to this contract.

Environmental Performance: Waste Reduction Program - Contractor will establish a program to promote cost-effective waste reduction in all operations and facilities covered by this contract. The Contractor's programs will comply with applicable Federal, State, and local requirements, specifically including Section 6002 of the Resource Conservation and Recovery Act (42 U.S.C. 6962, et seq.).

2.300 Deliverables

2.301 Software
A list of the items of software the State is required to purchase for execution the Contract is listed in section **1.104.2.8**. The list includes all software required to complete the Contract and make the Deliverables operable; if any additional software is required in order for the Deliverables to meet the requirements of this Contract, such software shall be provided to the State by Contractor at no additional charge (except where agreed upon and specified in a Statement of Work or Contract Change Notice). The attachment also identifies certain items of software to be provided by the State.

2.302 Hardware
A list of the items of hardware the State is required to purchase for execution the Contract is listed in section **1.104.2.8**. The list includes all hardware required to complete the Contract and make the Deliverables operable; if any additional hardware is required in order for the Deliverables to meet the requirements of this Contract, such hardware shall be provided to the State by Contractor at no additional charge (except where agreed upon and specified in a Contract Change Notice). The attachment also identifies certain items of hardware to be provided by the State.

2.303 Equipment to be New
If applicable, all equipment provided under this Contract by Contractor shall be new where Contractor has knowledge regarding whether the equipment is new or assembled from new or serviceable used parts that are like new in performance or has the option of selecting one or the other. Equipment that is assembled from new or serviceable used parts that are like new in performance is acceptable where Contractor does not have knowledge or the ability to select one or other, unless specifically agreed otherwise in writing by the State.

2.304 Equipment to be New and Prohibited Products
The State will not accept salvage, distressed, outdated or discontinued merchandise. Shipping of such merchandise to any State agency, as a result of an order placed against the Contract, shall be considered default by the Contractor of the terms and conditions of the Contract and may result in cancellation of the Contract by the State. The brand and product number offered for all items shall remain consistent for the term of the Contract, unless Purchasing Operations has approved a change order pursuant to **Section 2.024.**

2.310 Software Warranties

2.311 Performance Warranty
The Contractor represents and warrants that Deliverables, after Final Acceptance of each Release, will perform and operate in compliance with the requirements and other standards of performance contained in this Contract (including all descriptions, specifications and drawings made a part of the Contract) for a period of (90) ninety days. In the event of a breach of this warranty, Contractor will promptly correct the affected Deliverable(s) at no charge to the State.

2.312 No Surreptitious Code Warranty
The Contractor represents and warrants that it will not intentionally introduce into any copy of licensed Software provided to the State any Self-Help Code or any Unauthorized Code as defined below. This warranty is referred to in this Contract as the “No Surreptitious Code Warranty.”

As used in this Contract, “Self-Help Code” means any back door, time bomb, drop dead device, or other software routine designed to disable a computer program automatically with the passage of time or under the positive control of a person other than the licensee of the software. Self-Help Code does not include Software routines in a computer program, if any, designed to permit an owner of the computer program (or other person acting by authority of the owner) to obtain access to a licensee’s computer system(s) (e.g. remote access via modem) for purposes of maintenance or technical support.

As used in this Contract, “Unauthorized Code” means any virus, Trojan horse, spyware, worm or other Software routines or components designed to permit unauthorized access to disable, erase, or otherwise harm software, equipment, or data; or to perform any other such actions. The term Unauthorized Code does not include Self-Help Code. Unauthorized Code does not include Software routines in a computer program, if any, designed to permit an owner of the computer program (or other person acting by authority of the owner) to

obtain access to a licensee's computer system(s) (e.g. remote access via modem) for purposes of maintenance or technical support.

In addition, Contractor will use up-to-date commercial virus detection software to detect and remove any viruses from any software prior to delivering it to the State.

2.313 Calendar Warranty

The Contractor represents and warrants that all software for which the Contractor 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 calendar year rollover 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.

2.314 Third-party Software Warranty

The Contractor represents and warrants that it will disclose the use or incorporation of any third-party software into the Deliverables. At the time of Delivery, the Contractor shall provide in writing the name and use of any Third-party Software, including information regarding the Contractor's authorization to include and utilize such software. The notice shall include a copy of any ownership agreement or license that authorizes the Contractor to use the Third-party Software.

2.315 Physical Media Warranty

Contractor represents and warrants that each licensed copy of the Software provided by the Contractor is free from physical defects in the media that tangibly embodies the copy. This warranty does not apply to defects discovered more than (30) thirty days after that date of Final Acceptance of the Software by the State. This warranty does not apply to defects arising from acts of Excusable Failure. If the Contractor breaches this warranty, then the State shall be entitled to replacement of the non-compliant copy by Contractor, at Contractor's expense (including shipping and handling).

2.320 Software Licensing

2.321 Cross-License, Deliverables Only, License to Contractor

The State grants to the Contractor, the royalty-free, world-wide, non-exclusive right and license under any Deliverable now or in the future owned by the State, or with respect to which the State has a right to grant such rights or licenses, to the extent required by the Contractor to market the Deliverables and exercise its full rights in the Deliverables, including, without limitation, the right to make, use and sell products and services based on or incorporating such Deliverables.

2.322 Cross-License, Deliverables and Derivative Work, License to Contractor

The State grants to the Contractor, the royalty-free, world-wide, non-exclusive right and license under any Deliverable and/or Derivative Work now or in the future owned by the State, or with respect to which the State has a right to grant such rights or licenses, to the extent required by the Contractor to market the Deliverables and/or Derivative Work and exercise its full rights in the Deliverables and/or Derivative Work, including, without limitation, the right to make, use and sell products and services based on or incorporating such Deliverables and/or Derivative Work.

2.323 License Back to the State
Unless otherwise specifically agreed to by the State, before initiating the preparation of any Deliverable that is a Derivative of a preexisting work, the Contractor shall cause the State to have and obtain the irrevocable, nonexclusive, worldwide, royalty-free right and license to (1) use, execute, reproduce, display, perform, distribute internally or externally, sell copies of, and prepare Derivative Works based upon all preexisting works and Derivative Works thereof, and (2) authorize or sublicense others from time to time to do any or all of the foregoing.

2.324 License Retained by Contractor
Contractor grants to the State a non-exclusive, royalty-free, site-wide, irrevocable, transferable license to use the Software and related documentation according to the terms and conditions of this Contract. For the purposes of this license, "site-wide" includes any State of Michigan office regardless of its physical location.

The State may modify the Software and may combine such with other programs or materials to form a derivative work. The State will own and hold all copyright, trademarks, patent and other intellectual property rights in any derivative work, excluding any rights or interest in Software other than those granted in this Contract.

The State may copy each item of Software to multiple hard drives or networks unless otherwise agreed by the parties.

The State will make and maintain no more than one archival copy of each item of Software, and each copy will contain all legends and notices and will be subject to the same conditions and restrictions as the original. The State may also make copies of the Software in the course of routine backups of hard drive(s) for the purpose of recovery of hard drive contents.

In the event that the Contractor shall, for any reason, cease to conduct business, or cease to support the Software, the State shall have the right to convert these licenses into perpetual licenses, with rights of quiet enjoyment, but subject to payment obligations not to exceed the then current rates.

2.325 Pre-existing Materials for Custom Software Deliverables
Neither Contractor nor any of its Subcontractors shall incorporate any preexisting materials (including Standard Software) into Custom Software Deliverables or use any pre-existing materials to produce Custom Software Deliverables if such pre-existing materials will be needed by the State in order to use the Custom Software Deliverables unless (i) such pre-existing materials and their owners are identified to the State in writing and (ii) such pre-existing materials are either readily commercially available products for which Contractor or its Subcontractor, as the case may be, has obtained a license (in form and substance approved by the State) in the name of the State, or are materials that Contractor or its Subcontractor, as the case may be, has the right to license to the State and has licensed to the State on terms and conditions approved by the State prior to using such pre-existing materials to perform the Services.

2.330 Source Code Escrow
(Reserved)

2.400 Other Provisions

2.411 Forced Labor, Convict Labor, or Indentured Servitude Made Materials
Contractor represents and certifies that, to the best of its knowledge and belief no foreign (outside of the U.S.) made equipment, materials, or supplies, will be furnished to the State under any resulting Contract, that have been produced in whole or in part by forced labor, convict labor, or indentured servitude.

2.421 Knowledge of Child Labor for Listed End Products
(a) "Forced or indentured child labor" means all work or service:
(i) Exacted from any person under the age of 18 under the menace of any penalty for its nonperformance and for which the worker does not offer himself voluntarily; or
(ii) Performed by any person under the age of 18 under a contract the enforcement of which can be accomplished by process or penalties.

(b) *Listed end products*. The following end product(s) being acquired under this solicitation is (are) included in the List of Products Requiring Contractor Certification as to Forced or Indentured Child Labor, identified by their country of origin. There is a reasonable basis to believe that listed end products from the listed countries of origin may have been mined, produced, or manufactured by forced or indentured child labor.

Listed End Product	Listed Country of Origin
None	

APPENDICES & EXHIBITS

Exhibit A – Preliminary Project Schedules

Release 1 Preliminary Project Schedule:

ID		Task Name	Deliverable	Start	Finish	Resource Names
0		**MDNRE RSSII Release 1**		**4/19/10**	**3/24/11**	
1		**Phase 1 Project Planning**		**5/17/10**	**7/13/10**	
2		**Prepare Plan Components Application**		**5/17/10**	**6/4/10**	
3		Define Project Process Interactive		5/17/10	5/18/10	Project Manager
4		Create Scope Document		5/18/10	5/19/10	Project Manager
5		Create Communications Plan		5/19/10	5/20/10	Project Manager
6		Create Quality Management Plan		5/20/10	5/21/10	Project Manager
7		Create Change Management Plan		5/21/10	5/24/10	Project Manager
8		Create Risk Management Plan		5/24/10	5/25/10	Project Manager
9		Create Staffing Plan		5/25/10	5/26/10	Project Manager
10		Create Procurement Plan		5/27/10	5/28/10	Project Manager
11		Create Reuse Plan		5/28/10	6/1/10	Project Manager
12		Create Organizational Breakdown Structure		6/1/10	6/2/10	Project Manager
13		Perform Technical Launch General		6/2/10	6/3/10	Project Manager
14		Establish Project Web Tracking System		6/3/10	6/4/10	Project Manager
15		Update Estimate		6/7/10	6/8/10	Project Manager[38%]
16		Update Project Schedule		6/8/10	6/8/10	Project Manager
17		Package and Secure Commitment		6/10/10	6/10/10	Project Manager
18		Plan Project Work Reviews		6/11/10	6/16/10	Project Manager[46%]
19		Plan Project Work Rework		6/17/10	6/17/10	Project Manager
20		Project Kickoff Meeting with SOM		6/15/10	6/15/10	Project Manager,SOM MDIT Project Manager,SOM MDNR Project Coordinator,SOM MDNR Executive Sponsor
21		Contract Orientation Meeting with SOM, if requested by SOM		6/14/10	6/15/10	Project Manager,SOM Contract Administrator,SOM MDIT Project Manager,SOM MDNR Project Coordinator
22		Phase 1 Deliverable Project Plan Complete and Delivered to SOM	●	6/28/10	6/28/10	
23		Phase 1 Deliverables Signoff by SOM		7/13/10	7/13/10	
24		Phase 1 Invoice Submission to SOM		7/13/10	7/13/10	
25		**Phase 2 Requirements Verification and Validation**		**5/17/10**	**8/26/10**	
26		**Pre-Session Work**		**6/18/10**	**6/21/10**	
27		Analysis Pre-Session Technical Requirements		6/18/10	6/21/10	DevE - Configuration Manager[75%],Lead Business Analyst[10%]
28		Analysis Pre-Session Technical Requirements - Delivered to SOM		6/21/10	6/21/10	
29		Analysis Pre-Session Completed		6/21/10	6/21/10	
30		**JAD Sessions**		**6/28/10**	**6/29/10**	
31		JAD Session - Technical Requirements - session 1		6/28/10	6/28/10	SOM MDIT Project Manager,SOM MDNR Project Coordinator,SOM MDNR SME RSS,SOM MDNR SME LED,SOM MDIT OES,Lead Business Analyst,Lead Architect,SOM MDIT SME,DevE - Configuration Manager

ID		Task Name	Deliverable	Start	Finish	Resource Names
32		JAD Session - Technical Requirements - session 2		6/28/10	6/29/10	SOM MDIT Project Manager,SOM MDNR Project Coordinator,SOM MDNR SME RSS,SOM MDNR SME LED,SOM MDIT OES,Lead Business Analyst,Lead Architect,SOM MDIT SME,DevE - Configuration Manager
33		JAD Sessions Completed		6/29/10	6/29/10	
34		**Requirements Specifications and Requirements Traceability Matrix (RTM)**		**6/21/10**	**8/6/10**	
35		**E-License Requirements**		**6/21/10**	**8/6/10**	
36		Business Requirements - Requirements/RTM		6/21/10	7/19/10	SOM MDIT Project Manager[10%],SOM MDNR Project Coordinator[10%],SOM MDNR SME RSS[10%],SOM MDNR SME Drawings[10%],SOM MDNR SME LED[10%],DevA - Deployment SME[85%],DevD,DevE - Configuration Manager[75%],Lead Business Analyst
37		Business Requirements - Requirements/RTM - Review		7/19/10	7/20/10	Lead Business Analyst,DevA - Deployment SME[85%],DevD,DevE - Configuration Manager[65%],Lead Architect[80%],DevB - Lead Tester,DevC[50%],DevF[50%],DBA[55%],Project Manager
38		Business Requirements - Requirements/RTM - Rework		7/20/10	7/22/10	SOM MDIT Project Manager[10%],SOM MDNR Project Coordinator[10%],SOM MDNR SME RSS[10%],SOM MDNR SME Drawings[10%],SOM MDNR SME LED[10%],DevA - Deployment SME[85%],DevD,DevE - Configuration Manager[65%],Lead Business Analyst
39		Business Requirements and RTM - Deliver Walkthrough Review to SOM		7/22/10	7/22/10	
40		Business Requirements and RTM - Client Review Session		8/5/10	8/5/10	SOM MDIT Project Manager,SOM MDNR Project Coordinator,SOM MDNR SME RSS,SOM MDNR SME LED,SOM MDNR SME Drawings,Lead Business Analyst,Lead Architect,DevA - Deployment SME,DevD,DevE - Configuration Manager,Project Manager
41		Business Requirements and RTM - Rework		8/5/10	8/6/10	SOM MDIT Project Manager[10%],SOM MDNR Project Coordinator[10%],SOM MDNR SME RSS[10%],SOM MDNR SME Drawings[10%],SOM MDNR SME LED[10%],Lead Business Analyst,DevA - Deployment SME[85%],DevD,DevE - Configuration Manager[65%]
42		**Technical Requirements**		**6/29/10**	**8/2/10**	
43		Technical Requirements		6/29/10	7/13/10	SOM MDIT Project Manager[10%],SOM MDNR Project Coordinator[10%],SOM MDNR SME RSS[10%],SOM MDNR SME LED[10%],SOM MDIT OES[10%],Lead Architect[80%]
44		Technical Requirements - Review		7/13/10	7/13/10	Lead Business Analyst,Lead Architect,SOM MDIT Project Manager[10%],SOM MDNR Project Coordinator[10%],SOM MDNR SME RSS[10%],SOM MDNR SME LED[10%],SOM MDIT OES[10%],DevA - Deployment SME[85%],DevD,DevE - Configuration Manager[65%],DevB - Lead Tester,DevC...

ID		Task Name	Deliverable	Start	Finish	Resource Names
45		Technical Requirements - Rework		7/13/10	7/15/10	Lead Architect[20%],SOM MDIT Project Manager[10%],SOM MDNR Project Coordinator[10%],SOM MDNR SME RSS[10%],SOM MDNR SME LED[10%],SOM MDIT OES[10%]
46		Technical Requirements and RTM - Deliver Walkthrough Review to SOM		7/15/10	7/15/10	
47		Technical Requirements and RTM - Client Review Session		7/29/10	7/29/10	SOM MDIT Project Manager,SOM MDNR Project Coordinator,SOM MDNR SME RSS,SOM MDNR SME LED,SOM MDIT OES,Lead Business Analyst,Lead Architect
48		Technical Requirements and RTM - Rework		7/29/10	8/2/10	Lead Architect[80%],SOM MDIT Project Manager[10%],SOM MDNR Project Coordinator[10%],SOM MDNR SME RSS[10%],SOM MDNR SME LED[10%],SOM MDIT OES[10%]
49		**Define Development Approach**		**5/17/10**	**7/14/10**	
50		E-Labs - Dev & QA		5/17/10	5/26/10	DBA[75%],Lead Architect
51		**Tools**		**5/17/10**	**7/14/10**	
52		CaliberRM Setup		5/17/10	6/14/10	DevA - Deployment SME
53		Quality Center Setup		6/15/10	7/14/10	DevB - Lead Tester
54		StarTeam Setup		6/15/10	6/18/10	DevE - Configuration Manager[75%]
55		Together Setup		5/26/10	6/2/10	DBA[75%]
56		Visual Studio/Dev Express Setup		6/15/10	6/24/10	.NET SME[80%]
57		**Define Software Architecture**		**6/24/10**	**7/20/10**	
58		Prototype		6/24/10	7/20/10	.NET SME[80%]
59		Prototype Solution Checkpoint		7/20/10	7/20/10	
60		Update Size Estimate		8/6/10	8/10/10	Project Manager,Lead Architect,Lead Business Analyst
61		Conduct Technical Review - Analysis Phase		8/10/10	8/12/10	Lead Architect
62		Package Business Requirements Specification Documentation		8/6/10	8/9/10	Lead Business Analyst
63		Package Technical Requirements Specification Documentation		8/2/10	8/2/10	Lead Business Analyst
64		Package Requirements Traceabilitiy Matrix		8/6/10	8/9/10	Lead Business Analyst
65		Update Project Plan and Schedule for Phase III detail		8/10/10	8/12/10	Project Manager
66		Phase 2 Deliverable Business Requirements Specification Documentation Complete and Delivered to SOM		8/12/10	8/12/10	
67		Phase 2 Deliverable Technical Requirements Specification Documentation Complete and Delivered to SOM		8/12/10	8/12/10	
68		Phase 2 Deliverable Requirements Traceability Matrix Complete and Delivered to SOM		8/12/10	8/12/10	
69		Phase 2 Deliverable Project Plan and Schedule Complete and Delivered to SOM		8/12/10	8/12/10	
70		Phase 2 Deliverables Signoff by SOM		8/26/10	8/26/10	
71		Phase 2 Invoice Submission to SOM		8/26/10	8/26/10	
72		**Phase 3 Design**		**6/2/10**	**11/8/10**	
73		**Design Application Components - Functional Design**		**6/2/10**	**10/15/10**	
74		**Design Use Cases**		**7/22/10**	**8/10/10**	
75		Design - Use Cases		7/22/10	8/5/10	DevA - Deployment SME[85%],DevD,DevE - Configuration Manager[65%],DevG,DevH,DevI
76		Design - Use Cases - Review		8/5/10	8/9/10	DevE - Configuration Manager[65%],DevA - Deployment SME[85%],DevD,DevG,DevH,DevI,DevB - Lead Tester,DevC[50%],DevF[50%],DBA[55%],Lead Architect[80%],.NET SME[80%]

ID		Task Name	Deliverable	Start	Finish	Resource Names
77		Design - Use Cases - Rework		8/9/10	8/10/10	DevE - Configuration Manager[65%],DevA - Deployment SME[85%],DevD,DevG,DevH,DevI
78		**Design Object Models**		**7/22/10**	**8/11/10**	
79		Design - Object Models		7/22/10	8/9/10	.NET SME[80%],Lead Architect[80%]
80		Design - Object Models - Review		8/9/10	8/10/10	.NET SME[80%],Lead Architect[80%],DBA[55%],DevA - Deployment SME[85%],DevB - Lead Tester,DevC[50%],DevD,DevE - Configuration Manager[65%],DevF[50%],DevG,DevH,DevI
81		Design - Object Models - Rework		8/10/10	8/11/10	.NET SME[80%],Lead Architect[80%]
82		**Design UIS**		**8/10/10**	**9/28/10**	
83		Design - UIS		8/10/10	9/16/10	DevA - Deployment SME[85%],DevG[80%],DevH[80%]
84		Design - UIS - Review		9/16/10	9/23/10	DevA - Deployment SME[85%],DevG,DevH
85		Design - UIS - Rework		9/23/10	9/28/10	DevA - Deployment SME[85%],DevG,DevH
86		**Design Database**		**6/2/10**	**6/11/10**	
87		Design - Database - Data Model OLS		6/2/10	6/10/10	DBA[75%]
88		Design - Database - Data Dictionary OLS		6/10/10	6/11/10	DBA[75%]
89		Functional Design RTM		9/28/10	9/29/10	Lead Business Analyst,DevA - Deployment SME[85%],DevD,DevE - Configuration Manager[65%],DevG,DevH,DevI
90		Functional Design and RTM - Deliver Walkthrough Review to SOM		9/29/10	9/29/10	
91		Functional Design and RTM - Client Review Session		10/12/10	10/13/10	SOM MDIT Project Manager,SOM MDNR Project Coordinator,SOM MDNR SME RSS,Lead Architect[88%],Lead Business Analyst[88%],DevA - Deployment SME[66%],DevD[88%],DevE - Configuration Manager[57%],DBA[48%],DevG[88%],DevH[88%],DevI[88%]
92		Functional Design and RTM - Rework		10/13/10	10/15/10	DevA - Deployment SME[85%],Lead Architect[80%],.NET SME[80%],DevD,DevE - Configuration Manager[65%],DevG,DevH,DevI,DBA[55%]
93		**Design Systems Components - System Design**		**8/10/10**	**10/20/10**	
94		**Design APS**		**8/10/10**	**9/28/10**	
95		Design APS		8/10/10	9/21/10	DevD[75%],DevE - Configuration Manager[65%],DevI[80%]
96		Design APS - Review		9/21/10	9/23/10	DevD[75%],DevE - Configuration Manager[65%],DevI,DevA - Deployment SME[85%],DevB - Lead Tester,DevC[50%],DevF[50%],DevG,DevH
97		Design APS - Rework		9/23/10	9/28/10	DevD[75%],DevE - Configuration Manager[65%],DevI
98		**Business Organization Components**		**8/11/10**	**8/25/10**	
99		**Design Software Configuration Management Plan**		**8/11/10**	**8/25/10**	
100		Design - Update SCM Plan		8/11/10	8/24/10	Lead Architect[80%]
101		Design - Update SCM Plan - Review		8/24/10	8/25/10	Lead Architect[80%]
102		Design - Update SCM Plan - Rework		8/25/10	8/25/10	Lead Architect[80%]
103		System Design RTM		9/28/10	9/29/10	DevD[75%],DevE - Configuration Manager[65%],DevI,Lead Business Analyst
104		System Design and RTM - Deliver Walkthrough Review to SOM		9/29/10	9/29/10	
105		System Design and RTM - Client Review Session		10/13/10	10/14/10	SOM MDIT Project Manager,SOM MDNR Project Coordinator,SOM MDNR SME RSS,Lead Architect[88%],Lead Business Analyst[88%],DevD[88%],DevE - Configuration Manager[57%],DBA[48%],DevI[88%]

ID		Task Name	Deliverable	Start	Finish	Resource Names
106		System Design and RTM - Rework		10/14/10	10/20/10	DevD[75%],DevE - Configuration Manager[65%],DevI
107		Conduct Technical Review - Design Phase		10/20/10	10/25/10	Lead Architect
108		Package Functional Design Documentation		10/15/10	10/19/10	Project Manager
109		Package System Design Documentation		10/20/10	10/20/10	Project Manager
110		Package Database Design Documentation		10/15/10	10/15/10	DBA[75%]
111		Package Requirements Traceability Matrix		10/20/10	10/21/10	Lead Business Analyst
112		Update Project Plan and Schedule for Phase IV detail		10/20/10	10/21/10	Project Manager
113		Phase 3 Deliverable Functional Design Documentation Complete and Delivered to SOM		10/25/10	10/25/10	
114		Phase 3 Deliverable System Design Documentation Complete and Delivered to SOM		10/25/10	10/25/10	
115		Phase 3 Deliverable Database Design Documentation Complete and Delivered to SOM		10/25/10	10/25/10	
116		Phase 3 Deliverable Requirements Traceability Matrix Complete and Delivered to SOM		10/25/10	10/25/10	
117		Phase 3 Deliverable Project Plan and Schedule Complete and Delivered to SOM		10/25/10	10/25/10	
118		Phase 3 Deliverables Signoff by SOM		11/8/10	11/8/10	
119		Phase 3 Invoice Submission to SOM		11/8/10	11/8/10	
120		**Phase 4 Development**		**5/26/10**	**1/31/11**	
121		**Produce Test Specifications**		**8/2/10**	**10/21/10**	
122		Produce Test Plan A		8/2/10	8/17/10	DevB - Lead Tester[75%]
123		Produce E-License Test Scripts (Test Cases)		8/10/10	9/24/10	DevB - Lead Tester[75%],TesterA - Dev
124		Produce E-License Test Scripts (Test Cases) - Review		9/24/10	10/1/10	DevB - Lead Tester[75%],TesterA - Dev
125		Produce E-License Test Scripts (Test Cases) - Rework		10/1/10	10/5/10	DevB - Lead Tester[75%],TesterA - Dev
126		Produce Test Scripts and RTM - Deliver Walkthrough Review to SOM		10/5/10	10/5/10	
127		Produce Test Scripts and RTM - Client Review Session		10/19/10	10/19/10	SOM MDIT Project Manager[25%],SOM MDNR Project Coordinator[25%],SOM MDNR SME RSS[25%],DevB - Lead Tester,Lead Business Analyst,Lead Architect[80%]
128		Produce Test Scripts and RTM - Rework		10/19/10	10/21/10	DevB - Lead Tester[75%],TesterA - Dev
129		**Produce Application Components**		**8/11/10**	**12/17/10**	
130		**Produce E-License Application**		**8/11/10**	**12/17/10**	
131		Produce - E-License D		8/11/10	10/27/10	.NET SME[80%]
132		Produce - E-License D		9/3/10	10/25/10	Lead Architect[80%]
133		Produce - E-License A		9/29/10	10/11/10	DevA - Deployment SME[85%],TesterA - Dev,DevE - Configuration Manager[65%],DevG[80%],DevH[80%],DevI
134		Produce - E-License B		10/15/10	10/20/10	DevA - Deployment SME[85%],DevG,DevH
135		Produce - E-License C		10/20/10	12/16/10	DevA - Deployment SME[85%],DevG,DevH,TesterA - Dev,DevE - Configuration Manager[65%],DevI
136		Produce RTM - E-License		12/16/10	12/17/10	DevA - Deployment SME[85%],TesterA - Dev,DevE - Configuration Manager[65%],DevG,DevH,DevI
137		E-License Produce Complete		12/17/10	12/17/10	
138		**Produce Database Components**		**6/11/10**	**7/12/10**	
139		Produce Database updates E-License		6/11/10	7/12/10	DBA[75%]
140		**Produce Busines Organization Documents**		**5/26/10**	**1/14/11**	
141		Produce TAS		5/26/10	6/7/10	Lead Architect[25%]

ID		Task Name	Deliverable	Start	Finish	Resource Names
142		Produce TAS - Review		6/7/10	6/8/10	DBA[25%],DevA - Deployment SME[85%],DevB - Lead Tester[25%],DevD[25%],DevE - Configuration Manager[25%]
143		Produce TAS - Rework		6/8/10	6/8/10	Lead Architect[25%]
144		Produce Delivery Reference Manual		8/25/10	9/2/10	Lead Architect[80%]
145		Produce Delivery Reference Manual - Review		9/2/10	9/2/10	DevE - Configuration Manager[65%],DevA - Deployment SME[85%],DevG,DevH,DevI,Lead Architect[80%],.NET SME[80%],DBA[55%]
146		Produce Delivery Reference Manual - Rework		9/2/10	9/3/10	Lead Architect[80%]
147		Produce Implementation Plan		12/17/10	1/7/11	DBA[75%],Lead Architect[80%],DevA - Deployment SME[85%]
148		Produce Implementation Plan - Review		1/7/11	1/7/11	DBA[75%],Lead Architect[80%],DevA - Deployment SME[75%],DevB - Lead Tester,DevD,DevE - Configuration Manager[65%],DevG,DevH,DevI
149		Produce Implementation Plan - Rework		1/7/11	1/10/11	DBA[75%],Lead Architect[80%],DevA - Deployment SME[85%]
150		Release Notes		1/10/11	1/13/11	DevA - Deployment SME[85%]
151		Release Notes - Review		1/13/11	1/13/11	DBA[75%],Lead Architect[25%],DevA - Deployment SME[25%],DevB - Lead Tester[25%],DevD[25%],DevE - Configuration Manager[25%],DevG[25%],DevH[25%],DevI[25%]
152		Release Notes - Rework		1/13/11	1/14/11	DevA - Deployment SME[85%]
153		Package Source Code		12/17/10	1/6/11	DevE - Configuration Manager[65%]
154		Package Test Specifications		10/21/10	10/22/10	DevB - Lead Tester[75%]
155		Package Delivery Reference Documentation		9/3/10	9/3/10	DevE - Configuration Manager[65%]
156		Package Implementation Plan and Release Notes		1/7/11	1/7/11	DevA - Deployment SME[75%]
157		Package Developer Reference Guide - S&P, TAS, Data Dictionary		6/8/10	6/9/10	DevA - Deployment SME[75%]
158		Update Project Plan and Schedule for Phase V detail		12/17/10	1/5/11	Project Manager
159		Phase 4 Deliverable Developer Reference Guide Complete and Delivered to SOM		1/7/11	1/7/11	
160		Phase 4 Deliverable Source Code Complete and Delivered to SOM	●	1/7/11	1/7/11	
161		Phase 4 Deliverable Test Specifications Complete and Delivered to SOM	●	1/7/11	1/7/11	
162		Phase 4 Deliverable Delivery Reference Documentation Complete and Delivered to SOM	●	1/7/11	1/7/11	
163		Phase 4 Deliverable Implementation Deployment Plan Documentation Complete and Delivered to SOM	●	1/14/11	1/14/11	
164		Phase 4 Deliverable Project Plan and Schedule Complete and Delivered to SOM	●	1/7/11	1/7/11	
165		SOM Code Review		1/24/11	1/24/11	Lead Architect,SOM MDIT Project Manager,SOM MDIT SME
166		Phase 4 Deliverables Signoff by SOM		1/31/11	1/31/11	
167		Phase 4 Invoice Submission to SOM		1/31/11	1/31/11	
168		**Phase 5 Testing**		**12/15/10**	**2/22/11**	
169		**Integrate System Components**		**1/6/11**	**1/10/11**	
170		Integrate Components		1/6/11	1/7/11	DevE - Configuration Manager[65%]
171		Testing Kickoff Meeting with SOM		1/10/11	1/10/11	DevB - Lead Tester[95%],Lead Architect[95%],SOM MDIT Project Manager,SOM MDNR Project Coordinator,SOM MDNR SME Drawings,SOM MDNR SME Financials,SOM MDNR SME LED,SOM MDNR SME RSS,DevE - Configuration Manager[75%]

ID		Task Name	Deliverable	Start	Finish	Resource Names
172		**Quality Assurance Integration Test**		**1/7/11**	**1/26/11**	
173		QA Integ Test- Perform Integration Testing		1/7/11	1/24/11	DevG[87%],DevH[87%],DevB - Lead Tester[96%],DevA - Deployment SME[62%],DevE - Configuration Manager[62%]
174		**Integ Test Reporting**		**1/24/11**	**1/26/11**	
175		Integ Test - Test Results Report		1/24/11	1/26/11	DevB - Lead Tester
176		**Optimize Application Components**		**12/15/10**	**2/22/11**	
177		**User Acceptance Testing (UAT)**		**12/15/10**	**2/11/11**	
178		UAT - Provide Test Plans and Scripts to SOM		12/15/10	12/15/10	
179		UAT - Provide RTM to SOM		12/15/10	12/15/10	
180		UAT - Refresh MO Site		1/10/11	1/20/11	DBA[75%]
181		UAT - UAT		1/28/11	2/11/11	DevB - Lead Tester[73%],SOM MDNR SME Drawings,SOM MDNR SME Financials,SOM MDNR SME LED,SOM MDNR SME RSS,SOM MDNR Project Coordinator,SOM MDIT Project Manager,DevA - Deployment SME[43%],DevH[52%],DevE - Configuration Manager[37%],DevG[73%]
182		**Production UAT Reporting**		**2/10/11**	**2/11/11**	
183		UAT - Update Project Website with UAT Defect Reports		2/10/11	2/11/11	DevB - Lead Tester
184		Package Test Results Documentation		2/11/11	2/15/11	DevB - Lead Tester
185		Update Project Plan and Schedule for Phase VI detail		1/28/11	2/1/11	Project Manager
186		Phase 5 Deliverable Test Results Documentation Complete and Delivered to SOM	●	2/15/11	2/15/11	
187		Phase 5 Deliverable Project Plan and Schedule Complete and Delivered to SOM	●	2/15/11	2/15/11	
188		Phase 5 UAT Complete		2/15/11	2/15/11	
189		Phase 5 Deliverables Signoff by SOM		2/22/11	2/22/11	
190		Phase 5 Approval by SOM to implement		2/22/11	2/22/11	
191		Phase 5 Invoice Submission to SOM		2/22/11	2/22/11	
192		**Phase 6 Implementation**		**2/22/11**	**3/11/11**	
193		**Implement Application in Production**		**2/22/11**	**2/24/11**	
194		**Implementation**		**2/22/11**	**2/24/11**	
195		Execute Implementation Plan - Pre-Cutover		2/22/11	2/24/11	Lead Architect,DBA,DevA - Deployment SME[50%]
196		Execute Implementation Plan - Cutover		2/24/11	2/24/11	Lead Architect[305%],DBA[305%],DevA - Deployment SME[305%]
197		RSS II E-LICENSE LIVE		2/24/11	2/24/11	
198		Monitor Production Application		2/24/11	3/10/11	Lead Architect[50%]
199		Transition to Production Support		3/10/11	3/11/11	Lead Architect
200		Phase 6 Deliverable System Implementation Complete and Delivered to SOM	●	2/24/11	2/24/11	
201		Phase 6 Invoice Submission to SOM - Post Phase Completion		3/10/11	3/10/11	
202		**Phase 7 Documentation Training and Transition**		**2/24/11**	**3/24/11**	
203		**Project Close Down**		**2/24/11**	**3/10/11**	
204		Close Down Project		2/24/11	3/10/11	Project Manager[50%]
205		Post Project Review and Lessons Learned		2/24/11	3/10/11	Project Manager[50%]
206		Baseline Verification Audit		2/24/11	3/7/11	DevE - Configuration Manager[75%]
207		Close Down Complete		3/10/11	3/10/11	
208		Package Closedown Documentation		3/10/11	3/10/11	Project Manager

ID		Task Name	Deliverable	Start	Finish	Resource Names
209		Phase 7 Deliverable Project Closedown Complete and Delivered to SOM		3/10/11	3/10/11	
210		Phase 7 Deliverables Signoff by SOM		3/24/11	3/24/11	
211		Phase 7 Invoice Submission to SOM - Post Project Closedown		3/24/11	3/24/11	
212		**Development Manage and Control**		**4/19/10**	**3/2/11**	
213		Contract Start		5/17/10	5/17/10	
214		**Project Oversight**		**4/19/10**	**3/2/11**	
215		**Deploy Project Resources**		**4/19/10**	**6/15/10**	
216		Project Manager - 4 week checkpoint		4/19/10	4/19/10	
217		Project Manager - 2 week checkpoint		5/3/10	5/3/10	
218		Project Manager - start		5/17/10	5/17/10	
219		Lead Business Analyst - 4 week checkpoint		4/19/10	4/19/10	
220		Lead Business Analyst - 2 week checkpoint		5/3/10	5/3/10	
221		Lead Business Analyst - start		5/17/10	5/17/10	
222		Lead Architect - 4 week checkpoint		4/19/10	4/19/10	
223		Lead Architect - 2 week checkpoint		5/3/10	5/3/10	
224		Lead Architect - start		5/17/10	5/17/10	
225		DBA - 4 week checkpoint		5/4/10	5/4/10	
226		DBA - 2 week checkpoint		5/18/10	5/18/10	
227		DBA - start		6/2/10	6/2/10	
228		.NET SME - 4 week checkpoint		5/17/10	5/17/10	
229		.NET SME - 2 week checkpoint		6/1/10	6/1/10	
230		.NET SME - start		6/15/10	6/15/10	
231		DevA - 4 week checkpoint		4/19/10	4/19/10	
232		DevA - 2 week checkpoint		5/3/10	5/3/10	
233		DevA - start		5/17/10	5/17/10	
234		DevB - Lead Tester - 4 week checkpoint		4/19/10	4/19/10	
235		DevB - Lead Tester - 2 week checkpoint		5/3/10	5/3/10	
236		DevB - Lead Tester - start		5/17/10	5/17/10	
237		DevC - 4 week checkpoint		4/19/10	4/19/10	
238		DevC - 2 week checkpoint		5/3/10	5/3/10	
239		DevC - start		5/17/10	5/17/10	
240		DevD - 4 week checkpoint		4/19/10	4/19/10	
241		DevD - 2 week checkpoint		5/3/10	5/3/10	
242		DevD - start		5/17/10	5/17/10	
243		DevE - 4 week checkpoint		4/19/10	4/19/10	
244		DevE - 2 week checkpoint		5/3/10	5/3/10	
245		DevE - start		5/17/10	5/17/10	
246		DevF - 4 week checkpoint		4/19/10	4/19/10	
247		DevF - 2 week checkpoint		5/3/10	5/3/10	
248		DevF - start		5/17/10	5/17/10	
249		DevG - 4 week checkpoint		4/19/10	4/19/10	
250		DevG - 2 week checkpoint		5/3/10	5/3/10	

ID		Task Name	Deliverable	Start	Finish	Resource Names
251		DevG - start		5/17/10	5/17/10	
252		DevH - 4 week checkpoint		4/19/10	4/19/10	
253		DevH - 2 week checkpoint		5/3/10	5/3/10	
254		DevH - start		5/17/10	5/17/10	
255		DevI - 4 week checkpoint		4/19/10	4/19/10	
256		DevI - 2 week checkpoint		5/3/10	5/3/10	
257		DevI - start		5/17/10	5/17/10	
258		TesterA - Dev - 4 week checkpoint		4/19/10	4/19/10	
259		TesterA - Dev - 2 week checkpoint		5/3/10	5/3/10	
260		TesterA - Dev - start		5/17/10	5/17/10	
261		**Manage Plan Execution**		**6/15/10**	**3/2/11**	
262		Manage Plan Execution		6/15/10	3/2/11	Project Manager
263		**Manage Team Communication**		**6/15/10**	**3/2/11**	
264		Manage Team Communication		6/15/10	3/2/11	.NET SME[9%],DBA[9%],DevA - Deployment SME[9%],DevB - Lead Tester[9%],DevD[9%],DevE - Configuration Manager[9%],DevG[9%],DevH[9%],DevI[9%],Lead Architect[9%],Lead Business Analyst[9%],Project Manager[9%],TesterA - Dev[9%]
265		**SME Support Architect**		**6/15/10**	**3/2/11**	
266		SME Support Architect		6/15/10	3/2/11	Lead Architect[20%]
267		**SME Support DBA**		**6/15/10**	**3/2/11**	
268		SME Support DBA		6/15/10	3/2/11	DBA[20%]
269		**SME Support .NET SME**		**6/15/10**	**3/2/11**	
270		SME Support .NET SME		6/15/10	3/2/11	.NET SME[20%]
271		**SME Configuration Management**		**6/15/10**	**3/2/11**	
272		SME Support CM		6/15/10	3/2/11	DevE - Configuration Manager[10%]

Release 2 Preliminary Project Schedule:

ID		Task Name	Deliverable	Start	Finish	Resource Names
0		**MDNRE RSSII Release 2**		**7/6/10**	**4/2/12**	
1		**Phase 1 Project Planning**		**8/3/10**	**9/28/10**	
2		**Prepare Plan Components Application**		**8/3/10**	**8/31/10**	
3		Define Project Process Interactive		8/3/10	8/3/10	Project Manager
4		Create Scope Document		8/4/10	8/5/10	Project Manager
5		Update Communications Plan		8/5/10	8/5/10	Project Manager
6		Update Quality Management Plan		8/5/10	8/6/10	Project Manager
7		Update Change Management Plan		8/6/10	8/6/10	Project Manager
8		Create Risk Management Plan		8/6/10	8/10/10	Project Manager
9		Create Staffing Plan		8/10/10	8/11/10	Project Manager
10		Create Procurement Plan		8/11/10	8/12/10	Project Manager
11		Create Reuse Plan		8/13/10	8/16/10	Project Manager
12		Update Organizational Breakdown Structure		8/16/10	8/16/10	Project Manager
13		Perform Technical Launch General		8/16/10	8/18/10	Project Manager
14		Update Project Web Tracking System		8/18/10	8/19/10	Project Manager
15		Update CaliberRM		8/30/10	8/30/10	Lead Business Analyst
16		Update Quality Center		8/30/10	8/31/10	DevB - Lead Tester[65%]
17		Update Starteam		8/30/10	8/31/10	DevE - Configuration Manager[65%]
18		Update Estimate		8/19/10	8/20/10	Project Manager
19		Update Project Schedule		8/20/10	8/23/10	Project Manager
20		Package and Secure Commitment		8/25/10	8/25/10	Project Manager
21		Plan Project Work Reviews		8/25/10	8/27/10	Project Manager[50%]
22		Plan Project Work Rework		8/27/10	8/30/10	Project Manager
23		Project Kickoff Meeting with SOM		9/1/10	9/1/10	Project Manager,SOM MDIT Project Manag
24		Phase 1 Deliverable Project Plan Complete and Delivered to SOM	●	9/14/10	9/14/10	
25		Phase 1 Deliverables Signoff by SOM		9/28/10	9/28/10	
26		Phase 1 Invoice Submission to SOM		9/28/10	9/28/10	
27		**Phase 2 Requirements Verification and Validation**		**9/1/10**	**1/27/11**	
28		**Pre-Session Work**		**9/1/10**	**11/5/10**	
29		Analysis Pre-Session RSSWIN-II Agent and Operations		9/1/10	9/2/10	Lead Business Analyst[10%],DevC[90%]
30		Analysis Pre-Session RSSWIN-II Agent and Operations - Delivered to SOM		9/2/10	9/2/10	
31		Analysis Pre-Session Sales Channels		9/17/10	9/30/10	Lead Business Analyst[65%],DevD[40%]
32		Analysis Pre-Session Sales Channels - Delivered to SOM		9/30/10	9/30/10	
33		Analysis Pre-Session Technical Requirements		11/1/10	11/5/10	Lead Business Analyst[10%],Lead Archite
34		Analysis Pre-Session Technical Requirements - Delivered to SOM		11/5/10	11/5/10	
35		Analysis Pre-Session Completed		11/5/10	11/5/10	

ID		Task Name	Deliverable	Start	Finish	Resource Names
36		**JAD Sessions**		**9/10/10**	**11/15/10**	
37		JAD Session RSSWIN-II Agent and Operations - session 1		9/10/10	9/10/10	SOM MDIT Project Manager,SOM MDNR Pr
38		JAD Session RSSWIN-II Agent and Operations - session 2		9/10/10	9/10/10	SOM MDIT Project Manager,SOM MDNR Pr
39		JAD Session Sales Channels - session 1		10/7/10	10/7/10	SOM MDIT Project Manager,SOM MDNR Pr
40		JAD Session Sales Channels - session 2		10/7/10	10/7/10	SOM MDIT Project Manager,SOM MDNR Pr
41		JAD Session Sales Channels - session 3		10/7/10	10/7/10	SOM MDIT Project Manager,SOM MDNR Pr
42		JAD Session Sales Channels - session 4		10/8/10	10/8/10	SOM MDIT Project Manager,SOM MDNR Pr
43		JAD Session Sales Channels - session 5		10/8/10	10/8/10	SOM MDIT Project Manager,SOM MDNR Pr
44		JAD Session Sales Channels - session 6		10/8/10	10/8/10	SOM MDIT Project Manager,SOM MDNR Pr
45		JAD Session Technical Requirements - session 1		11/12/10	11/12/10	SOM MDIT Project Manager,SOM MDNR Pr
46		JAD Session Technical Requirements - session 2		11/12/10	11/12/10	SOM MDIT Project Manager,SOM MDNR Pr
47		JAD Session Technical Requirements - session 3		11/12/10	11/15/10	SOM MDIT Project Manager,SOM MDNR Pr
48		JAD Session Technical Requirements - session 4		11/15/10	11/15/10	SOM MDIT Project Manager,SOM MDNR Pr
49		JAD Sessions Completed		11/15/10	11/15/10	
50		**Requirements Specifications and Requirements Traceability Matrix (RTM)**		**9/1/10**	**1/4/11**	
51		**RSSWIN-II Agent and Operations**		**9/3/10**	**11/22/10**	
52		Business Requirements and RTM - RSSWIN-II Agent and Operations		9/3/10	10/25/10	Lead Business Analyst[20%],DevC[90%],
53		Business Requirements and RTM - RSSWIN-II Agent and Operations - Review		10/25/10	10/29/10	Lead Business Analyst,Lead Architect[80
54		Business Requirements and RTM - RSSWIN-II Agent and Operations - Rework		10/29/10	11/4/10	Lead Business Analyst[50%],DevC[90%],
55		Business Requirements and RTM - RSSWIN-II Agent and Operations - Deliver Walkthrough Review to SOM		11/5/10	11/5/10	
56		Business Requirements and RTM - RSSWIN-II Agent and Operations - Client Review Session		11/19/10	11/19/10	SOM MDIT Project Manager,SOM MDNR Pr
57		Business Requirements and RTM - RSSWIN-II Agent and Operations - Client Review Rework		11/19/10	11/22/10	DevC[90%],DevJ,SOM MDIT Project Manag
58		**RSSWIN-II Financial**		**9/1/10**	**10/29/10**	
59		Business Requirements and RTM - RSSWIN-II Financial		9/1/10	10/7/10	Lead Business Analyst[15%],DevB - Lead
60		Business Requirements and RTM - RSSWIN-II Financial - Review		10/7/10	10/11/10	Lead Business Analyst,Lead Architect[80
61		Business Requirements and RTM - RSSWIN-II Financial - Rework		10/11/10	10/13/10	Lead Business Analyst[15%],DevB - Lead
62		Business Requirements and RTM - RSSWIN-II Financial - Deliver Walkthrough Review to SOM		10/13/10	10/13/10	
63		Business Requirements and RTM - RSSWIN-II Financial - Client Review Session		10/27/10	10/27/10	SOM MDIT Project Manager,SOM MDNR Pr
64		Business Requirements and RTM - RSSWIN-II Financial - Client Review Rework		10/27/10	10/29/10	DevB - Lead Tester[75%],DevK,SOM MDIT
65		**Sales Channel**		**9/30/10**	**1/4/11**	
66		Business Requirements and RTM - Sales Channel and POS Update A		9/30/10	11/8/10	Lead Business Analyst[15%],DevD[60%],
67		Business Requirements and RTM - Sales Channel and POS Update B		11/8/10	11/22/10	Lead Business Analyst[15%],DevD,SOM
68		Business Requirements and RTM - Sales Channel - Review		11/22/10	11/29/10	Lead Business Analyst,Lead Architect[80
69		Business Requirements and RTM - Sales Channel - Rework		11/29/10	12/2/10	Lead Business Analyst[15%],DevD,SOM
70		Business Requirements and RTM - Sales Channel - Deliver Walkthrough Review to SOM		12/2/10	12/2/10	

ID		Task Name	Deliverable	Start	Finish	Resource Names
71		Business Requirements and RTM - Sales Channel - Client Review Session		12/16/10	12/17/10	SOM MDIT Project Manager,SOM MDNR Pr
72		Business Requirements and RTM - Sales Channel - Client Review Rework		12/17/10	1/4/11	Lead Business Analyst[15%],DevD[90%],
73		**Technical Requirements**		**11/5/10**	**12/3/10**	
74		Technical Requirements and RTM		11/5/10	11/11/10	Lead Business Analyst[15%],Lead Archite
75		Technical Requirements and RTM - Review		11/11/10	11/11/10	Lead Business Analyst,Lead Architect[60'
76		Technical Requirements and RTM - Rework		11/11/10	11/15/10	Lead Business Analyst[15%],Lead Archite
77		Technical Requirements and RTM - Deliver Walkthrough Review to SOM		11/15/10	11/15/10	
78		Technical Requirements and RTM - Client Review Session		12/1/10	12/1/10	SOM MDIT Project Manager,SOM MDNR Pr
79		Technical Requirements and RTM - Client Review Rework		12/1/10	12/3/10	Lead Business Analyst[15%],Lead Archite
80		Update Size Estimate		1/4/11	1/7/11	Project Manager,Lead Architect,Lead Busi
81		Conduct Technical Review - Analysis Phase		1/7/11	1/11/11	Lead Architect
82		Package Business Requirements Specification Documentation		1/4/11	1/11/11	Lead Business Analyst
83		Package Requirements Traceabilitiy Matrix		1/11/11	1/12/11	Lead Business Analyst
84		Update Project Plan and Schedule for Phase III detail		1/4/11	1/11/11	Project Manager
85		Phase 2 Deliverable Business Requirements Specification Documentation Complete and Delivered to SOM		1/12/11	1/12/11	
86		Phase 2 Deliverable Technical Requirements Specification Documentation Complete and Delivered to SOM		1/12/11	1/12/11	
87		Phase 2 Deliverable Requirements Traceability Matrix Complete and Delivered to SOM		1/12/11	1/12/11	
88		Phase 2 Deliverable Project Plan and Schedule Complete and Delivered to SOM		1/12/11	1/12/11	
89		Phase 2 Deliverables Signoff by SOM		1/27/11	1/27/11	
90		Phase 2 Invoice Submission to SOM		1/27/11	1/27/11	
91		**Phase 3 Design**		**9/1/10**	**5/17/11**	
92		**Design Applications Components - Functional Design**		**10/18/10**	**4/26/11**	
93		**Design RSSWIN-II Application**		**10/18/10**	**4/26/11**	
94		**RSSWIN-II Agent and Operations**		**11/9/10**	**4/26/11**	
95		Design and RTM - RSSWIN-II Agent and Operations		11/9/10	3/17/11	DevC[90%],DevJ
96		Design and RTM - RSSWIN-II Agent and Operations		2/15/11	3/18/11	DevH,DevI
97		Design and RTM - RSSWIN-II Agent and Operations - Review		3/18/11	3/31/11	DevC,DevJ,DevB - Lead Tester[75%],DevI
98		Design and RTM - RSSWIN-II Agent and Operations - Rework		3/31/11	4/7/11	DevC,DevJ,DevH,DevI
99		Design and RTM - RSSWIN-II Agent and Operations - Deliver Walkthrough Review to SOM		4/7/11	4/7/11	
100		Design and RTM - RSSWIN-II Agent and Operations - Client Review Session		4/21/11	4/21/11	SOM MDIT Project Manager,SOM MDNR Pr
101		Design and RTM - RSSWIN-II Agent and Operations - Client Review Rework		4/21/11	4/26/11	DevC,DevJ,DevH,DevI
102		**RSSWIN-II Financial**		**10/18/10**	**3/23/11**	
103		Design and RTM - RSSWIN-II Financial A		10/18/10	1/28/11	DevK
104		Design and RTM - RSSWIN-II Financial B		10/18/10	12/17/10	DevB - Lead Tester[90%]
105		Design and RTM - RSSWIN-II Financial C		12/17/10	1/31/11	DevB - Lead Tester[15%]

ID		Task Name	Deliverable	Start	Finish	Resource Names
106		Design and RTM - RSSWIN-II Financial - Review		1/31/11	2/18/11	DevB - Lead Tester[40%],DevK,Lead Arch
107		Design and RTM - RSSWIN-II Financial - Rework		2/18/11	3/4/11	DevB - Lead Tester[40%],DevK
108		Design and RTM - RSSWIN-II Financial - Deliver Walkthrough Review to SOM		3/4/11	3/4/11	
109		Design and RTM - RSSWIN-II Financial - Client Review Session		3/18/11	3/18/11	SOM MDIT Project Manager,SOM MDNR Pr
110		Design and RTM - RSSWIN-II Financial - Client Review Rework		3/18/11	3/23/11	DevB - Lead Tester,DevK
111		**Design Sales Channel Application**		**12/2/10**	**4/15/11**	
112		Design and RTM - Sales Channel A		12/2/10	3/1/11	DevD,.NET SME[60%]
113		Design and RTM - Sales Channel B		3/1/11	3/15/11	DevD[75%],.NET SME[80%]
114		Design and RTM - Sales Channel C		2/15/11	3/14/11	DevG
115		Design and RTM - Sales Channel - Review		3/15/11	3/23/11	DevD[75%],.NET SME[80%],DevB - Lead T
116		Design and RTM - Sales Channel - Rework		3/23/11	3/29/11	DevD[75%],.NET SME[80%],DevG
117		Design and RTM - Sales Channel - Deliver Walkthrough Review to SOM		3/29/11	3/29/11	
118		Design and RTM - Sales Channel - Client Review Session		4/12/11	4/12/11	SOM MDIT Project Manager,SOM MDNR Pr
119		Design and RTM - Sales Channel - Client Review Rework		4/12/11	4/15/11	DevD[75%],.NET SME[80%],DevG
120		**Design POS Update**		**1/4/11**	**2/16/11**	
121		Design and RTM - POS Update		1/4/11	1/31/11	Devl
122		Design and RTM - POS Update - Review		1/31/11	1/31/11	Devl
123		Design and RTM - POS Update - Rework		2/1/11	2/1/11	Devl
124		Design and RTM - POS Update - Deliver Walkthrough Review to SOM		2/1/11	2/1/11	
125		Design and RTM - POS Update - Client Review Session		2/16/11	2/16/11	Lead Business Analyst,SOM MDIT Project
126		Design and RTM - POS Update - Client Review Rework		2/16/11	2/16/11	Devl
127		**Design Help Integration (E-License, POS, .5 of RSSWin)**		**1/4/11**	**4/14/11**	
128		Design and RTM Help Integration		1/4/11	3/18/11	DevF - Documentation Specialist[50%]
129		Design and RTM Help Integration - Review		3/18/11	3/24/11	DevF - Documentation Specialist[75%]
130		Design and RTM Help Integration - Rework		3/24/11	3/29/11	DevF - Documentation Specialist[75%]
131		Design and RTM - Help Integration - Deliver Walkthrough Review to SOM		3/29/11	3/29/11	
132		Design and RTM - Help Integration - Client Review Session		4/12/11	4/12/11	SOM MDIT Project Manager,SOM MDNR Pr
133		Design and RTM - Help Integration - Rework		4/12/11	4/14/11	DevF - Documentation Specialist[75%]
134		**Design System Components - System Design**		**9/1/10**	**2/4/11**	
135		**Design POS-II Environment**		**9/1/10**	**10/5/10**	
136		Design - Finalize POS-II Hardware		9/1/10	9/13/10	DevD[40%]
137		Design - Finalize POS-II Software		9/13/10	9/16/10	DevD[40%]
138		Design RTM - POS-II Environment		9/16/10	9/17/10	Lead Business Analyst,DevD[40%]
139		Design and RTM - POS-II Environment - Deliver Walkthrough Review to SOM		9/17/10	9/17/10	
140		Design and RTM - POS-II Environment - Client Review Session		10/1/10	10/1/10	Lead Business Analyst,SOM MDIT Project

ID		Task Name	Deliverable	Start	Finish	Resource Names
141		Design and RTM - POS-II Environment - Rework		10/1/10	10/5/10	DevD[40%]
142		**Design Security RSSWin**		**11/18/10**	**2/4/11**	
143		Design Security		11/18/10	1/12/11	Lead Architect[60%]
144		Design Security - Review		1/12/11	1/13/11	Lead Architect[60%],DevB - Lead Tester[7
145		Design Security - Rework		1/13/11	1/19/11	Lead Architect[60%]
146		Design and RTM - Security - Deliver Walkthrough Review to SOM		1/19/11	1/19/11	
147		Design and RTM - Security - Client Review Session		2/2/11	2/3/11	SOM MDIT Project Manager,SOM MDNR Pr
148		Design and RTM - Security - Client Review Rework		2/3/11	2/4/11	Lead Architect[60%]
149		**Business Organization Components**		**1/19/11**	**4/15/11**	
150		**Design Security Plan**		**1/19/11**	**3/16/11**	
151		Design and RTM - Security Plan		1/19/11	2/25/11	Lead Architect[50%],SOM MDIT OES,SOM
152		Design and RTM - Security Plan - Review		2/25/11	2/25/11	Lead Architect[50%],SOM MDIT OES,SOM
153		Design and RTM - Security Plan - Rework		2/25/11	3/1/11	Lead Architect[50%],SOM MDIT OES,SOM
154		Design and RTM - Security Plan - Deliver Walkthrough Review to SOM		3/1/11	3/1/11	
155		Design and RTM - Security Plan - Client Review Session		3/15/11	3/16/11	Lead Architect,SOM MDIT OES,SOM MDIT
156		Design and RTM - Security Plan - Client Review Rework		3/16/11	3/16/11	Lead Architect[60%]
157		**Design Training**		**3/15/11**	**4/15/11**	
158		Design - Business Training Plan		3/15/11	4/15/11	Training Coordinator
159		Design - Business Training Plan - Training Schedule		3/15/11	4/15/11	Training Coordinator
160		Design - Business Training Plan - Training Checklist		3/15/11	4/15/11	Training Coordinator
161		Design -Technical Training Plan		3/15/11	4/15/11	Training Coordinator
162		Design RTM - Training Plans		3/15/11	4/15/11	Lead Business Analyst[14%]
163		Design and RTM - Training Plans - Deliver Walkthrough Review to SOM		3/15/11	4/15/11	
164		Design and RTM - Training Plans - Client Review Session		3/15/11	4/15/11	Training Coordinator,Lead Business Analy
165		Design and RTM - Training Plans - Rework		3/15/11	4/15/11	Training Coordinator
166		**Design Delivery Reference (SCM) Manual**		**2/15/11**	**4/5/11**	
167		Design and RTM - Update Delivery Reference Manual		2/15/11	3/14/11	DevE - Configuration Manager[25%]
168		Design and RTM - Update Delivery Reference Manual - Review		3/15/11	3/15/11	DevE - Configuration Manager[25%],Lead
169		Design and RTM - Update Delivery Reference Manual - Rework		3/15/11	3/21/11	DevE - Configuration Manager[25%]
170		Design and RTM - Update Delivery Reference Manual - Deliver Walkthrough Review to SOM		3/21/11	3/21/11	
171		Design and RTM - Update Delivery Reference Manual - Client Review Session		4/1/11	4/4/11	SOM MDIT Project Manager,SOM MDNR Pr
172		Design and RTM - Update Delivery Reference Manual - Client Review Rework		4/4/11	4/5/11	DevE - Configuration Manager[25%]
173		**Design Technical Architecture Specifications**		**3/1/11**	**3/11/11**	
174		Design Technical Architecture Specifications		3/1/11	3/9/11	Lead Architect[60%]
175		Design Technical Architecture Specifications - Review		3/9/11	3/10/11	Lead Architect[60%]

ID		Task Name	Deliverable	Start	Finish	Resource Names
176		Design Technical Architecture Specifications - Rework		3/10/11	3/11/11	Lead Architect[60%]
177		Conduct Technical Review - Design Phase		4/26/11	4/29/11	Lead Architect
178		Package Functional Design Documentation		4/26/11	5/3/11	Project Manager
179		Package System Design Documentation		2/4/11	2/4/11	Project Manager
180		Package Security Plan Documentation		3/16/11	3/18/11	Lead Architect[60%]
181		Package Training Plan Documentation		4/15/11	4/15/11	Training Coordinator
182		Package Delivery Reference Manual Documentation		4/5/11	4/6/11	DevE - Configuration Manager[65%]
183		Package Requirements Traceability Matrix		4/26/11	4/27/11	Lead Business Analyst
184		Update Project Plan and Schedule for Phase IV detail		4/26/11	5/3/11	Project Manager
185		Phase 3 Deliverable Functional Design Documentation Complete and Delivered to SOM	●	5/3/11	5/3/11	
186		Phase 3 Deliverable System Design Documentation Complete and Delivered to SOM	●	5/3/11	5/3/11	
187		Phase 3 Deliverable Security Plan Documentation Complete and Delivered to SOM	●	5/3/11	5/3/11	
188		Phase 3 Deliverable Training Plan Documentation Complete and Delivered to SOM	●	5/3/11	5/3/11	
189		Phase 3 Deliverable Requirements Traceability Matrix Complete and Delivered to SOM	●	5/3/11	5/3/11	
190		Phase 3 Deliverable Project Plan and Schedule Complete and Delivered to SOM	●	5/3/11	5/3/11	
191		Phase 3 Deliverables Signoff by SOM		5/17/11	5/17/11	
192		Phase 3 Invoice Submission to SOM		5/17/11	5/17/11	
193		**Phase 4 Development**		**1/4/11**	**10/19/11**	
194		**Produce Test Specifications**		**1/4/11**	**6/6/11**	
195		Produce Test Plan		4/1/11	4/12/11	DevB - Lead Tester
196		Produce Test Plan - Review		4/12/11	4/12/11	DevB - Lead Tester[75%],DevC[50%],Devl
197		Produce Test Plan - Rework		4/12/11	4/13/11	DevB - Lead Tester
198		Produce Test Scripts (Test Cases)		1/4/11	5/5/11	DevB - Lead Tester[10%],TesterA
199		Produce Test Scripts (Test Cases) - Review		5/5/11	5/11/11	TesterA,DevB - Lead Tester[75%],DevC[5
200		Produce Test Scripts (Test Cases) - Rework		5/11/11	5/18/11	TesterA
201		Produce Test Plan and Scripts (Test Cases) - Deliver Walkthrough Review to SOM		5/18/11	5/18/11	
202		Produce Test Plan and Scripts (Test Cases) - Client Review Session		6/2/11	6/2/11	SOM MDIT Project Manager[25%],SOM MD
203		Produce Test Plan and Scripts (Test Cases) - Client Review Rework		6/2/11	6/6/11	TesterA
204		Test Specifications Produce Complete		6/6/11	6/6/11	
205		**Produce Application Components**		**3/1/11**	**9/23/11**	
206		**Produce RSSWIN-II Application**		**3/10/11**	**9/23/11**	
207		**RSSWIN-II Agent and Operations**		**4/18/11**	**8/22/11**	
208		Produce - RSSWIN-II Agent and Operations		4/18/11	7/20/11	DevC,DevJ,DevH,Devl
209		Produce - RSSWIN-II Agent and Operations - Review		7/20/11	8/8/11	DevC,DevJ,Lead Architect[80%],.NET SME
210		Produce - RSSWIN-II Agent and Operations - Rework		8/8/11	8/22/11	DevC,DevJ,DevH,Devl

ID		Task Name	Deliverable	Start	Finish	Resource Names
211		**RSSWIN-II Financial**		**3/10/11**	**9/23/11**	
212		Produce - RSSWIN-II Financial A		3/10/11	6/20/11	DevK
213		Produce - RSSWIN-II Financial		4/18/11	8/25/11	DevB - Lead Tester[70%]
214		Produce - RSSWIN-II Financial - Review		8/25/11	9/9/11	DevB - Lead Tester,DevK,Lead Architect[8
215		Produce - RSSWIN-II Financial - Rework		9/9/11	9/23/11	DevB - Lead Tester,DevK
216		RSSWIN-II Produce Complete		9/23/11	9/23/11	
217		**Produce Sales Channel Application**		**4/26/11**	**9/21/11**	
218		**Produce Sales Channel Applications**		**4/26/11**	**7/8/11**	
219		Produce - Sales Channel		4/26/11	6/20/11	DevD[75%],.NET SME[80%],DevG,DevE - C
220		Produce - Sales Channel - Review		6/20/11	6/30/11	DevD[75%],.NET SME[80%],DevB - Lead T
221		Produce - Sales Channel - Rework		6/30/11	7/8/11	DevD[75%],.NET SME[80%],DevG,DevE - C
222		**POS Update**		**7/8/11**	**8/15/11**	
223		Produce - POS Update		7/8/11	8/10/11	DevD[75%]
224		Produce - POS Update - Review		8/10/11	8/11/11	DevB - Lead Tester[75%],DevC,DevD[75%
225		Produce - POS Update - Rework		8/11/11	8/15/11	DevD[75%]
226		Sales Channel Produce Complete		9/21/11	9/21/11	
227		**Produce Security**		**3/1/11**	**4/26/11**	
228		Produce - Security		3/1/11	4/8/11	DevA - Deployment SME[75%]
229		Produce - Security - Review		4/8/11	4/20/11	DevA - Deployment SME[75%]
230		Produce - Security - Rework		4/20/11	4/26/11	DevA - Deployment SME[75%]
231		**Application Preview**		**4/4/11**	**6/13/11**	
232		Application Preview 1		4/4/11	4/4/11	Lead Architect[80%],SOM MDNR Project C
233		Application Preview 2		6/13/11	6/13/11	Lead Architect,SOM MDNR Project Coordir
234		**SOM Code Review**		**4/15/11**	**8/1/11**	
235		Code Review 1 by SOM		4/15/11	4/15/11	Lead Architect,SOM MDIT Project Manager
236		Code Review 2 by SOM		8/1/11	8/1/11	Lead Architect,SOM MDIT Project Manager
237		**Produce Busines Organization Documents**		**3/11/11**	**4/26/11**	
238		Produce Implementation Plan - hardware deployment and installation guide		3/11/11	4/7/11	DBA[10%],Lead Architect[70%],DevD[10%
239		Produce Implementation Plan - hardware deployment and installation guide - Review		4/7/11	4/7/11	DBA[20%],Lead Architect[18%],DevD[10%
240		Produce Implementation Plan - hardware deployment and installation guide - Rework		4/7/11	4/11/11	Lead Architect[80%]
241		Produce Implementation Plan - hardware deployment and installation guide - Deliver Walkthrough Review to SOM		4/11/11	4/11/11	
242		Produce Implementation Plan - hardware deployment and installation guide - Client Review Session		4/25/11	4/26/11	SOM MDIT Project Manager,SOM MDNR Pr
243		Produce Implementation Plan - hardware deployment and installation guide - Client Review Rework		4/26/11	4/26/11	Lead Architect[80%]
244		Package Source Code		9/23/11	10/5/11	DevE - Configuration Manager[65%]
245		Package Test Specifications		6/6/11	6/9/11	DevB - Lead Tester

ID		Task Name	Deliverable	Start	Finish	Resource Names
246		Package Implementation Installation Guide		4/26/11	4/28/11	Lead Architect[80%]
247		Package Implementaiton Deployment Plan		4/28/11	5/2/11	Lead Architect[80%]
248		Update Project Plan and Schedule for Phase V detail		9/23/11	9/30/11	Project Manager
249		Phase 4 Deliverable Source Code Complete and Delivered to SOM	●	10/5/11	10/5/11	
250		Phase 4 Deliverable Test Specifications Complete and Delivered to SOM	●	10/5/11	10/5/11	
251		Phase 4 Deliverable Implementation Installation Guide Documentation Complete and Delivered to SOM	●	10/5/11	10/5/11	
252		Phase 4 Deliverable Implementation Deployment Plan Documentation Complete and Delivered to SOM	●	10/5/11	10/5/11	
253		Phase 4 Deliverable Project Plan and Schedule Complete and Delivered to SOM	●	10/5/11	10/5/11	
254		Phase 4 Deliverables Signoff by SOM		10/19/11	10/19/11	
255		Phase 4 Invoice Submission to SOM		10/19/11	10/19/11	
256		**Phase 5 Testing**		**8/3/10**	**1/17/12**	
257		**Integrate System Components**		**8/3/10**	**11/2/11**	
258		Quality Center Prep		8/3/10	8/12/10	DevB - Lead Tester[65%]
259		Integrate Components		9/23/11	9/30/11	Lead Architect[46%]
260		Testing Kickoff Meeting with SOM		9/27/11	9/27/11	DevB - Lead Tester,Lead Architect,SOM M
261		**Integration Testing**		**9/30/11**	**11/2/11**	
262		Test - Perform System Integration and Functional Testing		9/30/11	10/28/11	DevD[75%],DevE - Configuration Manager[
263		**Integ Test Reporting**		**10/28/11**	**11/2/11**	
264		Integ Test - Test Results Report		10/28/11	11/2/11	Lead Architect[80%]
265		**Optimize Application Components**		**10/12/11**	**1/17/12**	
266		**User Acceptance Testing (UAT)**		**10/12/11**	**12/9/11**	
267		UAT - Provide Test Plans and Scripts to SOM		10/12/11	10/12/11	
268		UAT - Provide RTM to SOM		10/12/11	10/12/11	
269		UAT - Refresh MO Site		10/28/11	10/31/11	DBA[75%]
270		UAT - Install POS hardware from packaging		11/9/11	11/9/11	SOM MDIT Project Manager,SOM MDNR Pr
271		UAT - Move to MO		10/28/11	11/9/11	Lead Architect[60%]
272		UAT - UAT		11/9/11	12/9/11	DevB - Lead Tester[60%],SOM MDNR SME
273		**UAT Reporting**		**11/9/11**	**12/9/11**	
274		UAT - Update Project Website with UAT Defect Reports		11/9/11	12/9/11	TesterA[5%]
275		**Business Organization Components**		**11/9/11**	**11/28/11**	
276		UAT - Update Implementation Plan POS Hardware Deployment Plan		11/9/11	11/28/11	Lead Architect[20%]
277		Package Production Test Results Documentation		12/9/11	12/12/11	DevB - Lead Tester[75%]
278		Update Project Plan and Schedule for Phase VI detail		12/9/11	12/16/11	Project Manager
279		Phase 5 Deliverable Test Results Documentation Complete and Delivered to SOM	●	12/16/11	12/16/11	
280		Phase 5 Deliverable Project Plan and Schedule Complete and Delivered to SOM	●	12/16/11	12/16/11	

ID		Task Name	Deliverable	Start	Finish	Resource Names
281		Phase 5 UAT Complete		12/9/11	12/9/11	
282		Phase 5 Deliverables Signoff by SOM		1/17/12	1/17/12	
283		Phase 5 Approval by SOM to implement		1/17/12	1/17/12	
284		Phase 5 Invoice Submission to SOM		1/17/12	1/17/12	
285		**Phase 6 Implementation**		**6/1/11**	**3/16/12**	
286		Implementation Planning Meetings with SOM		8/1/11	3/16/12	Lead Architect[2%],DevA - Deployment SI
287		**POS Hardware**		**6/1/11**	**2/28/12**	
288		**POS Hardware Ordering**		**6/1/11**	**7/1/11**	
289		POS Hardware Availability Rechecked		6/1/11	6/1/11	Project Manager
290		POS Hardware Ordered		7/1/11	7/1/11	Project Manager
291		POS Hardware Delivered to SOM		10/1/11	10/1/11	SOM MDIT Procurement Staff
292		POS Hardware Inventoried at SOM		10/1/11	10/7/11	SOM MDIT Procurement Staff
293		POS Hardware Picked up by POS Maintenance Vendor		10/7/11	10/7/11	Field Engineering Manager
294		Ship POS Hardware to MDNR for UAT and Training Classes		10/17/11	10/17/11	Field Engineering Manager
295		Start to ship POS Hardware to Agents		2/28/12	2/28/12	Field Engineering Manager
296		**Implement Application in Production**		**2/20/12**	**2/24/12**	
297		**Implementation**		**2/20/12**	**2/24/12**	
298		Execute Implementation Plan		2/20/12	2/24/12	Lead Architect[24%],DBA[22%],DevA - De
299		RSS II RSSWIN- Agent and Financial LIVE		2/24/12	2/24/12	
300		RSS II SALES CHANNEL E-License LIVE		2/24/12	2/24/12	
301		RSS II SALES CHANNEL POS LIVE		2/24/12	2/24/12	
302		RSS II POS Hardware Can be deployed		2/24/12	2/24/12	
303		Monitor Production Application		2/27/12	3/2/12	DevA - Deployment SME
304		IM - Transfer to Production Support		2/27/12	3/6/12	Lead Architect[30%]
305		Phase 6 Deliverables Signoff by SOM - Post Phase Completion		2/24/12	2/24/12	
306		Phase 6 Invoice Submission to SOM - Post Phase Completion		2/24/12	2/24/12	
307		**Phase 7 Documentation Training and Transition**		**3/23/11**	**4/2/12**	
308		**Business Organization Components**		**3/23/11**	**10/7/11**	
309		**On Line Help Screens**		**3/23/11**	**9/26/11**	
310		Online Help Integration		3/23/11	9/26/11	DevF - Documentation Specialist[20%]
311		**RSSWIN-II Online Help**		**3/23/11**	**9/16/11**	
312		Online Help - Agent - Ops		4/26/11	9/16/11	Online Help Specialist
313		Online Help - Finan		3/23/11	9/12/11	Online Help Specialist
314		**Sales Channels Online Help**		**4/15/11**	**9/21/11**	
315		Online Help - Sales Channels		4/15/11	9/21/11	Online Help Specialist

ID		Task Name	Deliverable	Start	Finish	Resource Names
316		Online Help Complete and Integrated		9/26/11	9/26/11	
317		**Procedures Manual**		**9/26/11**	**9/26/11**	
318		Receive Procedures Manual		9/26/11	9/26/11	Online Help Specialist
319		**Agent User Manual**		**9/26/11**	**10/7/11**	
320		Receive Agent User Manual - Hardware		10/7/11	10/7/11	Field Engineering Manager
321		Receive Agent User Manual - Application		9/26/11	9/26/11	Online Help Specialist
322		Developers Reference Manual		4/14/11	5/6/11	DevF - Documentation Specialist[55%]
323		System Administration Manual A		5/6/11	6/2/11	DevF - Documentation Specialist[55%]
324		System Administration Manual B		6/2/11	6/14/11	DevF - Documentation Specialist[55%]
325		Production Support Manual		6/14/11	7/12/11	DevF - Documentation Specialist[55%]
326		Release Notes		7/12/11	8/2/11	DevF - Documentation Specialist[55%]
327		Release Notes - Review		8/2/11	8/4/11	DevF - Documentation Specialist[55%]
328		Release Notes - Rework		8/4/11	8/8/11	DevF - Documentation Specialist[55%]
329		Documentation Complete		10/7/11	10/7/11	
330		**Training**		**4/18/11**	**3/13/12**	
331		**Training Creation**		**4/18/11**	**3/13/12**	
332		Update Training Plans		4/18/11	4/26/11	Training Coordinator
333		Training Create Materials		4/26/11	3/13/12	Training Coordinator
334		Training Environment Established		12/9/11	12/9/11	Training Coordinator
335		Training Creation Complete		3/13/12	3/13/12	
336		**Training Execution**		**12/9/11**	**2/24/12**	
337		**Application Train the Trainer Sessions**		**12/9/11**	**2/2/12**	
338		Training Execution - RSS POS-II functions 1		12/9/11	2/2/12	SOM RSS-II Trainers,Training Coordinator[
339		Training Execution - RSS POS-II functions 2		12/9/11	2/2/12	SOM RSS-II Trainers,Training Coordinator[
340		Training Execution - RSS POS-II functions 3		12/9/11	2/2/12	SOM RSS-II Trainers,Training Coordinator[
341		Training Execution - RSSWIN-II Agent and Operations functions		12/9/11	2/2/12	SOM RSS-II Trainers,Training Coordinator[
342		Training Execution - RSSWIN-II Financial functions		12/9/11	2/2/12	SOM RSS-II Trainers,Training Coordinator[
343		Application Traiining Support		2/2/12	2/24/12	SOM RSS-II Trainers,Training Coordinator
344		Training Execution Complete		2/24/12	2/24/12	
345		**Project Close Down**		**12/9/11**	**3/16/12**	
346		Close Down Project		3/1/12	3/7/12	Project Manager
347		Post Project Review and Lessons Learned		3/5/12	3/16/12	Project Manager[50%]
348		Baseline Verification Audit		12/9/11	1/5/12	DevE - Configuration Manager[65%]
349		Close Down Complete		3/16/12	3/16/12	
350		Package Documentation		10/10/11	10/17/11	DevF - Documentation Specialist[75%]

ID		Task Name	Deliverable	Start	Finish	Resource Names
351		Package Training Plan and Material Documentation		3/14/12	3/15/12	DevF - Documentation Specialist[75%]
352		Package Closedown Documentation		3/19/12	3/19/12	Project Manager
353		Phase 7 Deliverable On Line Help Screens Complete and Delivered to SOM		10/17/11	10/17/11	
354		Phase 7 Deliverable Procedures Manual Complete and Delivered to SOM		10/17/11	10/17/11	
355		Phase 7 Deliverable Agent User Manual Complete and Delivered to SOM		10/17/11	10/17/11	
356		Phase 7 Deliverable Developers Reference Manual Complete and Delivered to SOM		10/17/11	10/17/11	
357		Phase 7 Deliverable System Administration Manual Complete and Delivered to SOM		10/17/11	10/17/11	
358		Phase 7 Deliverable Database Administration Manual Complete and Delivered to SOM		10/17/11	10/17/11	
359		Phase 7 Deliverable Operations Manual Complete and Delivered to SOM		10/17/11	10/17/11	
360		Phase 7 Deliverable Production Support Manual Complete and Delivered to SOM		10/17/11	10/17/11	
361		Phase 7 Deliverable Updated Training Plans Complete and Delivered to SOM		3/15/12	3/15/12	
362		Phase 7 Deliverable Training Material Complete and Delivered to SOM		3/15/12	3/15/12	
363		Phase 7 Deliverable Business Training Plan Execution Complete and Delivered to SOM		2/24/12	2/24/12	
364		Phase 7 Deliverable Project Closedown Complete and Delivered to SOM		3/19/12	3/19/12	
365		Phase 7 Deliverables Signoff by SOM		4/2/12	4/2/12	
366		Phase 7 Invoice Submission to SOM - Post Project Closedown		4/2/12	4/2/12	
367		**Development Manage and Control**		**7/6/10**	**3/7/12**	
368		Contract Start		8/3/10	8/3/10	
369		Development Start		9/1/10	9/1/10	
370		**Project Oversight**		**7/6/10**	**3/7/12**	
371		**Deploy Project Resources**		**7/6/10**	**10/7/11**	
372		Project Manager - 4 week checkpoint		7/6/10	7/6/10	
373		Project Manager - 2 week checkpoint		7/20/10	7/20/10	
374		Project Manager - start		8/3/10	8/3/10	
375		Lead Business Analyst - 4 week checkpoint		8/4/10	8/4/10	
376		Lead Business Analyst - 2 week checkpoint		8/18/10	8/18/10	
377		Lead Business Analyst - start		9/1/10	9/1/10	
378		Lead Architect - 4 week checkpoint		10/4/10	10/4/10	
379		Lead Architect - 2 week checkpoint		10/18/10	10/18/10	
380		Lead Architect - start		11/1/10	11/1/10	
381		Lead Tester - 4 week checkpoint		8/26/10	8/26/10	
382		Lead Tester - 2 week checkpoint		9/10/10	9/10/10	
383		Lead Tester - start		9/24/10	9/24/10	
384		Training Coordinator - 4 week checkpoint		2/15/11	2/15/11	
385		Training Coordinator - 2 week checkpoint		3/1/11	3/1/11	

ID		Task Name	Deliverable	Start	Finish	Resource Names
386		Training Coordinator - start		3/15/11	3/15/11	
387		Documentation Specialist - 4 week checkpoint		7/6/10	7/6/10	
388		Documentation Specialist - 2 week checkpoint		7/20/10	7/20/10	
389		Documentation Specialist - start		8/3/10	8/3/10	
390		DBA - 4 week checkpoint		7/6/10	7/6/10	
391		DBA - 2 week checkpoint		7/20/10	7/20/10	
392		DBA - start		8/3/10	8/3/10	
393		.NET SME - 4 week checkpoint		10/4/10	10/4/10	
394		.NET SME - 2 week checkpoint		10/18/10	10/18/10	
395		.NET SME - start		11/1/10	11/1/10	
396		DevA - 4 week checkpoint		1/31/11	1/31/11	
397		DevA - 2 week checkpoint		2/15/11	2/15/11	
398		DevA - start		3/1/11	3/1/11	
399		DevB - 4 week checkpoint		8/26/10	8/26/10	
400		DevB - 2 week checkpoint		9/10/10	9/10/10	
401		DevB - start		9/24/10	9/24/10	
402		DevC - 4 week checkpoint		7/6/10	7/6/10	
403		DevC - 2 week checkpoint		7/20/10	7/20/10	
404		DevC - start		8/3/10	8/3/10	
405		DevD - 4 week checkpoint		11/18/10	11/18/10	
406		DevD - 2 week checkpoint		12/6/10	12/6/10	
407		DevD - start		1/3/11	1/3/11	
408		DevE - 4 week checkpoint		1/14/11	1/14/11	
409		DevE - 2 week checkpoint		1/31/11	1/31/11	
410		DevE - start		2/14/11	2/14/11	
411		DevF - 4 week checkpoint		7/6/10	7/6/10	
412		DevF - 2 week checkpoint		7/20/10	7/20/10	
413		DevF - start		8/3/10	8/3/10	
414		DevG - 4 week checkpoint		1/14/11	1/14/11	
415		DevG - 2 week checkpoint		1/31/11	1/31/11	
416		DevG - start		2/14/11	2/14/11	
417		DevH - 4 week checkpoint		1/14/11	1/14/11	
418		DevH - 2 week checkpoint		1/31/11	1/31/11	
419		DevH - start		2/14/11	2/14/11	
420		DevI - 4 week checkpoint		11/18/10	11/18/10	

ID		Task Name	Deliverable	Start	Finish	Resource Names
421		DevI - 2 week checkpoint		12/6/10	12/6/10	
422		DevI - start		1/3/11	1/3/11	
423		DevJ - 4 week checkpoint		7/6/10	7/6/10	
424		DevJ - 2 week checkpoint		7/20/10	7/20/10	
425		DevJ - start		8/3/10	8/3/10	
426		DevK - 4 week checkpoint		7/6/10	7/6/10	
427		DevK - 2 week checkpoint		7/20/10	7/20/10	
428		DevK - start		8/3/10	8/3/10	
429		DevL - 4 week checkpoint		7/6/10	7/6/10	
430		DevL - 2 week checkpoint		7/20/10	7/20/10	
431		DevL - start		8/3/10	8/3/10	
432		DevM - 4 week checkpoint		7/6/10	7/6/10	
433		DevM - 2 week checkpoint		7/20/10	7/20/10	
434		DevM - start		8/3/10	8/3/10	
435		DevN - 4 week checkpoint		7/6/10	7/6/10	
436		DevN - 2 week checkpoint		7/20/10	7/20/10	
437		DevN - start		8/3/10	8/3/10	
438		DevO - 4 week checkpoint		7/6/10	7/6/10	
439		DevO - 2 week checkpoint		7/20/10	7/20/10	
440		DevO - start		8/3/10	8/3/10	
441		DevP - 4 week checkpoint		7/6/10	7/6/10	
442		DevP - 2 week checkpoint		7/20/10	7/20/10	
443		DevP - start		8/3/10	8/3/10	
444		DevQ - 4 week checkpoint		7/6/10	7/6/10	
445		DevQ - 2 week checkpoint		7/20/10	7/20/10	
446		DevQ - start		8/3/10	8/3/10	
447		DevR - 4 week checkpoint		7/6/10	7/6/10	
448		DevR - 2 week checkpoint		7/20/10	7/20/10	
449		DevR - start		8/3/10	8/3/10	
450		DevS - 4 week checkpoint		7/6/10	7/6/10	
451		DevS - 2 week checkpoint		7/20/10	7/20/10	
452		DevS - start		8/3/10	8/3/10	
453		TesterA - 4 week checkpoint		9/20/10	9/20/10	
454		TesterA - 2 week checkpoint		10/4/10	10/4/10	
455		TesterA - start		10/18/10	10/18/10	

ID		Task Name	Deliverable	Start	Finish	Resource Names
456		TesterB - 4 week checkpoint		7/6/10	7/6/10	
457		TesterB - 2 week checkpoint		7/20/10	7/20/10	
458		TesterB - start		8/3/10	8/3/10	
459		TesterC - 4 week checkpoint		7/6/10	7/6/10	
460		TesterC - 2 week checkpoint		7/20/10	7/20/10	
461		TesterC - start		8/3/10	8/3/10	
462		Configuration Manager - 4 week checkpoint		8/4/10	8/4/10	
463		Configuration Manager - 2 week checkpoint		8/18/10	8/18/10	
464		Configuration Manager - start		9/1/10	9/1/10	
465		Deployment SME - 4 week checkpoint		7/6/10	7/6/10	
466		Deployment SME - 2 week checkpoint		7/20/10	7/20/10	
467		Deployment SME - start		8/3/10	8/3/10	
468		Operations Support - 4 week checkpoint		7/6/10	7/6/10	
469		Operations Support - 2 week checkpoint		7/20/10	7/20/10	
470		Operations Support - start		8/3/10	8/3/10	
471		Online Help Specialist - 4 week checkpoint		7/6/10	7/6/10	
472		Online Help Specialist - 2 week checkpoint		7/20/10	7/20/10	
473		Online Help Specialist - start		8/3/10	8/3/10	
474		Field Engineering Manager - 4 week checkpoint		9/12/11	9/12/11	
475		Field Engineering Manager - 2 week checkpoint		9/26/11	9/26/11	
476		Field Engineering Manager - start		10/7/11	10/7/11	
477		Help Desk Manager - 4 week checkpoint		7/6/10	7/6/10	
478		Help Desk Manager - 2 week checkpoint		7/20/10	7/20/10	
479		Help Desk Manager - start		8/3/10	8/3/10	
480		**Manage Plan Execution**		**9/1/10**	**2/28/12**	
481		Manage Plan Execution		9/1/10	2/28/12	Project Manager
482		**Manage Team Communication**		**9/1/10**	**2/28/12**	
483		Manage Team Communication		9/1/10	2/28/12	.NET SME[6%],DBA[6%],DevA - Deployme
484		**SME Support Architect**		**9/1/10**	**3/5/12**	
485		SME Support Architect		9/1/10	3/5/12	Lead Architect[20%]
486		**SME Support DBA**		**9/1/10**	**2/28/12**	
487		SME Support DBA		9/1/10	2/28/12	DBA[20%]
488		**SME Support .NET SME**		**11/1/10**	**3/7/12**	
489		SME Support .NET SME		11/1/10	3/7/12	.NET SME[20%]
490		**SME Configuration Management**		**9/1/10**	**3/5/12**	
491		SME Support CM		9/1/10	3/5/12	DevE - Configuration Manager[10%]

Release 3 Preliminary Project Schedule:

ID		Task Name	Deliverable	Start	Finish	Resource Names
0		**RSS2 Release 3**		**7/1/11**	**4/12/13**	
1		**Phase 1 Project Planning**		**8/1/11**	**9/26/11**	
2		**Prepare Plan Components Application**		**8/1/11**	**8/29/11**	
3		Define Project Process Interactive		8/1/11	8/1/11	Project Manager
4		Create Scope Document		8/2/11	8/3/11	Project Manager
5		Update Communications Plan		8/3/11	8/3/11	Project Manager
6		Update Quality Management Plan		8/3/11	8/4/11	Project Manager
7		Update Change Management Plan		8/4/11	8/4/11	Project Manager
8		Create Risk Management Plan		8/4/11	8/8/11	Project Manager
9		Create Staffing Plan		8/8/11	8/9/11	Project Manager
10		Create Procurement Plan		8/9/11	8/10/11	Project Manager
11		Create Reuse Plan		8/11/11	8/12/11	Project Manager
12		Update Organizational Breakdown Structure		8/12/11	8/12/11	Project Manager
13		Perform Technical Launch General		8/12/11	8/16/11	Project Manager
14		Update Project Web Tracking System		8/16/11	8/17/11	Project Manager
15		Update CaliberRM		8/26/11	8/26/11	Lead Business Analyst
16		Update Quality Center		8/26/11	8/29/11	DevB - Lead Tester[75%]
17		Update Starteam		8/26/11	8/29/11	DevE - Configuration Manager[65%]
18		Update Estimate		8/17/11	8/18/11	Project Manager
19		Update Project Schedule		8/18/11	8/19/11	Project Manager
20		Package and Secure Commitment		8/23/11	8/23/11	Project Manager
21		Plan Project Work Reviews		8/23/11	8/29/11	Project Manager[25%]
22		Plan Project Work Rework		8/29/11	8/30/11	Project Manager
23		Project Kickoff Meeting with SOM		8/31/11	9/1/11	Project Manager,SOM MDIT Project Manag
24		Phase 1 Deliverable Project Plan Complete and Delivered to SOM	●	9/12/11	9/12/11	
25		Phase 1 Deliverables Signoff by SOM		9/26/11	9/26/11	
26		Phase 1 Invoice Submission to SOM		9/26/11	9/26/11	
27		**Phase 2 Requirements Verification and Validation**		**9/1/11**	**12/14/11**	
28		**Pre-Session Work**		**9/1/11**	**9/27/11**	
29		Analysis Pre-Session RSSWIN-II Hunting and Drawing		9/1/11	9/27/11	Lead Business Analyst[10%],DevC
30		Analysis Pre-Session RSSWIN-II Hunting and Drawing - Deliver to SOM		9/27/11	9/27/11	
31		Analysis Pre-Session Technical Requirements - Exhibits B and D		9/1/11	9/16/11	Lead Architect[50%],Lead Business Analy
32		Analysis Pre-Session Technical Requirements - Delivered to SOM		9/16/11	9/16/11	
33		Analysis Pre-Session Completed		9/27/11	9/27/11	
34		**JAD Sessions**		**9/23/11**	**10/5/11**	
35		JAD Session RSSWIN-II Hunting and Drawing - session 1		10/4/11	10/5/11	SOM MDIT Project Manager,SOM MDNR Pr

ID		Task Name	Deliverable	Start	Finish	Resource Names
36		JAD Session RSSWIN-II Hunting and Drawing - session 2		10/5/11	10/5/11	SOM MDIT Project Manager,SOM MDNR Pr
37		JAD Session RSSWIN-II Hunting and Drawing - session 3		10/5/11	10/5/11	SOM MDIT Project Manager,SOM MDNR Pr
38		JAD Session RSSWIN-II Hunting and Drawing - session 4		10/5/11	10/5/11	SOM MDIT Project Manager,SOM MDNR Pr
39		JAD Session - Technical Requirements - Exhibits B and D - session 1		9/23/11	9/23/11	SOM MDIT Project Manager,SOM MDNR Pr
40		JAD Session - Technical Requirements - Exhibits B and D - session 2		9/23/11	9/23/11	SOM MDIT Project Manager,SOM MDNR Pr
41		JAD Session - Technical Requirements - Exhibits B and D - session 3		9/23/11	9/26/11	SOM MDIT Project Manager,SOM MDNR Pr
42		JAD Sessions Completed		10/5/11	10/5/11	
43		**Requirements Specifications and Requirements Traceability Matrix (RTM)**		**9/1/11**	**11/21/11**	
44		**RSSWIN-II**		**9/1/11**	**11/21/11**	
45		**RSSWIN-II System Control**		**9/1/11**	**11/9/11**	
46		Business Requirements - RSSWIN-II System Control		9/1/11	10/14/11	Lead Business Analyst[15%],SOM MDIT P
47		Business Requirements - RSSWIN-II System Control - Review		10/14/11	10/19/11	Lead Business Analyst[15%],DevE - Confi
48		Business Requirements - RSSWIN-II System Control - Rework		10/19/11	10/24/11	DevE - Configuration Manager[15%],DevH
49		Business Requirements and RTM - RSSWIN-II System Control - Deliver Walkthrough Review to SOM		10/24/11	10/24/11	
50		Business Requirements and RTM - RSSWIN-II System Control - Client Review Session		11/7/11	11/7/11	SOM MDIT Project Manager,SOM MDNR Pr
51		Business Requirements and RTM - RSSWIN-II System Control - Client Review Rework		11/7/11	11/9/11	SOM MDIT Project Manager[10%],SOM MD
52		**RSSWIN-II Customer**		**9/1/11**	**10/7/11**	
53		Business Requirements - RSSWIN-II Customer		9/1/11	9/20/11	Lead Business Analyst[15%],SOM MDIT P
54		Business Requirements - RSSWIN-II Customer - Review		9/20/11	9/20/11	Lead Business Analyst[15%],DevA - Depl
55		Business Requirements - RSSWIN-II Customer - Rework		9/20/11	9/22/11	DevA - Deployment SME[40%],Devl
56		Business Requirements and RTM - RSSWIN-II Customer and MBV - Deliver Walkthrough Review to SO		9/22/11	9/22/11	
57		Business Requirements and RTM - RSSWIN-II Customer and MBV - Client Review Session		10/6/11	10/6/11	SOM MDIT Project Manager,SOM MDNR Pr
58		Business Requirements and RTM - RSSWIN-II Customer and MBV - Client Review Rework		10/6/11	10/7/11	SOM MDIT Project Manager[10%],SOM MD
59		**RSSWIN-II Hunting and Drawing**		**9/29/11**	**11/21/11**	
60		Business Requirements - RSSWIN-II Hunt and Drawing		9/29/11	10/24/11	Lead Business Analyst[15%],DevC,SOM M
61		Business Requirements - RSSWIN-II Hunt and Drawing - Review		10/24/11	10/28/11	Lead Business Analyst[15%],DevA - Depl
62		Business Requirements RSSWIN-II Hunt and Drawing - Rework		10/28/11	11/3/11	DevC
63		Business Requirements and RTM - RSSWIN-II Hunt and Drawing - Deliver Walkthrough Review to SOM		11/3/11	11/3/11	
64		Business Requirements and RTM - RSSWIN-II Hunt and Drawing - Client Review Session		11/17/11	11/17/11	SOM MDIT Project Manager,SOM MDNR Pr
65		Business Requirements and RTM - RSSWIN-II Hunt and Drawing - Client Review Rework		11/17/11	11/21/11	DevC,SOM MDIT Project Manager[10%],SC
66		**RSSII - Batch**		**9/1/11**	**11/18/11**	
67		Business Requirements - Batch		9/1/11	10/14/11	DevF - Documentation Specialist[50%],Dev
68		Business Requirements - Batch - Review		10/14/11	10/31/11	Lead Business Analyst[15%],DevA - Depl
69		Business Requirements - Batch - Rework		10/31/11	11/3/11	DevF - Documentation Specialist[75%],Dev
70		Business Requirements and RTM - Batch - Deliver Walkthrough Review to SOM		11/3/11	11/3/11	

ID		Task Name	Deliverable	Start	Finish	Resource Names
71		Business Requirements and RTM -Batch - Client Review Session		11/17/11	11/17/11	SOM MDIT Project Manager,SOM MDNR Pr
72		Business Requirements and RTM - Batch - Client Review Rework		11/17/11	11/18/11	DevF - Documentation Specialist[75%],Dev
73		Business Requirements Complete		11/21/11	11/21/11	
74		**Technical Requirements - Exhibits B and D**		**9/20/11**	**11/15/11**	
75		Technical Requirements - RSSII		9/20/11	10/18/11	Lead Business Analyst[15%],Lead Archite
76		RTM - Technical Requirements - RSSII		10/18/11	10/19/11	Lead Architect[50%],Lead Business Analy
77		Technical Requirements - Review		10/19/11	10/21/11	Lead Business Analyst[15%],DevA - Depl
78		Technical Requirements - Rework		10/21/11	10/27/11	Lead Architect[50%]
79		Technical Requirements and RTM - RSSII - Deliver Walkthrough Review to SOM		10/27/11	10/27/11	
80		Technical Requirements and RTM - RSSII - Client Review Session		11/10/11	11/10/11	SOM MDIT Project Manager,SOM MDNR Pr
81		Technical Requirements and RTM - RSSII - Client Review Rework		11/10/11	11/15/11	Lead Architect[50%],SOM MDIT Project Ma
82		Update Size Estimate		11/21/11	11/28/11	Project Manager,Lead Architect,Lead Busi
83		Conduct Technical Review - Analysis Phase		11/28/11	11/30/11	Lead Architect
84		Package Business Requirements Specification Documentation		11/21/11	11/30/11	Lead Business Analyst
85		Package Technical Requirements Specification Documentation		11/15/11	11/17/11	Lead Business Analyst
86		Package Requirements Traceabilitiy Matrix		11/21/11	11/22/11	Lead Business Analyst
87		Update Project Plan and Schedule for Phase III detail		11/21/11	11/30/11	Project Manager
88		MDIT Deliverables to HP - Interface Definitions Complete and Delivered to HP		11/30/11	11/30/11	SOM MDIT SME
89		Phase 2 Deliverable Business Requirements Specification Documentation Complete and Delivered to SOM		11/30/11	11/30/11	
90		Phase 2 Deliverable Technical Requirements Specification Documentation Complete and Delivered to SOM		11/30/11	11/30/11	
91		Phase 2 Deliverable Requirements Traceability Matrix Complete and Delivered to SOM		11/30/11	11/30/11	
92		Phase 2 Deliverable Project Plan and Schedule Complete and Delivered to SOM		11/30/11	11/30/11	
93		Phase 2 Deliverables Signoff by SOM		12/14/11	12/14/11	
94		Phase 2 Invoice Submission to SOM		12/14/11	12/14/11	
95		**Phase 3 Design**		**8/1/11**	**5/3/12**	
96		**Design Applications Components - Functional Design**		**9/22/11**	**3/30/12**	
97		**Design RSSWIN-II Application**		**9/22/11**	**3/21/12**	
98		**RSSWIN-II System Control**		**10/27/11**	**3/21/12**	
99		Design - RSSWIN-II System Control A		10/27/11	12/16/11	DevE - Configuration Manager[15%]
100		Design - RSSWIN-II System Control B		12/16/11	2/15/12	DevE - Configuration Manager[55%]
101		Design - RSSWIN-II System Control C		10/27/11	2/15/12	DevH
102		Design - RSSWIN-II System Control D		1/3/12	1/31/12	DevA - Deployment SME[40%]
103		Design - RSSWIN-II System Control - Review		2/15/12	2/27/12	Lead Business Analyst,DevE - Configurati
104		Design - RSSWIN-II System Control - Rework		2/27/12	3/6/12	DevH,DevE - Configuration Manager[80%],
105		Design and RTM - RSSWIN-II System Control - Deliver Walkthrough Review to SOM		3/6/12	3/6/12	

ID		Task Name	Deliverable	Start	Finish	Resource Names
106		Design and RTM - RSSWIN-II System Control - Client Review Session		3/20/12	3/20/12	SOM MDIT Project Manager,SOM MDNR Pr
107		Design and RTM - RSSWIN-II System Control - Client Review Rework		3/20/12	3/21/12	DevH,DevE - Configuration Manager[80%]
108		**RSSWIN-II Customer**		**9/22/11**	**11/30/11**	
109		Design - RSSWIN-II Customer		9/22/11	10/31/11	DevA - Deployment SME[40%]
110		Design - RSSWIN-II Customer		9/22/11	11/2/11	DevI
111		Design - RSSWIN-II Customer - Review		11/2/11	11/4/11	Lead Business Analyst,DevE - Configurati
112		Design - RSSWIN-II Customer - Rework		11/4/11	11/10/11	DevI
113		Design and RTM - RSSWIN-II Customer - Deliver Walkthrough Review to SOM		11/10/11	11/10/11	
114		Design and RTM - RSSWIN-II Customer - Client Review Session		11/28/11	11/29/11	SOM MDIT Project Manager,SOM MDNR Pr
115		Design and RTM - RSSWIN-II Customer - Client Review Rework		11/29/11	11/30/11	DevI
116		**RSSWIN-II Hunting and Drawing**		**11/8/11**	**2/16/12**	
117		Design - RSSWIN-II Hunting and Drawing A		11/8/11	1/20/12	DevC,DevG
118		Design - RSSWIN-II Hunting and Drawing- Review		1/20/12	1/26/12	Lead Business Analyst,DevE - Configurati
119		Design - RSSWIN-II Hunting and Drawing - Rework		1/26/12	1/31/12	DevC,DevG
120		Design and RTM - RSSWIN-II Hunting and Drawing - Deliver Walkthrough Review to SOM		1/31/12	1/31/12	
121		Design and RTM - RSSWIN-II Hunting and Drawing - Client Review Session		2/15/12	2/15/12	SOM MDIT Project Manager,SOM MDNR Pr
122		Design and RTM - RSSWIN-II Hunting and Drawing - Rework		2/15/12	2/16/12	DevC,DevG
123		**RSSII - Batch**		**11/7/11**	**3/30/12**	
124		Design -Batch A		11/7/11	2/7/12	DevJ,DevK,TesterA
125		Design -Batch B		12/7/11	2/21/12	DevF - Documentation Specialist[55%]
126		Design -Batch C		11/15/11	2/2/12	DevI
127		Design Review - Batch		2/7/12	3/1/12	Lead Business Analyst,DevE - Configurati
128		Design Rework - Batch		3/1/12	3/14/12	DevF - Documentation Specialist[75%],Dev
129		Design and RTM - Batch - Deliver Walkthrough Review to SOM		3/14/12	3/14/12	
130		Design and RTM - Batch - Client Review Session		3/28/12	3/29/12	SOM MDIT Project Manager,SOM MDNR Pr
131		Design and RTM - Batch - Rework		3/29/12	3/30/12	DevJ,DevK,TesterA,DevI
132		**Design Help Integration**		**11/7/11**	**1/4/12**	
133		Design and RTM Help Integration		11/7/11	11/29/11	DevF - Documentation Specialist[75%]
134		Design and RTM Help Integration - Review		11/29/11	12/1/11	DevF - Documentation Specialist[75%]
135		Design and RTM Help Integration - Rework		12/1/11	12/2/11	DevF - Documentation Specialist[75%]
136		Design and RTM - Help Integration - Deliver Walkthrough Review to SOM		12/2/11	12/2/11	
137		Design and RTM - Help Integration - Client Review Session		12/16/11	12/16/11	SOM MDIT Project Manager,SOM MDNR Pr
138		Design and RTM - Help Integration - Rework		12/16/11	1/4/12	DevF - Documentation Specialist[75%]
139		**Design System Components - System Design**		**11/3/11**	**12/7/11**	
140		**Design Hosting Environments**		**11/3/11**	**12/7/11**	

ID		Task Name	Deliverable	Start	Finish	Resource Names
141		Design - Finalize Model Office - Disaster Recovery Environment Environment		11/3/11	11/10/11	Lead Architect[60%]
142		Design - Finalize Production Environment		11/10/11	11/17/11	Lead Architect[60%]
143		Design RTM - Hosting Environments		11/17/11	11/17/11	Lead Business Analyst
144		Design and RTM - Hosting Environments MO & Prod - Deliver Walkthrough Review to SOM		11/17/11	11/17/11	
145		Design and RTM - Hosting Environments MO & Prod - Client Review Session		12/5/11	12/6/11	Lead Architect,Lead Business Analyst,SO
146		Design and RTM - Hosting Environments MO & Prod - Rework		12/6/11	12/7/11	Lead Architect[60%]
147		**Design Database**		**8/1/11**	**4/12/12**	
148		Design - Database - Data Model		8/1/11	1/27/12	DBA[40%]
149		Design - Database - Data Dictionary		1/27/12	3/5/12	DBA[40%]
150		Design - Database - Conversion Plan		3/5/12	3/12/12	DBA[60%]
151		Design RTM - Database Design		3/12/12	3/19/12	Lead Business Analyst
152		Design and RTM - Database Design - Deliver Walkthrough Review to SOM		3/19/12	3/19/12	
153		Design and RTM - Database Design - Client Review Session		4/2/12	4/2/12	DBA,Lead Architect,SOM MDIT Project Ma
154		Design and RTM - Database Design - Rework		4/2/12	4/12/12	DBA[60%]
155		**Business Organization Components**		**11/17/11**	**3/26/12**	
156		**Design Security**		**11/17/11**	**2/2/12**	
157		Design - Security Plan		11/17/11	1/3/12	Lead Architect[50%],SOM MDIT OES,SOM
158		Design RTM - Security Plan		1/3/12	1/9/12	Lead Business Analyst,Lead Architect[40
159		Design and RTM - Security Plan - Deliver Walkthrough Review to SOM		1/9/12	1/9/12	
160		Design and RTM - Security Plan - Client Review Session		1/24/12	1/24/12	Lead Architect,SOM MDIT OES,SOM MDIT
161		Design and RTM - Security Plan - Rework		1/24/12	2/2/12	Lead Architect[40%]
162		**Design Training**		**2/15/12**	**3/15/12**	
163		Design - Business Training Plan		2/15/12	3/15/12	Training Coordinator
164		Design - Business Training Plan - Training Schedule		2/15/12	3/15/12	Training Coordinator
165		Design - Business Training Plan - Training Checklist		2/15/12	3/15/12	Training Coordinator
166		Design RTM - Training Plans		2/15/12	3/15/12	Lead Business Analyst[10%]
167		Design and RTM - Training Plans - Deliver Walkthrough Review to SOM		2/15/12	3/15/12	
168		Design and RTM - Training Plans - Client Review Session		2/15/12	3/15/12	Training Coordinator,Lead Business Analy
169		Design and RTM - Training Plans - Rework		2/15/12	3/15/12	Training Coordinator
170		**Design Delivery Reference Manual (SCM) Updates**		**3/12/12**	**3/26/12**	
171		Design and RTM - Update Delivery Reference Manual		3/12/12	3/21/12	DevE - Configuration Manager[80%]
172		Design and RTM - Update Delivery Reference Manual - Review		3/21/12	3/22/12	DevE - Configuration Manager[80%]
173		Design and RTM - Update Delivery Reference Manual - Rework		3/22/12	3/26/12	DevE - Configuration Manager[80%]
174		Design and RTM - Update Delivery Reference Manual - Deliver Walkthrough Review to SOM		3/26/12	3/26/12	
175		Design and RTM - Update Delivery Reference Manual - Client Review Session		3/26/12	3/26/12	Lead Architect[214%],SOM MDIT Project M

ID		Task Name	Deliverable	Start	Finish	Resource Names
176		Design and RTM - Update Delivery Reference Manual - Client Review Rework		3/26/12	3/26/12	DevE - Configuration Manager[80%]
177		Conduct Technical Review - Design Phase		4/12/12	4/17/12	Lead Architect
178		Package Functional Design Documentation		3/30/12	4/6/12	Project Manager
179		Package System Design Documentation		12/7/11	12/8/11	Project Manager
180		Package Database Design Documentation		4/12/12	4/13/12	DBA[75%]
181		Package Security Plan Documentation		2/2/12	2/3/12	Lead Architect[80%]
182		Package Training Plan Documentation		3/15/12	3/15/12	Training Coordinator
183		Package Requirements Traceability Matrix		4/12/12	4/13/12	Lead Business Analyst
184		Update Project Plan and Schedule for Phase IV detail		4/12/12	4/19/12	Project Manager
185		Phase 3 Deliverable Functional Design Documentation Complete and Delivered to SOM	●	4/19/12	4/19/12	
186		Phase 3 Deliverable System Design Documentation Complete and Delivered to SOM	●	4/19/12	4/19/12	
187		Phase 3 Deliverable Database Design Documentation Complete and Delivered to SOM	●	4/19/12	4/19/12	
188		Phase 3 Deliverable Security Plan Documentation Complete and Delivered to SOM	●	4/19/12	4/19/12	
189		Phase 3 Deliverable Training Plan Documentation Complete and Delivered to SOM	●	4/19/12	4/19/12	
190		Phase 3 Deliverable Requirements Traceability Matrix Complete and Delivered to SOM	●	4/19/12	4/19/12	
191		Phase 3 Deliverable Project Plan and Schedule Complete and Delivered to SOM	●	4/19/12	4/19/12	
192		Phase 3 Deliverables Signoff by SOM		5/3/12	5/3/12	
193		Phase 3 Invoice Submission to SOM		5/3/12	5/3/12	
194		**Phase 4 Development**		**11/1/11**	**8/15/12**	
195		**Produce System Environments**		**2/1/12**	**7/19/12**	
196		**Production Environment**		**2/1/12**	**6/26/12**	
197		Produce Production Environment Hardware Availability Rechecked		2/1/12	2/10/12	Hosting
198		Produce Production Environment AOPS CAN approval		3/5/12	3/5/12	Hosting
199		Production Hardware Ordered		3/12/12	3/12/12	Hosting
200		Produce Production Environment AOPS Build		4/16/12	5/29/12	Hosting
201		Product Production Environment AOPS Build OR Ready		5/29/12	5/29/12	Hosting
202		Produce Production Environment - Applications Database Build		5/30/12	6/26/12	Lead Architect[80%],DBA[75%]
203		Production Environment Ready for Testing		6/26/12	6/26/12	
204		**Model Office - Disaster Recovery Environment**		**2/1/12**	**7/19/12**	
205		Produce Model Office Environment Hardware Availability Rechecked		2/1/12	2/10/12	Hosting
206		Produce Model Office Environment AOPS CAN approval		3/5/12	3/5/12	Hosting
207		Model Office Hardware Ordered		3/12/12	3/12/12	Hosting
208		Produce Model Office Environment AOPS Build		4/17/12	5/30/12	Hosting
209		Product Model Office Environment AOPS Build OR Ready		5/30/12	5/30/12	Hosting
210		Produce Model Office Environment - Applications Database Build		6/26/12	7/19/12	Lead Architect[80%],DBA[75%]

ID		Task Name	Deliverable	Start	Finish	Resource Names
211		Model Office Environment Ready for Testing		7/19/12	7/19/12	
212		**Produce Test Specifications**		**11/1/11**	**4/17/12**	
213		Produce Test Plan		11/1/11	11/21/11	DevB - Lead Tester[50%]
214		Produce Test Plan Review		11/21/11	11/28/11	DevB - Lead Tester[50%]
215		Produce Test Plan Rework		11/28/11	11/29/11	DevB - Lead Tester[50%]
216		Produce Test Scripts (Test Cases) A		11/29/11	2/29/12	DevB - Lead Tester[75%]
217		Produce Test Scripts (Test Cases) B		2/29/12	4/5/12	DevB - Lead Tester[50%]
218		Produce Test Scripts (Test Cases) C		1/3/12	4/5/12	DevD[50%]
219		Produce Test Scripts Review		4/5/12	4/9/12	SOM MDIT Project Manager[13%],SOM MD
220		Produce Test Scripts Rework		4/9/12	4/17/12	DevB - Lead Tester[50%],DevD[50%]
221		Test Specifications Produce Complete		4/17/12	4/17/12	
222		**Produce Application Components**		**3/12/12**	**7/20/12**	
223		**Produce RSSWIN-II Application**		**3/12/12**	**7/18/12**	
224		**RSSWIN-II System Control**		**3/12/12**	**7/18/12**	
225		Produce - RSSWIN-II System Control A		3/12/12	6/7/12	DevH,DevE - Configuration Manager[70%]
226		Produce - RSSWIN-II System Control B		4/17/12	6/13/12	DevB - Lead Tester[50%]
227		Produce - RSSWIN-II System Control - Review		6/13/12	7/6/12	DevE - Configuration Manager[70%],DevH,
228		Produce - RSSWIN-II System Control - Rework		7/6/12	7/18/12	DevE - Configuration Manager[70%],DevH,
229		**RSSWIN-II Customer and MBV**		**3/12/12**	**5/31/12**	
230		Produce - RSSWIN-II Customer		3/12/12	4/30/12	DevA - Deployment SME[50%],Devl
231		Produce - RSSWIN-II Customer - Review		4/30/12	5/14/12	Devl,DevA - Deployment SME[50%]
232		Produce - RSSWIN-II Customer - Rework		5/14/12	5/31/12	Devl,DevA - Deployment SME[50%]
233		**RSSWIN-II Hunting and Drawing**		**3/19/12**	**5/31/12**	
234		Produce - RSSWIN-II Hunting and Drawing		3/19/12	5/9/12	DevC,DevG
235		Produce - RSSWIN-II Hunting and Drawing - Review		5/9/12	5/23/12	DevG,DevC
236		Produce - RSSWIN-II Hunting and Drawing - Rework		5/23/12	5/31/12	DevG,DevC
237		RSSWIN-II Produce Complete		7/18/12	7/18/12	
238		**Produce - RSSII Batch**		**3/19/12**	**7/20/12**	
239		Produce - RSSII Batch A		3/19/12	6/28/12	DevJ,DevK,TesterA
240		Produce - RSSII Batch B		4/17/12	6/25/12	DevD[50%]
241		Produce - RSSII Batch C		5/31/12	6/26/12	DevC,DevG
242		Produce - RSSII Batch D		5/31/12	6/25/12	Devl,DevA - Deployment SME[50%]
243		Produce - RSSII Batch - Review		6/25/12	7/12/12	DevJ,DevK,TesterA,DevD[50%],DevC,Dev
244		Produce - RSSII Batch - Rework		7/12/12	7/20/12	DevJ,DevK,TesterA,DevD[50%],DevC,Dev
245		**Produce Database Components**		**3/19/12**	**6/18/12**	

ID		Task Name	Deliverable	Start	Finish	Resource Names
246		Produce Database updates A		3/19/12	6/13/12	DBA[60%]
247		Update Database Design Conversion Plan		6/13/12	6/18/12	DBA[60%]
248		**Application Preview**		**4/30/12**	**4/30/12**	
249		Application Preview 1		4/30/12	4/30/12	Lead Architect,SOM MDNR Project Coordir
250		**SOM Code Review**		**7/12/12**	**7/20/12**	
251		Code Review 1 by SOM		7/12/12	7/12/12	Lead Architect,SOM MDIT Project Manager
252		Code Review 2 by SOM		7/20/12	7/20/12	Lead Architect,SOM MDIT Project Manager
253		**Produce Busines Organization Documents**		**2/2/12**	**3/15/12**	
254		Produce Implementation Plan		2/2/12	3/5/12	DBA[20%],Lead Architect[18%],DevD[10%
255		Produce Implementation Plan - Review		3/5/12	3/8/12	DBA[20%],Lead Architect[18%],DevD[10%
256		Produce Implementation Plan - Rework		3/8/12	3/12/12	DBA[20%],Lead Architect[18%],DevD[10%
257		Produce Implementation Plan - Deliver Walkthrough Review to SOM		3/12/12	3/12/12	
258		Produce Implementation Plan - Client Review Session		3/12/12	3/13/12	SOM MDNR Project Coordinator[57%],SOM
259		Produce Implementation Plan - Client Review Rework		3/13/12	3/15/12	DBA[20%],Lead Architect[18%],DevD[10%
260		MDIT Deliverables to EDS - Interface Accesses Complete and Delivered to EDS		7/20/12	7/20/12	SOM MDIT SME
261		Package Source Code		7/20/12	8/1/12	DevE - Configuration Manager[65%]
262		Package Test Specifications		4/17/12	4/20/12	DevB - Lead Tester[75%]
263		Package Implementation Installation Guide		3/15/12	3/26/12	Lead Architect[20%]
264		Update Project Plan and Schedule for Phase V detail		7/20/12	7/27/12	Project Manager
265		Phase 4 Deliverable Source Code Complete and Delivered to SOM	●	8/1/12	8/1/12	
266		Phase 4 Deliverable Database Design Conversion Plan Updated Complete and Delivered to SOM	●	8/1/12	8/1/12	
267		Phase 4 Deliverable Test Specifications Complete and Delivered to SOM	●	8/1/12	8/1/12	
268		Phase 4 Deliverable Delivery Reference Documentation Complete and Delivered to SOM	●	8/1/12	8/1/12	
269		Phase 4 Deliverable Implementation Installation Guide Documentation Complete and Delivered to SOM	●	8/1/12	8/1/12	
270		Phase 4 Deliverable Implementation Deployment Plan Documentation Complete and Delivered to SOM	●	8/1/12	8/1/12	
271		Phase 4 Deliverable Project Plan and Schedule Complete and Delivered to SOM	●	8/1/12	8/1/12	
272		Phase 4 Deliverables Signoff by SOM		8/15/12	8/15/12	
273		Phase 4 Invoice Submission to SOM		8/15/12	8/15/12	
274		**Phase 5 Testing**		**7/19/12**	**1/2/13**	
275		**Integrate System Components**		**7/19/12**	**10/26/12**	
276		Integrate Components		7/20/12	7/27/12	Lead Architect[80%]
277		Testing Kickoff Meeting with SOM		7/24/12	7/25/12	DevB - Lead Tester,Lead Architect,SOM M
278		**Production Environment Integration Testing**		**7/27/12**	**10/26/12**	
279		Production Integ Test - Test Execution of Implementation Plan		7/27/12	8/3/12	DBA[27%],Lead Architect[29%],DevA - De
280		Production Integ Test - Perform Conversion Testing		7/27/12	8/2/12	DBA[75%],Lead Architect

ID		Task Name	Deliverable	Start	Finish	Resource Names
281		Production Integ Test - Perform System Integration and Functional Testing		8/3/12	9/11/12	DevD[90%],DevE - Configuration Manager[
282		Production Integ Test - Perform Load and Performance Testing		8/24/12	9/21/12	DevD[90%],TesterA
283		Production Integ Test - Perform Stress Testing		9/21/12	10/18/12	TesterA,DevD[90%]
284		Integration Testing Complete		10/18/12	10/18/12	
285		**Production Integ Test Reporting**		**10/18/12**	**10/26/12**	
286		Production Integ Test - Produce System Performance and Capabilities Report		10/18/12	10/26/12	DevB - Lead Tester[75%]
287		Production Integ Test - Test Results Report		10/18/12	10/26/12	Lead Architect[80%]
288		**Model Office Disaster Recovery Environment Integraiton Testig**		**7/19/12**	**8/16/12**	
289		Model Office Integ Test - Prep Region		7/19/12	8/2/12	DBA[73%],Lead Architect[78%]
290		Model Office Integ Test - Perform Integration Testing		8/2/12	8/16/12	DBA[38%],Lead Architect[40%]
291		**Optimize Application Components**		**9/25/12**	**1/2/13**	
292		**Production Environment User Acceptance Testing (UAT)**		**9/25/12**	**12/6/12**	
293		Production UAT - Provide Test Plans and Scripts to SOM		9/25/12	9/25/12	
294		Production UAT - Provide RTM to SOM		9/25/12	9/25/12	
295		Production UAT - Refresh Test Production Site		10/19/12	10/22/12	DBA[75%]
296		Production UAT - UAT		10/23/12	12/6/12	DevB - Lead Tester[29%],SOM MDNR SME
297		**Production UAT Reporting**		**10/23/12**	**12/6/12**	
298		Production UAT - Update Project Website with System Benchmarking		10/23/12	12/6/12	TesterA[50%]
299		**Model Office Environment UAT**		**12/6/12**	**1/2/13**	
300		Model Office UAT - Coordinate UAT		12/6/12	1/2/13	DevB - Lead Tester[75%],SOM MDNR SME
301		Package Production Test Results Documentation		10/26/12	10/29/12	DevB - Lead Tester[75%]
302		Package System Performance and Capabilities Report		10/26/12	10/29/12	DevB - Lead Tester[75%]
303		Update Project Plan and Schedule for Phase VI detail		10/18/12	10/25/12	Project Manager
304		Phase 5 Deliverable Test Results Documentation Complete and Delivered to SOM	●	10/29/12	10/29/12	
305		Phase 5 Deliverable Conversion Data Migration Summary Report Complete and Delivered to SOM	●	10/29/12	10/29/12	
306		Phase 5 Deliverable System Performance and Capabilities Report Complete and Delivered to SOM	●	10/29/12	10/29/12	
307		Phase 5 Deliverable Project Plan and Schedule Complete and Delivered to SOM	●	10/29/12	10/29/12	
308		Phase 5 Production UAT Complete		12/6/12	12/6/12	
309		Phase 5 Deliverables Signoff by SOM		1/2/13	1/2/13	
310		Phase 5 Approval by SOM to implement Production and Model Office		1/2/13	1/2/13	
311		Phase 5 Invoice Submission to SOM		1/2/13	1/2/13	
312		**Phase 6 Implementation**		**8/1/11**	**3/29/13**	
313		Implementation Planning Meetings with SOM		8/1/11	3/16/12	Lead Architect[2%],DevA - Deployment SI
314		**Implement Application in Production**		**2/26/13**	**3/1/13**	
315		**Implementation**		**2/26/13**	**2/28/13**	

ID		Task Name	Deliverable	Start	Finish	Resource Names
316		Execute Implementation Plan - Cutover		2/26/13	2/28/13	Lead Architect[84%],DBA[84%],DevA - De
317		RSS II RSSWIN LIVE		3/1/13	3/1/13	
318		RSS II BATCH LIVE		3/1/13	3/1/13	
319		**Business Organization Components**		**8/22/12**	**10/9/12**	
320		Produce Disaster Recovery Plan		8/22/12	10/9/12	DevF - Documentation Specialist[75%]
321		Package Disaster Recovery Plan		10/9/12	10/10/12	DevF - Documentation Specialist[75%]
322		**Monitor Production Application**		**7/20/12**	**3/29/13**	
323		Develop Performance Log Reporting		7/20/12	8/17/12	DevG
324		Develop SLA Performance Report		7/20/12	8/17/12	DevH
325		Maintain Performance Log		3/1/13	3/29/13	DevB - Lead Tester[20%]
326		Maintain SLA Performance Report		3/1/13	3/29/13	DevB - Lead Tester[5%]
327		Phase 6 Deliverable System Implementation Complete and Delivered to SOM	●	3/1/13	3/1/13	
328		Phase 6 Deliverable Data Migration Summary Complete and Delivered to SOM	●	3/1/13	3/1/13	
329		Phase 6 Deliverable Business Continuity Plan - Disaster Recovery Plan	●	3/1/13	3/1/13	
330		Phase 6 Deliverable Weekly Performance Log Complete and Delivered to SOM	●	3/29/13	3/29/13	
331		Phase 6 Deliverables Signoff by SOM - Post Phase Completion		3/29/13	3/29/13	
332		Phase 6 Invoice Submission to SOM - Post Phase Completion		3/29/13	3/29/13	
333		**Phase 7 Documentation Training and Transition**		**11/30/11**	**4/12/13**	
334		**Business Organization Components**		**11/30/11**	**8/14/12**	
335		**On Line Help Screens**		**11/30/11**	**7/18/12**	
336		Online Help Integration		11/30/11	7/18/12	DevF - Documentation Specialist[20%]
337		**RSSWIN-II Online Help**		**11/30/11**	**7/18/12**	
338		Online Help - Sys Ctrl		3/21/12	7/13/12	Online Help Specialist
339		Online Help - Cust - MBV		11/30/11	7/18/12	Online Help Specialist
340		Online Help - Hunt		2/16/12	7/9/12	Online Help Specialist
341		Online Help Complete and Integrated		7/18/12	7/18/12	
342		**Procedures Manual**		**7/18/12**	**7/18/12**	
343		Receive Procedures Manual		7/18/12	7/18/12	Online Help Specialist
344		Developers Reference Manual		3/19/12	4/3/12	DevF - Documentation Specialist[55%]
345		Database Administration Manual		4/3/12	5/31/12	DevF - Documentation Specialist[55%]
346		System Administration Manual		5/31/12	7/16/12	DevF - Documentation Specialist[55%]
347		Production Support Manual		7/16/12	7/26/12	DevF - Documentation Specialist[75%]
348		Release Notes		7/26/12	8/9/12	DevF - Documentation Specialist[75%]
349		Release Notes - Review		8/9/12	8/13/12	DevF - Documentation Specialist[75%]
350		Release Notes - Rework		8/13/12	8/14/12	DevF - Documentation Specialist[75%]

ID		Task Name	Deliverable	Start	Finish	Resource Names
351		Documentation Complete		8/14/12	8/14/12	
352		**Training**		**8/16/12**	**2/25/13**	
353		**Training Creation**		**8/16/12**	**1/3/13**	
354		Update Training Plans		10/1/12	1/3/13	Training Coordinator
355		Training Create Materials		10/1/12	1/3/13	Training Coordinator
356		Training Environment Established		8/16/12	8/16/12	Training Coordinator
357		Training Creation Complete		1/3/13	1/3/13	
358		**Training Execution**		**1/2/13**	**2/25/13**	
359		**Application Train the Trainer Sessions**		**1/2/13**	**2/11/13**	
360		Training Execution - RSSWIN-II Customer functions		1/2/13	2/11/13	SOM RSS-II Trainers,Training Coordinator[
361		Training Execution - RSSWIN-II System Control functions		1/2/13	2/11/13	SOM RSS-II Trainers,Training Coordinator[
362		Training Execution - RSSWIN-II Hunt and Drawing functions		1/2/13	2/11/13	SOM RSS-II Trainers,Training Coordinator[
363		Application Traiining Support		2/11/13	2/25/13	SOM RSS-II Trainers,Training Coordinator
364		Training Execution Complete		2/25/13	2/25/13	
365		**Project Close Down**		**1/2/13**	**3/29/13**	
366		Close Down Project		3/8/13	3/15/13	Project Manager
367		Post Project Review and Lessons Learned		3/15/13	3/29/13	Project Manager[50%]
368		Baseline Verification Audit		1/2/13	1/14/13	DevE - Configuration Manager[65%]
369		Close Down Complete		3/29/13	3/29/13	
370		Package Documentation		8/14/12	8/22/12	DevF - Documentation Specialist[75%]
371		Package Training Plan and Material Documentation		1/4/13	1/7/13	DevF - Documentation Specialist[75%]
372		Package Closedown Documentation		3/29/13	3/29/13	Project Manager
373		Phase 7 Deliverable On Line Help Screens Complete and Delivered to SOM	●	8/22/12	8/22/12	
374		Phase 7 Deliverable Procedures Manual Complete and Delivered to SOM	●	8/22/12	8/22/12	
375		Phase 7 Deliverable Agent User Manual Complete and Delivered to SOM	●	8/22/12	8/22/12	
376		Phase 7 Deliverable Developers Reference Manual Complete and Delivered to SOM	●	8/22/12	8/22/12	
377		Phase 7 Deliverable System Administration Manual Complete and Delivered to SOM	●	8/22/12	8/22/12	
378		Phase 7 Deliverable Database Administration Manual Complete and Delivered to SOM	●	8/22/12	8/22/12	
379		Phase 7 Deliverable Operations Manual Complete and Delivered to SOM	●	8/22/12	8/22/12	
380		Phase 7 Deliverable Production Support Manual Complete and Delivered to SOM	●	8/22/12	8/22/12	
381		Phase 7 Deliverable Updated Training Plans Complete and Delivered to SOM	●	1/7/13	1/7/13	
382		Phase 7 Deliverable Training Material Complete and Delivered to SOM	●	1/7/13	1/7/13	
383		Phase 7 Deliverable Business Training Plan Execution Complete and Delivered to SOM	●	2/25/13	2/25/13	
384		Phase 7 Deliverable Project Closedown Complete and Delivered to SOM	●	3/29/13	3/29/13	
385		Phase 7 Deliverables Signoff by SOM		4/12/13	4/12/13	

ID		Task Name	Deliverable	Start	Finish	Resource Names
386		Phase 7 Invoice Submission to SOM - Post Project Closedown		4/12/13	4/12/13	
387		**Development Manage and Control**		**7/1/11**	**2/27/13**	
388		Contract Start		8/1/11	8/1/11	
389		Development Start		9/1/11	9/1/11	
390		**Project Oversight**		**7/1/11**	**2/27/13**	
391		**Deploy Project Resources**		**7/1/11**	**3/21/12**	
392		Project Manager - 4 week checkpoint		7/1/11	7/1/11	
393		Project Manager - 2 week checkpoint		7/18/11	7/18/11	
394		Project Manager - start		8/1/11	8/1/11	
395		Lead Business Analyst - 4 week checkpoint		7/1/11	7/1/11	
396		Lead Business Analyst - 2 week checkpoint		7/18/11	7/18/11	
397		Lead Business Analyst - start		8/1/11	8/1/11	
398		Lead Architect - 4 week checkpoint		10/19/11	10/19/11	
399		Lead Architect - 2 week checkpoint		11/2/11	11/2/11	
400		Lead Architect - start		11/16/11	11/16/11	
401		Lead Tester - 4 week checkpoint		10/4/11	10/4/11	
402		Lead Tester - 2 week checkpoint		10/18/11	10/18/11	
403		Lead Tester - start		11/1/11	11/1/11	
404		Training Coordinator - 4 week checkpoint		1/17/12	1/17/12	
405		Training Coordinator - 2 week checkpoint		1/31/12	1/31/12	
406		Training Coordinator - start		2/15/12	2/15/12	
407		Documentation Specialist - 4 week checkpoint		2/20/12	2/20/12	
408		Documentation Specialist - 2 week checkpoint		3/5/12	3/5/12	
409		Documentation Specialist - start		3/19/12	3/19/12	
410		DBA - 4 week checkpoint		7/1/11	7/1/11	
411		DBA - 2 week checkpoint		7/18/11	7/18/11	
412		DBA - start		8/1/11	8/1/11	
413		.NET SME - 4 week checkpoint		8/4/11	8/4/11	
414		.NET SME - 2 week checkpoint		8/18/11	8/18/11	
415		.NET SME - start		9/1/11	9/1/11	
416		DevA - 4 week checkpoint		7/1/11	7/1/11	
417		DevA - 2 week checkpoint		7/18/11	7/18/11	
418		DevA - start		8/1/11	8/1/11	
419		DevB - 4 week checkpoint		10/4/11	10/4/11	
420		DevB - 2 week checkpoint		10/18/11	10/18/11	

ID		Task Name	Deliverable	Start	Finish	Resource Names
421		DevB - start		11/1/11	11/1/11	
422		DevC - 4 week checkpoint		7/1/11	7/1/11	
423		DevC - 2 week checkpoint		7/18/11	7/18/11	
424		DevC - start		8/1/11	8/1/11	
425		DevD - 4 week checkpoint		11/17/11	11/17/11	
426		DevD - 2 week checkpoint		12/5/11	12/5/11	
427		DevD - start		1/2/12	1/2/12	
428		DevE - 4 week checkpoint		7/1/11	7/1/11	
429		DevE - 2 week checkpoint		7/18/11	7/18/11	
430		DevE - start		8/1/11	8/1/11	
431		DevF - 4 week checkpoint		7/1/11	7/1/11	
432		DevF - 2 week checkpoint		7/18/11	7/18/11	
433		DevF - start		8/1/11	8/1/11	
434		DevG - 4 week checkpoint		7/1/11	7/1/11	
435		DevG - 2 week checkpoint		7/18/11	7/18/11	
436		DevG - start		8/1/11	8/1/11	
437		DevH - 4 week checkpoint		7/1/11	7/1/11	
438		DevH - 2 week checkpoint		7/18/11	7/18/11	
439		DevH - start		8/1/11	8/1/11	
440		DevI - 4 week checkpoint		7/1/11	7/1/11	
441		DevI - 2 week checkpoint		7/18/11	7/18/11	
442		DevI - start		8/1/11	8/1/11	
443		DevJ - 4 week checkpoint		7/1/11	7/1/11	
444		DevJ - 2 week checkpoint		7/18/11	7/18/11	
445		DevJ - start		8/1/11	8/1/11	
446		DevK - 4 week checkpoint		7/1/11	7/1/11	
447		DevK - 2 week checkpoint		7/18/11	7/18/11	
448		DevK - start		8/1/11	8/1/11	
449		DevL - 4 week checkpoint		7/1/11	7/1/11	
450		DevL - 2 week checkpoint		7/18/11	7/18/11	
451		DevL - start		8/1/11	8/1/11	
452		DevM - 4 week checkpoint		7/1/11	7/1/11	
453		DevM - 2 week checkpoint		7/18/11	7/18/11	
454		DevM - start		8/1/11	8/1/11	
455		DevN - 4 week checkpoint		7/1/11	7/1/11	

ID		Task Name	Deliverable	Start	Finish	Resource Names
456		DevN - 2 week checkpoint		7/18/11	7/18/11	
457		DevN - start		8/1/11	8/1/11	
458		DevO - 4 week checkpoint		7/1/11	7/1/11	
459		DevO - 2 week checkpoint		7/18/11	7/18/11	
460		DevO - start		8/1/11	8/1/11	
461		DevP - 4 week checkpoint		7/1/11	7/1/11	
462		DevP - 2 week checkpoint		7/18/11	7/18/11	
463		DevP - start		8/1/11	8/1/11	
464		DevQ - 4 week checkpoint		7/1/11	7/1/11	
465		DevQ - 2 week checkpoint		7/18/11	7/18/11	
466		DevQ - start		8/1/11	8/1/11	
467		DevR - 4 week checkpoint		7/1/11	7/1/11	
468		DevR - 2 week checkpoint		7/18/11	7/18/11	
469		DevR - start		8/1/11	8/1/11	
470		DevS - 4 week checkpoint		7/1/11	7/1/11	
471		DevS - 2 week checkpoint		7/18/11	7/18/11	
472		DevS - start		8/1/11	8/1/11	
473		TesterA - 4 week checkpoint		7/1/11	7/1/11	
474		TesterA - 2 week checkpoint		7/18/11	7/18/11	
475		TesterA - start		8/1/11	8/1/11	
476		TesterB - 4 week checkpoint		10/28/11	10/28/11	
477		TesterB - 2 week checkpoint		11/11/11	11/11/11	
478		TesterB - start		11/29/11	11/29/11	
479		TesterC - 4 week checkpoint		10/28/11	10/28/11	
480		TesterC - 2 week checkpoint		11/11/11	11/11/11	
481		TesterC - start		11/29/11	11/29/11	
482		Configuration Manager - 4 week checkpoint		8/4/11	8/4/11	
483		Configuration Manager - 2 week checkpoint		8/18/11	8/18/11	
484		Configuration Manager - start		9/1/11	9/1/11	
485		Deployment SME - 4 week checkpoint		7/1/11	7/1/11	
486		Deployment SME - 2 week checkpoint		7/18/11	7/18/11	
487		Deployment SME - start		8/1/11	8/1/11	
488		Operations Support - 4 week checkpoint		7/1/11	7/1/11	
489		Operations Support - 2 week checkpoint		7/18/11	7/18/11	
490		Operations Support - start		8/1/11	8/1/11	

ID		Task Name	Deliverable	Start	Finish	Resource Names
491		Online Help Specialist - 4 week checkpoint		2/22/12	2/22/12	
492		Online Help Specialist - 2 week checkpoint		3/7/12	3/7/12	
493		Online Help Specialist - start		3/21/12	3/21/12	
494		Field Engineering Manager - 4 week checkpoint		7/1/11	7/1/11	
495		Field Engineering Manager - 2 week checkpoint		7/18/11	7/18/11	
496		Field Engineering Manager - start		8/1/11	8/1/11	
497		Help Desk Manager - 4 week checkpoint		7/1/11	7/1/11	
498		Help Desk Manager - 2 week checkpoint		7/18/11	7/18/11	
499		Help Desk Manager - start		8/1/11	8/1/11	
500		**Manage Plan Execution**		**9/1/11**	**2/27/13**	
501		Manage Plan Execution		9/1/11	2/27/13	Project Manager
502		**Manage Team Communication**		**9/1/11**	**2/27/13**	
503		Manage Team Communication		9/1/11	2/27/13	.NET SME[6%],DBA[6%],DevA - Deployme
504		**SME Support Architect**		**9/1/11**	**2/27/13**	
505		SME Support Architect		9/1/11	2/27/13	Lead Architect[20%]
506		**SME Support DBA**		**9/1/11**	**2/27/13**	
507		SME Support DBA		9/1/11	2/27/13	DBA[20%]
508		**SME Support .NET SME**		**9/1/11**	**2/27/13**	
509		SME Support .NET SME		9/1/11	2/27/13	.NET SME[10%]
510		**SME Configuration Management**		**9/1/11**	**2/27/13**	
511		SME Support CM		9/1/11	2/27/13	DevE - Configuration Manager[10%]

***** end of preliminary project schedules *****

Exhibit B

Solution and Technical Requirements

This exhibit contains non-functional requirements including expectations of the Contractor to support a Contractor hosted environment. The requirements identify what the solution or product must run on or integrate with, including any standards that must be met, security requirements, and interfaces. Technical requirements will also identify the general framework in which the system or product must work, such as: capacity requirements (number of users, concurrent users, number of transactions to be handled, peak usage), documentation, audit and backup and recovery.

	Requirement	Comment	Release #
	General Solution Requirements		
1.	The System shall be operational 7x24x365 (366 in leap years)		1,2,3
2.	The Contractor shall be responsible for installation and support of all software	Installation and support of software is limited to commodities purchased or software developed under this contract.	1,2,3
3.	The Contractor shall be responsible for the installation and support of all hardware.	Installation and support of hardware is limited to commodities purchased under this contract.	2,3
4.	The Contractor shall be responsible for the installation and support of operating system and related software.	Installation and support of software is limited to commodities purchased or software developed under this contract.	2,3
5.	The Contractor shall be responsible for ongoing system configuration, performance tuning and maintenance activities.	Support is limited to commodities purchased under this contract.	1,2,3
6.	The Contractor shall be responsible for capacity management including timely forewarning if the growth will exceed capacity limitations.	Monitors within the hosting solution trigger alerts to Contractor when 85% capacity thresholds are reached.	1,2,3
7.	The Contractor shall be responsible for disk space management including archival, restoration, space management, and performance monitoring.	Disk space management including archival, restoration, space management and performance monitoring is limited to commodities purchased or software developed under this contract.	1,2,3
8.	The Contractor shall be responsible for application database management to ensure integrity and optimal performance of the database.		1,2,3
9.	The Contractor shall be responsible for system performance and response time.	Please see Exhibit D – Response to Requirement #7.	1,2,3
10.	The Contractor shall be responsible for the movement from development to test and test to production of all enhancements to the application and database.		1,2,3

	Requirement	Comment	Release #
11.	The System shall be maintained without downtime to the public use of RSS	There are occasions that require the public and agents to be locked out of the system (i.e. system enhancement installations, CEPAS outages). The system has a "Maintenance Mode" setting that prevents new transactions from starting. Maintenance Mode allows current transactions to complete. The system is considered up, but in Maintenance mode. Historically, required maintenance windows occur at low volume cycles. Maintenance windows are pre-approved by the DNRE. The current system also has a policy to place the system into maintenance mode while required patches and upgrades are installed. Again, required maintenance windows occur at low volume cycles and are approved by the DNRE.	1,2,3
12.	The System shall be scalable. See Exhibit E for sizing details on the existing RSS.	Upgrade to .NET follows N-Tier design for expandability.	1,2,3
13.	The screens shall be ADA compliant.	Applications will be ADA compliant as specified in **IT eMichigan Web Development Standard Tools.** **This includes the following examples which are not all- inclusive:** • Provide **text alternatives** for non-text content • Make content **adaptable**; and make it **available** to assistive technologies • Use **sufficient contrast** to make things easy to see and hear • Make all functionality **keyboard accessible** • Give users **enough time** to read and use content • Do not use content that causes **seizures** • Help users **navigate and find** content • Make text **readable and understandable** • Make content appear and operate in **predictable** ways • Help users **avoid and correct mistakes**	1, 2 & 3
14.	The System shall support a Point of Sale (POS) terminal for Agents that meets functional requirements (in Exhibit C). Indicate whether you believe existing POS will need to be replaced and if so, likely options.	Requirements listed in Exhibit C cannot be accomplished on current POS hardware. Contractor' POS configuration is defined in Section 1.104 Work and Deliverables, Question 3. Confirmation of this approach will be accomplished in Phase II.	2,3

	Requirement	Comment	Release #
15.	The System shall support appropriate Printer(s) for Agents to support receipt stock and license stock that meets functional requirements. Indicate whether you believe existing Printer will need to be replaced and if so, likely options.	The current receipt printer is built into the current VeriFone terminal, thus it cannot be used in the RSS-II solution. Likely options will be defined during Phase II. The current Zebra TLP 2844 will be end-of-life in September 2009, and no longer available for purchase. Contractor's POS configuration is defined in Section 1.104 Work and Deliverables, Question 3. Confirmation of this approach will be accomplished in Phase II. (See http://www.novopos.ch/media/upload/pdf/EOL.pdf for additional End-of-life detail)	2,3
16.	The System shall support internet access through a standard PC for Customer access and use of the System without special software or configuration.		1,2
17.	The System shall support Customer ability to print receipt stock documents using a standard printer without special software or configuration.		1,2
	Contractor Staffing – Development Phase	**Regarding staff during Phase 1 through 7, inclusive as defined in Section 1.104**	
18.	Contractor shall identify in the Project Schedule start date for each person.	See project schedule included in Exhibit A.	1,2,3
19.	Contractor shall verify through the PSR at 4 weeks and again at 2 weeks prior to the planned start date for each person.	See project schedule included in Exhibit A.	1,2,3
	Contractor Staffing – Security Requirements		
20.	The Contractors staff shall sign non-disclosure agreement prior to assignment and access.	The Contractor team will sign non-disclosure agreements prior to assignment and access.	1,2,3
21.	The Contractors staff shall sign each year, the annual State of Michigan Contractor Security Agreement. This will be signed prior to assignment and access.		1,2,3
22.	The Contractors staff shall sign their awareness and compliance with all Physical Security procedures for the host site.		1,2,3
	Documentation		
23.	All source code shall contain internal comments clearly explaining the purpose, process flow and dependencies.		1,2,3
24.	All System Documentation shall remain current for the life of the Contract. Said documentation shall be provided to the State as releases and/or changes are made to the System.		1,2,3

	Requirement	Comment	Release #
25.	The Vendor shall provide, each quarter, list of all hardware software, etc utilized in support of RSS including version, revision patch level and license expiration date.	Contractor will supply this quarterly.	1,2,3
	System Architecture		
26.	The System shall employ a web-based architecture with a web client accessing a central database through a browser on the user's PC.	As part of the upgrade to .NET, RSS-II will be built using an industry standard web-based architecture.	1,2,3
27.	The System architecture shall be separated into multi-tiered.	The upgrade to .NET will be done following an N-Tier design.	1,2,3
28.	The System shall support an unlimited record size	Record size is limited by the constraints of the underlying technology (.NET and MS SQL 2008) and the available resources of the hardware.	3
29.	The System shall be modular in design	Upgrade to .NET will be object oriented and organized in traditional N-Tier Layers.	1,2,3
30.	The System shall record User ID, date, and time for all adds, changes or deletes to a record	RSS-II will capture the USER ID or system function name and date/timestamp of the last change on every record in the RSSDB-II database.	4+
31.	The design shall support low bandwidth Agents/Outlets. (Low bandwidths including dial up will exist due to availability or cost issues for some Agents/Outlets).	The POS-II system will be web based, thus as long as the Agent has a dial-up Internet Service Provider without restrictions to the public internet, the application will function as designed.	2
	Backup & Recovery Requirements		
32.	The System shall have the ability to provide a complete backup and recovery process for all database tables and system files.	For additional detail, see the Managed Backup/Restore Services within section of 1.104.1.7 Work and Deliverables, Question #7.	1,2,3
33.	The System shall be backed up daily.		1,2,3
34.	The System shall allow incremental backups during the day.	For additional detail, see the Managed Backup/Restore Services within section of 1.104.1.7 Work and Deliverables, Question #7.	1,2,3
35.	The System shall have the ability to allow for continued use of the system during backup.	For additional detail, see the Managed Backup/Restore Services within section of 1.104.1.7 Work and Deliverables, Question #7.	1,2,3
36.	The System shall have the ability to create on request backups	For additional detail, see the Managed Backup/Restore Services within section of 1.104.1.7 Work and Deliverables, Question #7.	1,2,3
37.	The System backup and archival features shall permit initiation automatically or by manual request.	Contractor will continue providing the current archiving services.	1,2,3
38.	The Vendor shall verify completion of and log all backups.	For additional detail, see the Managed Backup/Restore Services within section of 1.104.1.7 Work and Deliverables, Question #7.	1,2,3

	Requirement	Comment	Release #
39.	The System software and data shall be able to be restored to its previous operational status within (4) hours after initiation of recovery process.	There are several reasons a restore would be necessary. In the case that a release needed to be backed out, the release back-out plan would be the safest route to go to restore the system to the previous state. Depending on the size of the release, this should be possible within 4 hours. In the case where system data got corrupted and the database needed to be restored to a previous status, then this could be accomplished within 4 hours. In the case where there is a disaster and the DR site must be brought online as production, this will occur within the existing SLA of 96 hours.	1,2,3
40.	The System shall have the ability to provide point-in-time recovery of data to the last completed transaction.	Using MS SQL 2008, this is only possible if a tail-log backup (final log backup) can be performed after the failure, otherwise the frequency of the log backups determine how current the data will be that is restored (i.e., a log backup every 15 minutes means up to 15 minutes of transactions could be lost if the failure occurs just before the next log backup).	3
41.	The Vendor shall have secure, off-site storage of back-up tapes. Tapes shall be sent to within 24 hours of creation.	For additional detail, see the Managed Backup/Restore Services within section of 1.104.1.7 Work and Deliverables, Question #7.	1,2,3
42.	The system shall support archiving of data. At present, this represents data over 7 years old.		1,2,3
43.	The system shall support restoration and use of archived data.	Archived Data will continue to be available for ad-hoc reporting as in the current RSS.	1,2,3
	Security Requirements		
44.	The Contractor shall provide a Security Plan as defined in Section 1.104. This will include, but is not limited to, employee policies, intrusion detection, audit trails, firewall technology, infrastructure risks, threats and vulnerabilities, and handling of accidental and intentional breaches	A Security Plan is scheduled to be created during Phase III of the development cycle.	2
45.	The Security Plan shall be subject to an audit based upon the COBIT framework. It shall be performed by Contractor personnel independent of the project or a third party (at no additional cost to the State) at least annually. Results of the audit will be provided to the State.		3
46.	The System shall comply with State and federal security standards and regulations including the DTMB 1350 Enterprise Security Policy and the 1410.7 Michigan State Government Network Security Policy.	Contractor will comply with the State's security policies.	1, 2, & 3

	Requirement	Comment	Release #
47.	The System shall support PCI and CEPAS standards regarding credit card activity.	The new system will be designed to use CEPAS Consumer Payments, and therefore RSS-II will not request, transmit, or store credit card information. RSS-II will not contain any additional security services to meet PCI Compliance. Please see section of 1.104.1.7 Work and Deliverables.	1,3
48.	The System shall ensure that the integrity and confidentiality of data is protected by safeguards to prevent release of information without proper consent	The current system provides safeguards.	1,2,3
49.	The System shall be protected by anti-virus enterprise software updated as released by the software publisher.	Please see response to Hardware, Software and Communication Requirements section for specific anti-virus products used for the servers and POS.	2,3
50.	The network shall be protected from hacking by firewall and intruder detection software.	Network intrusion detection will be employed. Please see section of 1.104.1.7 Work and Deliverables.	3
51.	In addition to the previous, Network Administration shall monitor incoming traffic.	Contractor hosting facilities monitor all incoming traffic.	1,2,3
52.	The Vendor shall have internet traffic restrictions in place.	Current firewall rules are “prohibited if not allowed” and will continued to be followed.	1,2,3
	Security Requirements – Application Access		
53.	The new RSS shall provide security at database, workstation, and individual operator levels per STATE OF MICHIGAN standards.		1,2,3
54.	The new RSS shall provide application level secure access control based upon unique user login, for types of user roles (such as but not limited to Customer, Agent, RSS Support) as well as by function performed upon the record (e.g., Display, Add, Edit, & Delete.) by the user.	Each User will be assigned to one or more roles. Access to the screens, fields, and business rules will be controlled at the role level.	2,3
55.	The new RSS shall check each user’s access privileges at login, and automatically disable or enable client functions (in real time) based upon the user’s profile.	RSS-II will automatically disable or enable client functions in real-time based on the user’s security role.	2,3
56.	The System shall provide secure access control for administrator accounts based upon unique user login, for types of record as well as by function performed.		2,3
57.	The System shall provide an enforced minimum length of 8 characters for passwords. The password, per state standards including requirement for at least one non-numeric character and allowance of upper case, lower case and special characters.	New standards will be enforced.	2,3

	Requirement	Comment	Release #
58.	The System shall provide an enforced requirement for user passwords to be automatically prompted for change after a defined period has passed.	The RSSWIN-II will use the DTMB Single Log-in environment for State users. The other applications will use security setup by the system. The system will allow the DNRE to define the length of time before a password expires.	4+
59.	If passwords expire, then the system shall prevent reuse of the previous three passwords.	New IDs and passwords will follow the three password policy.	2,3
60.	The system shall disable a User ID after 5 unsuccessful attempts to log in.	The System will disable the User ID after 5 unsuccessful password attempts. To unlock the password, the user must answer a security question. RSSWIN-II ID's will follow the process setup by the single sign-on.	4+
61.	The System shall provide users with the capability to change their own passwords	New IDs and passwords will also follow the existing policy.	2,3
62.	The System shall support password entry in a non-display field	New IDs and passwords will also follow the existing policy.	2,3
63.	The System shall encrypt passwords when routed over a network	All traffic will be over a SSL connection.	3
64.	The System shall encrypt passwords when stored in the system	The system will be modified to encrypt passwords.	4+
65.	The System shall maintain an audit trail of all security maintenance performed by date, time, user ID, device and location, with easy access to information.	RSSWIN-II auditing is done by single sign-on system. Security controlled by RSS-II will be audited by date, time and user ID.	4+
66.	The Vendor shall perform vulnerability tests on a periodic (not less than quarterly) basis.	Please see section of 1.104.1.7 Work and Deliverables, Question #7 for addition detail of vulnerability test services.	1,2,3
67.	The Vendor shall share the results of vulnerability tests and develop an action plan to address findings that shall also be provided to the State		1,2,3
68.	The Vendor shall inform the State of any security breach within one clock hour of discovery.		1,2,3
69.	Following any security breach, the Vendor shall provide a more detailed report of the incident, indicating root cause of the problem and applicable action plans within 1 business day (or as otherwise agreed to in writing between the Contractor and DTMB).		1,2,3
70.	The system shall provide security based upon User Groups (like role/functions).	Please see Exhibit B - #54 response.	2,3
	Hosting Requirements – System		
71.	The System shall be Vendor hosted	Please see section of 1.104.1.7 Work and Deliverables, Question #7 for addition detail hosting services.	1,2,3

	Requirement	Comment	Release #
72.	The System shall have development, test, production and possibly business continuity (disaster recovery) environments	Contractor will have production, model office/disaster recovery, test and development environments.	1,2,3
73.	The System production environment shall be physically separate from the other environments.	Please see section of 1.104.1.7 Work and Deliverables, Question #7 for addition detail hosting services.	1,2,3
74.	The System reporting shall be on a replicated server to minimize contention.	Contractor will provide an Inquiry server with replicated production data. Please see section of 1.104.1.7 Work and Deliverables, Question #7 for addition detail hosting services.	1,2,3
75.	Replicated server for reporting shall be updated no less than daily.	Current replication is real time and will continue to be real time in RSS-II.	1,2,3
76.	The System servers shall be fault tolerant.	Fault tolerance is achieved through redundancy. All critical hosting components (i.e., servers, load balancers, firewalls) that will process customer sales transactions will be fault tolerant. Contractor proposes non-critical components not be redundant for cost savings. The Inquiry server used for reporting is not fault tolerant. Model office/disaster recovery environment is not fault tolerant.	1,2,3
77.	The System shall provide for redundancy (or another alternative as respondent explains in the comments) to minimize downtime.	Please see response to Exhibit B - #76 above. Contractor suggests that fault tolerance requires redundancy, and is therefore not an option for the required performance of RSS-II. All servers that are processing customer sales transactions will be fault tolerant. Please see section of 1.104.1.7 Work and Deliverables, ARCHITECTURE - PRODUCTION Diagram.	1,2,3
78.	The System OS (operating system) shall remain current and be upgraded to the latest supported version from the software publisher.	Contractor refresh plans include OS upgrades.	3
79.	The environment shall provide a means (monitoring system) to immediately notify the Contractor of any failure/outage. This shall be operational 7x24.	Please see section of 1.104.1.7 Work and Deliverables, Question #7 for addition detail hosting services including monitoring.	1,2,3
	Hosting Requirements - Physical Site		
80.	The Contractor shall have a physical site security plan. The plan shall be subject to review and approval by the State.	Please see section of 1.104.1.7 Work and Deliverables, Question #7 for additional detail hosting services, including physical security services.	1,2,3
81.	The Vendor shall provide controlled access to the physical site.		1,2,3
82.	The host site(s) shall have a physical environment plan including, but not limited to power, backup power, temperature control, etc. The plan shall be subject to review and approval by the State.	Please see section of 1.104.1.7 Work and Deliverables, Question #7 for additional detail hosting services, including facilities management services.	1,2,3

	Requirement	Comment	Release #
83.	The hosting environment, including air conditioning, shall meet all published manufacturer's recommendations for all equipment.		1,2,3
84.	The hosting equipment shall be equipped with UPS protection and back-up generation capability. Said protection includes climate control, lighting, LAN, WAN and phone. Said protection meets all manufacturers' recommendation for all equipment.		1,2,3
85.	All servers shall be protected by a UPS.		1,2,3
	System Performance		
86.	The recommended solution shall provide optimal communication line speed for distributed data entry and online processes located throughout the State and nearby state/provinces.	RSS-II POS, E-License-II, SOM developed Mobile Fish, and Work-order functionality will communicate through the public internet. RSSWIN-II will no longer rely on a VPN tunnel. A T1 circuit will be used for RSSWIN-II, mapped drives, ad hoc queries and interfaces (including real time query of SOS data during a sales transaction). See 1.104.2.8 Hardware, Software and Communication Requirements section for additional detail relating to Communications.	1 (web traffic over Internet), 2 (pos and workorder over internet), 3 replace vpn with T1.
87.	The system shall monitor performance against a standard for both low speed (such as dial up) and high speed (such as DSL).	Please see Exhibit D - #7 for more detail on response time performance.	4+
88.	The Contractor shall have a "Performance and Monitoring Plan" that describes services to be provided by the Contractor and any similar activities they expect of the State. The plan is subject to State review and approval.	Please see Exhibit D - #1 for more detail on performance tracking and reporting.	4+
	Capacity		
89.	The system shall be able to support 1.5x the peak number of concurrent users in the current system in order to provide sufficient capacity for growth. See Exhibit E for details.	Contractor is sizing the new hosting solution for this expected growth.	3
90.	The system administrators shall have the ability to limit the number of users accessing the system concurrently.	IIS has the ability to limit the number of users accessing the system concurrently.	1,2,3
91.	The system shall be able to support 1.25x the peak transaction volume in the current system in order to provide sufficient capacity for growth. See Exhibit E for details.	Contractor is sizing the new hosting solution for this expected growth.	3
	Validation		
92.	The system shall include comprehensive field edits and warnings to prevent incomplete or incorrect data from entering the system	The RSS-II applications that Contractor develops will enforce field edits as defined by DNRE business rules.	1,2,3

	Requirement	Comment	Release #
93.	The system shall ensure data integrity and controls processing without hard-coded logic	Contractor will include referential integrity in the RSSDB-II.	3
94.	The errors resulting from field level validations shall be communicated to the user immediately in wording that allows easy comprehension of the problem/solution.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	1,2,3
95.	Server side validation shall be done and the system must highlight the missing required fields and incorrect data fields.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	1,2,3
	Audit Trails		
96.	The system shall have the ability to maintain a historical record of all changes made to any item within the system, the ID of the person or process that made the change and the date and time the change was made. Changes includes adds and deletes.	MS SQL 2008 change data capture functionality will be used for auditing.	4+
97.	The system shall have the ability to query, view, filter, and sort the system audit trail. The system is able to store the queries.	A new screen will be added to RSSWIN-II to allow the ability to query, view, filter, and sort the system audit trail. The system will have the ability to store the queries.	4+
	Reporting		
98.	The system shall provide reports to be generated automatically per a schedule.	Any of the reports identified in Exhibit C – Requirement #578 can be generated automatically per a schedule.	2,3,4+
99.	The system shall provide on line inquiry capability into files/databases.		1,2,3
100.	The system shall ensure ad hoc queries do not access data restricted from the user.		1,2,3
101.	The system shall provide an ad hoc reporting capability that will enable DNRE Users to create reports on demand without programming assistance or Vendor support.	The State of Michigan standard PC build includes MS SQL query tools that can access the MS SQL 2008 database to create ad-hoc reports. (See comment in Exhibit C – Requirement #580.)	1,2,3
102.	The system shall support retention of ad hoc queries.	Please see comment in Exhibit C – Requirement #580 in relation to adding ad hoc queries into the system. MS SQL queries can also be saved to a local drive or file-share.	1,2,3
103.	The system shall allow modification of retained ad hoc queries.	MS SQL allows for the modification of saved queries.	1,2,3
104.	The system shall support that reports should be downloaded. This means, for example, to MS Excel, MS Word, PDF, Flat File or Text File.	Please see comment in Exhibit – Requirement #579.	2,3

Exhibit C

Functional Requirements

Functional requirements identify the requirements of the new Retail Sales System (RSS). However, the Contractor will need to review all Appendices and Exhibits to understand the complete requirements of the new RSS.

Exhibit C by Release #

	Requirement	Comment	Rel#
	Section 1: Customer		
	Conversion of Customer Data		
1.	The Contractor shall convert Customer data in the current RSS System	Data residing in the RSSDB database will be converted/migrated to the RSSDB-II database as determined in the analysis and design phases. Any data in the RSSDB database that is not converted/migrated will be archived. Data residing in external databases (i.e. LED, SOS) that are to be stored in the RSSDB-II database as part of the conversion process will be retrieved/loaded into the database as determined in the analysis and design phases.	3
	Conversion of Customer Related Data		
2.	The Contractor shall convert Customer Revocation History. This includes start date and end date, if applicable. FOC (Friend of the Court) revocations have an "open" end date that remains blank until the order is rescinded.	Data residing in the RSSDB database will be converted/migrated to the RSSDB-II database as determined in the analysis and design phases. Any data in the RSSDB database that is not converted/migrated will be archived. Data residing in external databases (i.e. LED, SOS) that is to be stored in the RSSDB-II database as part of the conversion process will be retrieved/loaded into the database as determined in the analysis and design phases.	3
3.	The Contractor shall convert Hunter Safety Information onto the Customer Record. This can include both a check box (possibly changed to yes/no) as well as a hunter safety certificate number.	Data residing in the RSSDB database will be converted/migrated to the RSSDB-II database as determined in the analysis and design phases. Any data in the RSSDB database that is not converted/migrated will be archived. Data residing in external databases (i.e. LED, SOS) that is to be stored in the RSSDB-II database as part of the conversion process will be retrieved/loaded into the database as determined in the analysis and design phases.	3
4.	If the Customer's hunter safety certificate number is not on the Customer record, the Contractor shall need to determine if stored in the current LED Application.	Data residing in the RSSDB database will be converted/migrated to the RSSDB-II database as determined in the analysis and design phases. Any data in the RSSDB database that is not converted/migrated will be archived. Data residing in external databases (i.e. LED, SOS) that is to be stored in the RSSDB-II database as part of the conversion process will be retrieved/loaded into the database as determined in the analysis and design phases.	3

	Requirement	Comment	Rel#
5.	If the hunter safety certificate was issued after 1994, the Contractor shall take the "SSN/Certificate Number" (which is NOT the SSN) and place in the Customer Record.	Data residing in the RSSDB database will be converted/migrated to the RSSDB-II database as determined in the analysis and design phases. Any data in the RSSDB database that is not converted/migrated will be archived. Data residing in external databases (i.e. LED, SOS) that is to be stored in the RSSDB-II database as part of the conversion process will be retrieved/loaded into the database as determined in the analysis and design phases.	3
6.	If the hunter safety certificate was issued 1994 or earlier the certificate number is the SSN and instead the Contractor shall capture the "serial" number and place in the Customer Record.	Data residing in the RSSDB database will be converted/migrated to the RSSDB-II database as determined in the analysis and design phases. Any data in the RSSDB database that is not converted/migrated will be archived. Data residing in external databases (i.e. LED, SOS) that is to be stored in the RSSDB-II database as part of the conversion process will be retrieved/loaded into the database as determined in the analysis and design phases.	3
7.	The Contractor shall convert Customer Diary entries. These are free-format comments entered by DNRE staff.	Data residing in the RSSDB database will be converted/migrated to the RSSDB-II database as determined in the analysis and design phases. Any data in the RSSDB database that is not converted/migrated will be archived. Data residing in external databases (i.e. LED, SOS) that is to be stored in the RSSDB-II database as part of the conversion process will be retrieved/loaded into the database as determined in the analysis and design phases.	3
	Validation of Michigan Residency		
8.	The system shall accept as proof of instate residency a valid State of Michigan Drivers License	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	1 & 2
9.	The system shall validate the Driver's License has not expired. Expired Driver's Licenses are not valid.	Contractor will include this in the RSS-II upgrade to .NET Contractor will modify the existing application to read the expiration date off the magnetic strip on the Driver's License. If the expiration date does not exist or cannot be retrieved from Secretary of State data source, the Driver's License will be manually entered by the Agent or Customer.	4+
10.	The system shall accept as proof of instate residency a Michigan Secretary of State Identification Card	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	1 & 2
11.	The system shall accept as proof a valid Out of State Drivers License with the person providing an instate address AND "attesting" to being a resident. However, this shall be "one time only" and flagged so can't be done again by same person using same Driver's License identification.	Contractor will include this in the RSS-II upgrade to .NET. RSS-II will check to verify that the customer has a valid proof of identification, after the first time an out of state license was used for identification as a resident.	4+

	Requirement	Comment	Rel#
12.	The system shall provide both inquiry and report of individuals who claim in state residency while presenting an out of state Driver's License.	The system shall allow RSS Support staff the ability to generate standard reports based on their access rights. Please see Exhibit C - Requirement #578.R	4+
13.	The system shall accept as proof of instate residency a DNRE Issued Sportcard marked as "Resident"	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	1 & 2
14.	The system shall not accept Hunter's Safety Certificate as proof.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	1 & 2
15.	When a Customer provides (a) SOM Drivers License or (b) SOS Identification Card, the system shall check against the Michigan Secretary of State data to verify they are a new Customer before the new Customer is created in RSS. Note: This database contains all individuals with Michigan Drivers Licenses and Michigan Identification Cards. This data may not be real time and may be refreshed each night.	Contractor will include this in the RSS-II upgrade to .NET. RSS-II will check the SOS database for customer information associated with the provided ID to verify that the ID is valid and not expired. Before creating a new RSS-II customer, RSS-II will be queried to verify if the customer exists under the presented ID, or a different ID. If the customer is not found under an existing RSS-II customer instance, a new customer record will be added. If the customer is an existing RSS-II customer with a different ID, a new ID will be added to their existing customer record.	4+
16.	When a Customer provides (a) SOM Drivers License or (b) SOS Identification Card and if the SOS is refreshed each day/night and the Customer obtained the Michigan Drivers License or Michigan Identification Card on the same day as attempted RSS transaction, then the system shall allow a "one time" override and accept the individual as a new Customer.	Contractor will include this in the RSS-II upgrade to .NET. RSS-II will add an indicator to the customer entity that will be set when the override exception is used. Once this indicator is set, the customer's provided ID will have to be on the SOS database before they will be allowed to utilize the RSS-II application again.	4+
17.	When a Customer provides (a) SOM Drivers License or (b) SOS Identification Card and if the Customer information did not match the SOS data and was not purchased the same day, then the system shall not create a new Customer record and the system should provide a message to contact the SOS.	Contractor will include this in the RSS-II upgrade to .NET. If the provided ID has no match on the SOS database, and the ID was not purchased the same day, then RSS-II will not add the new customer and instead will display a message for the customer to contact the SOS.	4+
18.	Even if the person provides a Resident Sportcard, the system shall prompt for a State of Michigan Drivers License or Michigan Secretary of State Identification Card.	RSS POS-II and E-License-II will prompt for a State of Michigan DL or ID when a resident Sportcard is presented.	4+
19.	If the individual does not have valid Driver's License or SOS Identification or Sportcard but claims Michigan residency, then the system shall allow sale of a Sportcard marked Resident.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	1 & 2
20.	An instate individual shall "attest" to understanding use of a Sportcard is an interim identification and more permanent identification (Drivers License or State Issued ID) is required.	Contractor will add a prompt to RSS POS-II and E-License-II application that will require the customer to attest to the use of a Sportcard.	4+
21.	The system shall provide an option for a Sportcard to have or not have an expiration	Contractor will include this in the RSS-II upgrade to .NET,	4+

	Requirement	Comment	Rel#
	date. This would be a DNRE maintained parameter. Note: Resident likely to have but Non-Resident likely to not have.	in the new flexible purchase eligibility rules.	
	Validation of non-Michigan Residency		
22.	The system shall accept as out of state proof a valid Driver's License	Contractor will include this in the RSS-II upgrade to .NET in the new flexible purchase eligibility rules. The agent or customer will have to manually enter out of state IDs, including the expiration date.	4+
23.	The system shall validate the Driver's License has not expired. Expired Driver's Licenses are not valid.	Contractor will include this in the RSS-II upgrade to .NET, and require the agent or customer to enter expiration date. If the expiration date is prior to the current date, then RSS-II will not accept the ID. Assumption: RSS-II will not validate against non-Michigan residency databases.	4+
24.	The system shall accept as out of state proof a State Issued Identification Card (similar to the Secretary of State Identification Card issued in Michigan)	Contractor will include this in the RSS-II upgrade to .NET in the new flexible purchase eligibility rules.	4+
25.	The system shall accept as out of state proof a DNRE issued Sportcard marked as Non-Resident. However. it is not valid if expired (presuming that feature is applicable and so noted on the Sportcard).	Contractor will include this in the RSS-II upgrade to .NET, and allow the agent or customer to enter the expiration date in the system if present. . This feature will be in the new flexible purchase eligibility rules.	4+
26.	Since Driver's License or State Issued ID numbers could repeat from state to state, when collecting/entering the identifier shall also collect/enter the state.	Contractor will include this in the RSS-II upgrade to .NET, and require the agent or customer to select the state code. This will be in the new flexible purchase eligibility rules.	4+
27.	Even if the person provides a Non-Resident Sportcard, the system shall prompt for a Drivers License or State-issued Identification Card.	Contractor will include this in the RSS-II upgrade to .NET, and prompt the agent or customer to ask for a Drivers License or State-issued Identification Card. This will be in the new flexible purchase eligibility rules.	4+
28.	If the individual does not have valid Driver's License or SOS Identification or Sportcard and is not a resident of Michigan, then the system shall allow sale of a Sportcard marked Non-Resident.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	1 & 2
	Creation of a Customer Record		
29.	The system shall support creation of a new Customer record, if one does not already exist, before allowing an individual to transact business	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	2
30.	The system shall require entry of the following information for a Customer Record. (Certain entries marked with an asterisk are mandatory) • Customer Identification Number* (as noted above this would be Drivers License, State Identification Card Number or Sportcard Number) • State that issued the identification for	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	1 & 2

	Requirement	Comment	Rel#
	Driver's License or State ID card (* at least for out of state) • Customer Full Name* • Customer Address including County* • Customer Date of Birth* • Customer Characteristics such as Gender, Height and Weight*		
31.	The system shall capture the Hunter Safety Certificate number (if known).	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	4+
32.	If not known, the system shall provide that the Customer can "attest" that they either took the class (if born after 1944 as required by law) or previously have had a hunting license.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	1 & 2
33.	The system shall default to USA for Country but allow this to be overridden.	Contractor will include this in the RSS-II upgrade to .NET, and display USA for Country, but allow this to be overridden.	4+
34.	The system shall provide for a no-call indicator meaning the Customer should not receive calls or emails.	Contractor will include this in the RSS-II upgrade to .NET. This "no-call" indicator may be used in selection criteria for creating distribution lists.	4+
35.	The system shall provide for the capture of the Customer's email address. This is required if they want to perform internet activity. This is otherwise optional but it is strongly desired (to support improved communications as well as marketing efforts).	Contractor will include this in the RSS-II upgrade to .NET. Assumption: Customers can purchase licenses using E-License-II without a recorded email address in RSS-II. Email address (ID) and password will be required to access the Customer Profile feature.	4+
36.	The system shall provide for an indicator identify if the Customer is Visually Impaired.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	1 & 2
37.	If yes, the system shall provide a means to indicate what proof was shown. This proof is not collected.	Contractor will include this in the RSS-II upgrade to .NET.	4+
38.	If yes, the system shall have a means to ensure the Customer is not asked again if they are visually impaired. It is presumed to be a permanent condition.	Contractor will include this in the RSS-II upgrade to .NET.	4+
39.	If yes, the system shall create an auditable transaction indicating the Agent identification number.	Contractor will include this in the RSS-II upgrade to .NET.	4+
40.	The system shall provide an enhanced "Help" capability to know how to validate the correct action to determine Customer who requests the "Visually Impaired" status.	Contractor will include a pop-up help screen that will provide the agent with the qualification for this status in the RSS-II upgrade to .NET. Contractor will also provide the ability to view an electronic version of the actual form that provides proof of "visually impaired" status. SOM will provide Contractor with the form.	4+
41.	The system shall be able to indicate if a Customer is Disabled Veteran Eligible.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	1 & 2
42.	If yes, the system shall provide a means to indicate what proof was shown. This proof is not collected.	Contractor will include this in the RSS-II upgrade to .NET.	4+

	Requirement	Comment	Rel#
43.	If yes, the system shall have a means to ensure the Customer is not asked again if they are a Disabled Veteran. It is presumed to be a permanent condition.	Contractor will include this in the RSS-II upgrade to .NET.	4+
44.	If yes, the system shall create an auditable transaction indicating the Agent identification number.	Contractor will include this in the RSS-II upgrade to .NET.	4+
45.	The system shall provide an enhanced "Help" capability to know how to validate the correct action to determine Customer who requests the Disabled Veteran Eligible status.	Contractor will include a pop-up help screen that will provide the agent with the qualification for this status in the RSS-II upgrade to .NET. The Contractor will also provide the ability to view an electronic version of the actual form that provides proof of Disabled Veteran Eligible status. SOM will provide Contractor with the form.	4+
46.	The system shall be able to indicate if a Customer is Military Personnel Eligible.	Contractor will include this in the RSS-II upgrade to .NET.	4+
47.	If yes, the system shall provide a means to indicate what proof was shown. This proof is not collected.	Contractor will include this in the RSS-II upgrade to .NET.	4+
48.	If yes, the system shall have a means to ensure this question is asked whenever the Customer makes a purchase. It is presumed this can/will change over time.	Contractor will include this in the RSS-II upgrade to .NET.	4+
49.	If yes, the system shall create an auditable transaction indicating the Agent identification number.	Contractor will include this in the RSS-II upgrade to .NET.	4+
50.	The system shall provide an enhanced "Help" capability to know how to validate the correct action to determine Customer who requests the Military Eligible status.	Contractor will include a pop-up help screen that will provide the agent with the qualification for this status in the RSS-II upgrade to .NET. The Contractor will also provide the ability to view an electronic version of the actual form that provides proof of Military Eligible status. SOM will provide Contractor with the form.	4+
51.	The system shall be able to indicate if a Customer is Crossbow Eligible. This option defaults to no.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
52.	The system shall allow restrictions on who can update this field. At present, authorization is limited to RSS but should allow a means to expand authorization to the DNRE Agent.	Contractor will include this in the RSS-II upgrade to .NET.	4+
53.	If an application is received with appropriate medical form signed by a doctor, then RSS/DNRE Agent shall be able to indicate yes, two year permit or yes, indefinite.	Contractor will include this in the RSS-II upgrade to .NET.	4+
54.	If yes, two year permit is selected then system shall require an expiration date.	Contractor will include this in the RSS-II upgrade to .NET.	4+
55.	The system shall be able to indicate if a Customer is Lifetime License Holder. This option defaults to no.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
56.	The system shall only allow RSS to update the Lifetime License Holder field.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3

	Requirement	Comment	Rel#
57.	The system shall allow a Customer to hold one or more Lifetime License Types. These are: Small Game, Firearm Deer, Bow & Arrow, Sportsperson and Comprehensive.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
58.	The system shall provide a Customer lookup to see information contained on the Customer record. Said access shall be limited to the Customer and authorized State personnel.	Contractor will include this in the RSS-II upgrade to .NET. Customer will have access to this information through the online Customer Profile feature. RSSWIN-II will provide customer search for RSS Support staff. The CO application will provide customer look up for the CO. The Agent's POS will not display this information.	4+
59.	The system shall provide for creation of Customer Diary entries. These are free-format and created by RSS Support staff	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
60.	The system shall provide for RSS Support staff viewing of Customer Diary entries.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS in RSSWIN-II.	3
61.	The system shall allow an individual to have more than one customer identification number. • For example, a Youth may start out with a Sportcard and later most likely switch to a Driver's License or other State Issued ID as their identifier. • For example, an Adult may move from state to state and each would require a new Driver's License or other State Issued ID. • The system needs to manage such IDs ensuring that creation of an ID does not result in creation of a new Customer Key unless that person is truly new to the system.	Contractor will include this in the RSS-II upgrade to .NET RSS POS-II and E-License-II will first query the RSSDB-II in real time for a match on ID. If the ID presented at the time of purchase does not already exist in RSS-II, the system will attempt to determine if the customer already exists in RSS-II under a different ID, before creating a new customer key. Contractor understands DNRE's goal of minimizing duplicate customer records within the RSS-II system.	4+
62.	The system shall expect an individual to have one and only one Customer Key (even if/when they have multiple Customer IDs as defined in the previous requirement). • This Customer Key represents the person regardless if (a) Youth or Adult or (b) Adult moving state to state or (c) someone who might have in the current/older system purchased multiple Sportcards. • This Customer Key is likely generated by the system and invisible to the Customer or Agent. • However, the Customer Key is usually used to correlate data about the customer reflecting all past and present Customer IDs. Examples of how the Customer Key used include: – True history of RSS use – Points/chances for a Drawing across multiple IDs	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. RSS-II will check for a match to an existing customer before adding a new customer. Although a customer can have multiple IDs associated with a single customer key, only one ID can be "Active" at a time. The Active ID indicates the current characteristics and residency of the customer.	4+

	Requirement	Comment	Rel#
	Determining Military Status		
63.	The system shall provide the Agent with the capability to sell a person serving in the U.S. Military, who, at the time of enlistment was a resident of Michigan and who has maintained resident status for the purposes of obtaining a driver license or voting and who is stationed outside the state, to purchase any hunting license that does not require a separate application for a specific reduced price. • The price is currently $1 but should be a parameter that can change when needed.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	1 & 2
64.	The system shall prompt the Agent to ask the Military Person to present leave papers, duty papers, military orders or other evidence verifying Proof of Military Status that or she is stationed outside the state in addition to one of the three following articles of Michigan Residence: • Michigan Driver's License (or CCN) • State Issued Identification Card (PID number) • Voter registration card. The State will not collect these but will note (drop down box) which item presented.	Contractor will include this in the RSS-II upgrade to .NET.	4+
65.	If the Customer does <u>not</u> provide Proof of Military Status and an article certifying Michigan Residency, the system shall <u>not</u> allow the Customer to purchase an item at the special military rate	Contractor will include this in the RSS-II upgrade to .NET, in the flexible pricing rules feature of RSS-II.	4+
66.	The system shall capture that the (Non-resident) Customer has shown the Agent the Customer's Military ID Card and orders that show proof they are currently stationed in Michigan in order to purchase a license at the Michigan Resident rate. The State will not collect these but will note (drop down box) items presented.	Contractor will include this in the RSS-II upgrade to .NET.	4+
67.	The system shall provide an enhanced "Help" capability to know how to validate the correct evidence was provided.	Contractor will include this in the RSS-II upgrade to .NET. The Contractor will also provide the ability to view an electronic version of the actual form that provides proof of Proof of Military status. SOM will provide Contractor with the form.	4+
	Determining Disabled Veteran Status		
68.	The system shall prompt the Agent to ask a Resident Customer if the Resident has been determined by the U.S. Department of Veteran Administration to be permanently and totally disabled and entitled to veteran benefits at the 100% rate (with proof of	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	1 & 2

	Requirement	Comment	Rel#
	same) or VA designated as "individually unemployable."		
69.	If the Resident Customer presents to the Agent a letter from the Veterans Administration stating that the Resident is a permanently and totally disabled veteran entitled to veteran benefits at the 100% rate, the system shall automatically calculate all licenses purchased by that Resident at the Senior Rate	Contractor will include this in the RSS-II upgrade to .NET in the flexible pricing rules feature of RSS-II.	4+
70.	The system shall provide an enhanced "Help" capability that will display for the Agent a sample of the letter from the Veterans Administration to enable the Agent to assess the validity of the letter presented by the Customer.	Contractor will include a pop-up help screen that will provide the agent with the qualification for this status in the RSS-II upgrade to .NET. The Contractor will also provide the ability to view an electronic version of the actual form.	4+
	Determining Customer Restrictions		
71.	The system shall enforce eligibility rules so at the point of purchase the Customer only can see what they are eligible to purchase. This means the system will not display items restricted per the below decisions.	Contractor will include this in the RSS-II upgrade to .NET, in the flexible purchase eligibility rules feature of RSS-II.	4+
72.	The system shall support an interface from LED (Law Enforcement) Application with a batch of records indicating Customer revocations based upon DNRE violations	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. Assumption: LED creates this batch file. LED will be responsible for modifications to the file layout due to changes in the revocation-to-item type association.	3
73.	The system shall support direct entry from LED of updates to Customer revocations based upon DNRE violations.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
74.	The system shall support creation of a new Customer by LED if no Customer already exists (in order to prevent restricted purchases) based upon DNRE violations.	Contractor will include this in the RSS-II upgrade to .NET. LED will be able to add customer records in RSSWIN-II.	3
75.	The system shall support a start date and end date during which time items not eligible for sale will not be displayed.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
76.	The system shall support an interface from LED Application with a batch of records indicating Customer revocations based upon Friend of the Court decisions	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. Assumption: LED creates this batch file. LED will be responsible for modifications to the file layout due to changes in the revocation-to-item type association.	3
77.	The system shall support direct entry from LED of updates to Customer revocations based upon Friend of the Court decisions.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
78.	The system shall support creation of a new Customer by LED if no Customer already exists (in order to prevent restricted purchases) based upon Friend of the Court decisions.	Contractor will include this in the RSS-II upgrade to .NET. LED will be able to add customer records in RSSWIN-II.	4+

	Requirement	Comment	Rel#
79.	The system shall support a start date and a blank end date during which time items not eligible for sale will not be displayed. Blank indicates an open ended (until further notice) restriction.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
80.	The system shall support entering an end date that indicates an end to the restriction and reinstatement of rights to purchase.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
81.	The system shall support an interface from LED Application with a batch of records indicating Customer revocations based upon Interstate Violators Compact System (IVCS)	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. Assumption: LED creates this batch file. LED will be responsible for modifications to the file layout due to changes in the revocation-to-item type association.	3
82.	The system shall support direct entry from LED of updates to Customer revocations based upon IVCS.	Contractor will include this in the RSS-II upgrade to .NET, in the flexible purchase eligibility rules feature of RSS-II.	4+
83.	The system shall support creation of a new Customer by LED if no Customer already exists (in order to prevent restricted purchases) based upon IVCS.	Contractor will include this in the RSS-II upgrade to .NET, in the flexible purchase eligibility rules feature of RSS-II.	4+
84.	The system shall support a start date and end date during which time items not eligible for sale will not be displayed. The end date can be blank to indicate until further notice situation.	Contractor will include this in the RSS-II upgrade to .NET.	1 & 2
85.	The system shall support an interface from the Hunter Safety database to populate RSS with updated information on individuals who have earned a Hunter Safety Certificate.	Contractor will include this in the RSS-II upgrade to .NET, in the flexible purchase eligibility rules feature of RSS-II.	4+
86.	If a Customer does not have a Hunter Safety Certificate or has not attested to having taken said course, then the system shall restrict the Customer from purchasing a hunting license unless a youth or still eligible for an apprentice hunting license.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	1 & 2
87.	The system shall retain the ability to send information to DHS. This is used for Friend of the Court activity.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
88.	The system shall be able to display Customers with revocations. This option shall allow either only Customers with current restrictions or Customer who have/had to a date parameter. This capability would be limited to internal State users with necessary authority.	Contractor will include this in the RSS-II upgrade to .NET. RSSWIN-II will also continue to display a specific customer's restrictions, both current and past, if any.	3
	Miscellaneous Customer Requirements		
89.	The system shall support the creation and maintenance of the Address Key (or alternative to assist in matching same individual with different Customer ID	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. Contractor assumes the requirement means having the ability to match the same individual addresses with	3

	Requirement	Comment	Rel#
	numbers)	different customer keys. This is the way Contractor will continue to handle addresses in RSS-II.	
90.	The system shall support use of Postal Soft or equivalent to support cleansing of address data.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
91.	If an individual upgrades their identification from a Sportcard to state issued document (such as a Drivers License), the system shall flag this and support an automatic merging of activity. Note: This supports both resident and non-resident Customers. This drives the State toward "one person, one ID."	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
92.	The system shall support merging of Customer into a Customer Key. At present the merge is based upon First Name, Last Name, Gender, DOB and Address Key. However, the key should be parameter driven.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. The system will allow the merging of data from multiple customers to one customer. The RSS Support staff will be able to select the data from each of the multiple customer records that is to be retained as the default customer data.	3
93.	The system shall support unmerging of Customer from one to many Customer Keys.	The system will allow for the unmerging of merged customers. The RSS-II user will be able to select from one to all of the customer records that were merged.	4+
94.	The system's merge/unmerge shall have a review feature that allows deselect of recommendations before actual action undertaken.	The system will provide a preview of requested merges or unmerges. The RSS-II User will be required to approve the merge before the system will perform the task.	4+
	Section 2: Agent		
	Conversion of Agent Data		
95.	The Contractor shall convert all Active Agents and its associated info in the current system for both Retail Agents and DNRE Agents.	Data residing in the RSSDB database will be converted/migrated to the RSSDB-II database as determined in the analysis and design phases. Any data in the RSSDB database that is not converted/migrated will be archived.	3
96.	The Contractor shall convert all Inactive Agents if those Agents have an outstanding debt to DNRE	Data residing in the RSSDB database will be converted/migrated to the RSSDB-II database as determined in the analysis and design phases. Any data in the RSSDB database that is not converted/migrated will be archived.	3
97.	During conversion, the Contractor shall verify each Agent has at least one Outlet.	Conversion scripts will verify that each Agent has at least one Outlet. Data residing in the RSSDB database will be converted/migrated to the RSSDB-II database as determined in the analysis and design phases. Any data in the RSSDB database that is not converted/migrated will be archived.	3
98.	The Contractor shall convert each Outlet and its associated info.	Data residing in the RSSDB database will be converted/migrated to the RSSDB-II database as determined in the analysis and design phases. Any data in the RSSDB database that is not converted/migrated will be archived.	3

	Requirement	Comment	Rel#
99.	The Contractor shall verify each Outlet has at least one Terminal.	Conversion scripts will verify that each Outlet has at least one Terminal. Data residing in the RSSDB database will be converted/migrated to the RSSDB-II database as determined in the analysis and design phases. Any data in the RSSDB database that is not converted/migrated will be archived.	3
100.	The Contractor shall convert each Terminal and its associated info.	Data residing in the RSSDB database will be converted/migrated to the RSSDB-II database as determined in the analysis and design phases. Any data in the RSSDB database that is not converted/migrated will be archived.	3
101.	The Contractor shall verify each terminal is associated with a bank account.	Conversion scripts will verify that each terminal is associated with a bank account. Data residing in the RSSDB database will be converted/migrated to the RSSDB-II database as determined in the analysis and design phases. Any data in the RSSDB database that is not converted/migrated will be archived.	3
102.	The Contractor shall convert all Agent Problem records and its associated info.	Data residing in the RSSDB database will be converted/migrated to the RSSDB-II database as determined in the analysis and design phases. Any data in the RSSDB database that is not converted/migrated will be archived.	3
103.	The Contractor shall convert all Agent Diary entries. Diary entries are free-form text.	Data residing in the RSSDB database will be converted/migrated to the RSSDB-II database as determined in the analysis and design phases. Any data in the RSSDB database that is not converted/migrated will be archived.	3
104.	As/if able, the Contractor shall define whether the Diary entry is Agent level, Outlet level or Terminal level. If not, the conversion shall default to Agent level	Contractor will add the new level field and populate accordingly. Data residing in the RSSDB database will be converted/migrated to the RSSDB-II database as determined in the analysis and design phases. Any data in the RSSDB database that is not converted/migrated will be archived.	3
	Create/Maintain Agents		
105.	The system shall implement and enforce User Login and Password rules that will identify the user as a unique Agent.	Contractor assumes this login is for the Agent's particular POS device(s). The Contractor will leverage from the Windows Authentication processes. RSS-II will provide Agent and Clerk IDs.	2
106.	The system shall allow that some features for DNRE Agents may not be allowed for Retail Agents	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. Contractor assumes that all agents will have the same POS configuration, but that application features may vary based on Sales Outlet Type.	2
107.	The system shall allow RSS Support staff to setup (create) an Agent, Outlet and	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	2

	Requirement	Comment	Rel#
	Terminal • Assign an Agent Number (Key) • Ensure each Agent has at least one outlet • Ensure each Outlet has at least one terminal • Ensure each Terminal has an associated Bank Account		
108.	The System shall need to maintain information for new Agents including but not limited the following: • Owner/Officer Information including Name, Address, and Contact Information • Business Name and Address, • Primary Contact Name and Contact Information • Type of Business Identifier (such as Partnership, LLC, etc.) • Number of Outlets • Verification that each Agent has at least one outlet	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	2
109.	The System shall need to maintain information for new Outlets including but not limited the following: • Outlet Number (Key) • Outlet Name and Address, • Primary Contact Name and Contact Information • Allow a mail to and different ship to address • Business Hours by day as well as allow 24 hours indication	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	2
110.	Each Outlet shall have a commission rate. Though, at present only 0%, 5% and 7.5%, the system must allow other options.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3 & 4+
111.	The System shall need to maintain information for new Terminals including but not limited the following: • Terminal Identification • Terminal Serial Number • Associated Agent and Outlet Identification • Bank Account Key	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	2
112.	The System shall need to maintain information for the Bank Account associated with each Terminal including: • Bank Account Key (system assigned) • Account Number	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. Note: The Terminal Fee Structure is recorded at the Sales Outlet Type level, and not directly associated to the	2

	Requirement	Comment	Rel#
	• Account Type • Routing and Transit Number • Effective Date • Removal Date (may be blank) • Contact Person/ID • Fee Structure	Bank Account.	
113.	The system shall provide an Agent lookup to see information contained on the Agent, Outlet and Terminal records.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. RSSWIN-II will allow the RSS Support staff to search for an agent record by key, name, contact person, or terminal.	2
114.	The system shall provide for creation of Agent Diary entries. Diary entries shall be entered at an Agent level, Outlet level or Terminal Level. These entries shall be free-format and created by RSS Support Staff	Please see Exhibit C, - Requirement #587 for Agent Diary.	
115.	The system must provide for viewing Agent Diary entries at the Agent level, Outlet level or Terminal level.	Please see Exhibit C, - Requirement #587 for Agent Diary.	
116.	The system shall allow the deactivation of a terminal.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	2
117.	The system shall allow the deactivation of an outlet (and thus associated terminals).	Contractor will include this in the RSS-II upgrade to .NET. If an outlet is deactivated, all terminals associated with the outlet will also be deactivated.	4+
118.	The system shall allow the deactivation of an Agent (and thus all associated outlets and terminals).	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. If an Agent is deactivated, all associated Sales Outlets and Terminals will be deactivated by the system.	2
	Monitor Agent Performance		
119.	The system shall provide for recording Agent Problems	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	2
120.	The system shall automatically generate Agent Problem records for certain events including: • EFT Failure • Terminal Polling Problem (if applicable in the new environment)	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. Terminal Polling will not be applicable in RSS-II real time processing.	3
121.	The system shall provide for (table driven) reason codes to identify type of Agent problem(s).	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	2
122.	The system shall provide for recording the assignment of a DNRE worker to investigate a problem as well as to provide updates (free format) and closure/resolution date.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. Note: Updates are currently tracked via agent diaries which at creation time, are automatically associated with the RSS user ID that created the diary. Problem resolution status and resolution date are recorded at the agent problem level as well as the name of the person assigned to solving the problem. RSS-II will continue to record the updates in this similar manner.	2

	Requirement	Comment	Rel#
123.	The system shall allow and track events associated with a problem including: • Deactivate a Terminal • Removal of terminal (if SOM owned) • Terminate an Agent • Process final EFT to settle an account • Process a miscellaneous adjustment to settle an account	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. Note: The RSS Support staff can create diary entries for any existing problem to record different events associated with the problem.	3
	Section 3: Items		
	Conversion of Item Data		
124.	The Contractor shall convert all items for each year of the system (1994-present). Many items are similar year-to-year but reflect the specific license year parameters. • The conversion shall enable the converted items to meet the requirements for Items included in "Create and Maintain Items" below. • For conversion purposes, the existing system refers to Item Groups (see below) as “hunt types.” • For conversion purposes, the existing system refers to Item Options (see below) as "hunt area" or "hunt choices" or simple as "hunts”.	Data residing in the RSSDB database will be converted/migrated to the RSSDB-II database as determined in the analysis and design phases. Any data in the RSSDB database that is not converted/migrated will be archived. Data residing in external databases (i.e. LED, SOS) that are to be stored in the RSSDB-II database as part of the conversion process will be retrieved/loaded into the database as determined in the analysis and design phases.	3
	Create/Maintain Items		
125.	The Item shall have a unique identifier. Note: In the existing system Item is a 3 character alphanumeric field and there is a belief it needs to increase by at least 1 character	Contractor will include a unique identifier in the RSS-II upgrade to .NET. The new flexible pricing rules in the Item Maintenance function will allow a consolidation of total number of item type values used. Separate values for Resident, Non-Resident, Senior, and Junior items will not be necessary which will remove the need to increase the field size.	4+
126.	The Item shall have a “license year” identifier. Note: The year is a License Year is not the Calendar Year. The License Year starts on March 1. Therefore something purchased in January 2009 is actual License Year 2008 activity. Note: Something can be sold in a prior license or calendar year but the hunt itself is always in the license year.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
127.	The Item shall have an Item Description.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
128.	The Item Description shall be expanded beyond the current 25 characters. There is a need to expand in order to reduce abbreviations that are frequently misunderstood.	Contractor will include this in the RSS-II upgrade to .NET.	3

	Requirement	Comment	Rel#
129.	The Item shall have options (fields) to classify related groupings of Items (possibly called class, group, option, category, etc).	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
130.	The Item shall have an option for Item Class (such as annual, daily, possibly other but not at present)	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
131.	The Item shall have an option for Item Group. Note: Additional requirements for Item Group are defined elsewhere.	Contractor will include this in the RSS-II upgrade to .NET, as noted in the Item Group requirements below.	3
132.	The Item shall have an option for Item Category (such as fish, deer, bear, waterfowl, etc).	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
133.	The Item shall include an option for a Beginning Sales Date and Ending Sales Date (to restrict when the Item can be sold). Sales season can overlap use season/license year.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. This will be included in the new flexible purchase eligibility rules in the Item Maintenance function.	3 & 4+
134.	If an Item has a Beginning Sales Date, then it shall allow a Beginning Sales Time. All time is presumed to be eastern time.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. This will be included in the new flexible purchase eligibility rules in the Item Maintenance function.	3 & 4+
135.	The Ending Sales Date shall not have an Ending Sales Time. It is presumed to be up to but not including midnight eastern time.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. This will be included in the new flexible purchase eligibility rules in the Item Maintenance function.	3 & 4+
136.	The Item shall include an option for a Beginning Season (Hunt/Fish) Date and Ending Season Date.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. This will be included in the new flexible purchase eligibility rules in the Item Maintenance function.	3 & 4+
137.	The Item shall allow a different sales season for internet and Agent sales.	Contractor will include this in the RSS-II upgrade to .NET, in the new flexible purchase eligibility rules in the Item Maintenance function.	4+
138.	The Item shall include an option to indicate if the Item can be voided (Y or N)	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. This will be included in the new flexible purchase eligibility rules in the Item Maintenance function.	3 & 4+
139.	If the Item can be voided, the Item shall have a latest allowable void date (after which it can't be voided).	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. This will be included in the new flexible purchase eligibility rules in the Item Maintenance function.	3 & 4+
140.	The Item shall include an option to indicate if the Item is "replacement only."	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. This will be included in the new flexible purchase eligibility rules in the Item Maintenance function.	3 & 4+
141.	The Item shall include a base price. A base price of zero is valid.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. This will be included in the new flexible pricing rules in the Item Maintenance function.	3 & 4+
142.	The Item shall allow price for resident and non-resident to be different.	Contractor will include this in the RSS-II upgrade to .NET. Contractor will allow the application to either increase or decrease the base price based upon item characteristics set up by the RSS Support staff. This will be included in	4+

	Requirement	Comment	Rel#
		the new flexible pricing rules in the Item Maintenance function.	
143.	The Item shall allow the price to be different for replacement of the Item. Again this price can differ if resident or not.	Contractor will include this in the RSS-II upgrade to .NET. Contractor will allow the application to either increase or decrease the base price based upon item characteristics set up by the RSS Support staff. This will be included in the new flexible pricing rules in the Item Maintenance function.	3 & 4+
144.	The Item shall allow discounts for multiple purchases (4 or more items) in the same transaction. Some items are not eligible (included) in this determination.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS, in the new flexible pricing rules in the Item Maintenance function.	3 & 4+
145.	The Item shall allow other discounts (such as but not limited to early bird, end of season, marketing/encouraging use, etc)	Contractor will include this in the RSS-II upgrade to .NET. Contractor will allow the application to either increase or decrease the base price based upon item characteristics set up by the RSS Support staff. This will be included in the new flexible pricing rules in the Item Maintenance function.	4+
146.	The Item shall allow (either) Discount Percentage or Discount Price.	Contractor will include this in the RSS-II upgrade to .NET. Contractor will allow the application to either increase or decrease the base price based upon item characteristics set up by the RSS Support staff. This will be included in the new flexible pricing rules in the Item Maintenance function.	4+
147.	The Item shall allow (either) Surcharge Percentage or Surcharge Price.	Contractor will include this in the RSS-II upgrade to .NET. Contractor will allow the application to either increase or decrease the base price based upon item characteristics set up by the RSS Support staff. This will be included in the new flexible pricing rules in the Item Maintenance function.	4+
148.	The Item shall allow a discount for a disabled Customer.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. This will be included in the new flexible pricing rules in the Item Maintenance function.	3 & 4+
149.	The system shall allow a validation that the discount does not exceed a parameter driven percentage (currently 15%).	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. This will be included in the new flexible pricing rules in the Item Maintenance function.	3 & 4+
150.	The system shall allow an override to the discount maximum when, for example, hunt is discounted to support health concerns.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. This will be included in the new flexible pricing rules in the Item Maintenance function.	3 & 4+
151.	The Item shall include an option for minimum age and maximum age for sale of the Item.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. An item can be restricted for purchase based upon age, and an item can be priced based upon age. This will be included in the new flexible purchase eligibility rules and flexible pricing rules in the Item Maintenance function. To fulfill a drawing requirement (Exhibit C, - Requirement #370) the minimum and maximum age option and the option requiring birth dates to fall within an entered date range are mutually exclusive.	3 & 4+
152.	The Item shall include an option for a parent/child relation (this means some Items can only be sold if another Item is already	Contractor will include this in the RSS-II upgrade to .NET, as in the existing system. This will be included in the new flexible purchase eligibility rules feature.	3 & 4+

	Requirement	Comment	Rel#
	purchased OR if one Item is sold the purchaser automatically receives another (child) item).		
153.	The Item shall include an option when purchased to prompt one or multiple questions.	Contractor will include this in the RSS-II upgrade to .NET, similar to the current RSS, but the RSSWIN-II will allow the RSS Support staff to change the question text without application changes. Any questions set at the Item level will take precedence over the questions set at the Item Group level.	3
154.	The system shall support questions in a yes/no format. Y/N answers can drive other actions. For example, if Y to opt out of antlerless deer hunts, then do not show option.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. This will be included in the new flexible purchase eligibility rules in the Item Maintenance function.	3 & 4+
155.	The system shall support questions in a multiple choice format. Again, multiple choice answers may drive other actions.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. This will be included in the new flexible purchase eligibility rules in the Item Maintenance function.	3 & 4+
156.	The system shall support questions with a free format answer.	Contractor will include this in the RSS-II upgrade to .NET, though free format answers can not drive other actions.	4+
157.	The Item shall include an option for a license expiration date. For example, military license shall expire “x” days after specified start date (where “x” is a parameter).	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
158.	The Item shall include an option to indicate (Y or N) if there are quantities limit that can be sold to a Customer for the Item (in 1 or more transactions).	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. This will be included in the new flexible purchase eligibility rules in the Item Maintenance function.	3 & 4+
159.	If the Item Quantity has a limit ("Y"), then the system shall provide a limit number.	Contractor will include this in the RSS-II upgrade to .NET. RSS-II will contain an indicator field on license type that will accompany the existing license max purchase limit field.	3
160.	If the Item Quantity does not have a limit ("N"), then the system shall permit a block sale. For example, a Customer would purchase 50 Deer Management Assistance Permits or 100 applications for a drawing that allows an unlimited number of applications per customer.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. RSS-II will contain an indicator field on license type that will accompany the existing license max purchase limit field.	3
161.	The Item shall include an option to permit an Authorization Limit (how many of an item can be sold/have not yet been sold).	Contractor will include this in the RSS-II upgrade to .NET. RSS-II will contain an addition of an authorization type, similar to the way fulfillment licenses are tracked in the current RSS.	3
162.	The Item shall include an option to be associated with a Sales Outlet Type.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. This will allow certain items to be available for sale at specific Sales Outlet Types.	3
163.	The Item shall include a commission amount (or percentage) that will be owed to the Retail Agent for each item sale.	Contractor will include this in the RSS-II upgrade to .NET. The commission is set up for a given Item and Sales Outlet Type combination. Currently RSS handles the use of percentages for	3

	Requirement	Comment	Rel#
		commissions by having the RSS Support staff calculate the dollar amount ahead of time, then enter a fixed amount for the item's commission during set up. RSS-II will record the percentage of the commission and calculate the dollar amount by applying it to the adjusted base price. In either case, the distribution to the treasury funds will be for the remainder amount (Total Adjusted Price minus commission).	
164.	The Item shall include a commission amount (or percentage) that will be owed to the Retail Agent for each item replacement sale.	This will be provided as described in Exhibit C, - Requirement #163 but for the replacement item, calculated using the replacement adjusted base price.	3
165.	The Item shall include a distribution of treasury funds amount (or percentage) that will be owed to the Retail Agent for each item sale.	Contractor will include this in the RSS-II upgrade to .NET. RSS-II will include a distribution for the funds the agent (Retail or DNRE) owes the State for the sale of the item. The money collected for the item sale will be distributed by fixed amounts, percentages or combination to the selected funds. The distribution of funds will be for the Total Adjusted Price of the item minus the commission given to the Agent (if any). When a license is discounted, the fund distribution will be for the adjusted base price and the discount amount recorded separately to the selected Discount Fund. Added to RSS-II will be the option to use percentages instead of fixed amounts to set up the distribution of one item's funds (currently RSS only accepts fixed amounts). The distribution will be for the Total Amount Paid minus any commission. This option will allow Gift Certificates and SAH donations to be for any amount, and not just fixed predefined amounts. Also added to RSS-II will be the option to combine fixed dollar amounts and percentages when defining the distribution of the license adjusted base price. This will allow the distribution of the fixed dollar amounts to specific funds as defined by law and also allocate the excess or shortage (premiums or discounts), via percentages, in its entirety to one or more selected funds regardless of the amount.	3 & 4
166.	The Item shall include a distribution of treasury funds amount (or percentage) that will be owed to the Retail Agent for each item replacement.	Same as Exhibit C, - Requirement #165 but for the replacement item instead.	3 & 4
167.	The Item shall allow the definition of authorizations or prerequisites. This defines if a Customer wants to purchase something, another item would have already needed to be purchased. For example, an application must have been purchased before a fulfillment can be purchased.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. This will be included in the new flexible purchase eligibility rules in the Item Maintenance function.	3 & 4

	Requirement	Comment	Rel#
168.	The Item shall allow the definition of a prohibition or exclusion that defines if bought an Item can't buy another Item. For example, if bought firearms license can't buy a combo license.	Contractor will include this in the RSS-II upgrade to .NET. This exclusion rule will be defined in the new flexible purchasing eligibility rules feature.	4
169.	The system shall support a means to copy and change an Item(s) either from previous year or current year. Ergo avoid start from scratch in building the database for the current year.	Contractor will include this in the RSS-II upgrade to .NET.	3
	Create/Maintain Item Groups		
170.	The system shall support an Item Group that allows the system to establish a relation between Items, Item Options and, optionally, Drawings.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS where it is called hunt type. Because of Exhibit C, - Requirement #398, Item Group also needs to have a relationship to one and only one Species.	3
171.	The Item Group shall have a unique identifier. It is presently 1 character but should be expanded.	Contractor will include this in the RSS-II upgrade to .NET.	3
172.	The Item Group shall have an Item Group Name	Contractor will include this in the RSS-II upgrade to .NET.	3
173.	The Item Group shall have an item Group Description	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
174.	The Item Group shall be identified to a License Year.	Contractor will include this in the RSS-II upgrade to .NET.	3
175.	The Item Group shall allow multiple (unlimited) items to be associated to it. However, an Item shall only belong to one Item Group.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
176.	The Item Group shall allow multiple Item Options.	Contractor will include this in the RSS-II upgrades to .NET, as in the current RSS. Assumption: Because previous Requirement #175 and this requirement are both a requirement in the current RSS, Contractor is assuming that an Item Option (known as Hunt Area in the current RSS) can only belong to one Item Group, as also defined in the current RSS. Although that is not explicitly stated or explicitly changed in any requirement in this document this relationship is implied in Exhibit C, - Requirement #170.	3
	Example of Item Group and Item Option: The Item Group "B" (Name=Bears) consists of Items = 180, 280, 880, 181, 182, 183, 184, 281, 282, 283, 284. The Item Group "B" also has Options 0000 through 0022 inclusive that represent locations and dates (some locations have one date, others may have several dates and each combination is an Item Option).		

	Requirement	Comment	Rel#
177.	An Item Group shall allow ability/option to limit a Customer to a maximum number of choices per application. For example, if allowed 3 choices means an Item Option can be identified as first, second or third choice for that Customer.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
178.	An Item Group shall have the option (but is not required) to have one or more Drawings.	Contractor will include this in the RSS-II upgrade to .NET.	3
179.	The Item Group shall allow for one or multiple questions.	Contractor will include this in the RSS-II upgrade to .NET. Any questions set at the Item level will take precedence over the questions set at the Item Group level.	4
180.	The system shall support questions in a yes/no format. Y/N answers can drive other actions. For example, if Y to opt out of antlerless deer hunts, then do not show option.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. This will be included in the new flexible purchase eligibility feature.	3 & 4
181.	The system shall support questions in a multiple choice format. Again, multiple choice answers may drive other actions.	Contractor will include this in the RSS-II upgrade to .NET, in the new flexible purchase eligibility feature.	3 & 4
182.	The system shall support questions with a free format answer.	Contractor will include this in the RSS-II upgrade to .NET, however, free format answers can not drive other actions.	4
183.	The system shall support a means to copy and change an Item Group either from previous year or current year. Ergo avoid start from scratch in building the database for the current year.	Contractor will include this in the RSS-II upgrade to .NET.	4
184.	The system shall support create/modify Item Group when need/want to start from scratch.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
	Create/Maintain Item Options (IO)		
185.	The IO shall have a unique identifier. At present, this is 4 characters and alphanumeric. At present, the identifier represents a hunt area including a DMU.	Contractor will include this in the RSS-II upgrade to .NET, as in the current where it is called Hunt Area.	3
186.	The IO shall have a Description. The Description is 2 lines (presently L1 is 20 and L2 is 25 characters).	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
187.	The IO shall have a Item Quota - maximum number of items to be issued for this option	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
188.	The IO shall have a non-resident limit on item quota. This is specified as a maximum percentage of the Item Options total quota. For example, 2% of total IO Item quota.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
189.	The IO shall allow (either) Discount Percentage or Discount Price.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS, with the addition of a fixed Discount Price at the IO level.	3 & 4
190.	The IO shall allow (either) Surcharge	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS, with the addition of a fixed	3 & 4

	Requirement	Comment	Rel#
	Percentage or Surcharge Price.	Surcharge Price at the IO Level.	
191.	The IO shall allow a type of land designation such as private, public or mix/both	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
192.	If private land, the system shall prompt the Customer to provide necessary information such as if landowner or guest and if latter, then name and phone number of Private Land Owner.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
193.	The IO shall have a season start date and end date	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
194.	The IO shall allow an option to issue extra free items (such as kill tags) when an item is purchased for the Item Option (hunt choice)	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
195.	The IO shall allow comments to be entered and used for "internal administrative/support purposes"	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
196.	The IO shall allow an option to be defined as "not allowed through application" (and thus identified as OTC – over the counter)	Contractor will include this in the RSS-II upgrade to .NET, in the new flexible purchase eligibility rules in the Item Maintenance function.	3 & 4
197.	If a block sale is allowed, the system shall restrict a block to a single Item Option. For example, if purchasing 10 in IO=A and 10 in IO=B each would be a separate block sale.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	4
198.	The system shall support a means to copy and change an Item Options either from previous year or current year. Ergo avoid start from scratch in building the database for the current year.	Contractor will include this in the RSS-II upgrade to .NET. This will allow copy of multiple item options using RSSWIN-II.	4
199.	The system shall support create/modify Item Options when start from scratch.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
	Section 4: Retail Sales		
	Conversion of Retail Sales Data		
200.	The Contractor shall convert Item Purchase History (currently retained in the Licenses Issued table)	Data residing in the RSSDB database will be converted/migrated to the RSSDB-II database as determined in the analysis and design phases. Any data in the RSSDB database that is not converted/migrated will be archived. Data residing in external databases (i.e. LED, SOS) that are to be stored in the RSSDB-II database as part of the conversion process will be retrieved/loaded into the database as determined in the analysis and design phases.	3
201.	The Contractor shall convert historical information regarding drawing applications, drawings and drawing fulfillment history	Data residing in the RSSDB database will be converted/migrated to the RSSDB-II database as determined in the analysis and design phases. Any data in the RSSDB database that is not converted/migrated will be archived.	3

	Requirement	Comment	Rel#
		Data residing in external databases (i.e. LED, SOS) that are to be stored in the RSSDB-II database as part of the conversion process will be retrieved/loaded into the database as determined in the analysis and design phases.	
202.	The Contractor shall convert Item Void History	Data residing in the RSSDB database will be converted/migrated to the RSSDB-II database as determined in the analysis and design phases. Any data in the RSSDB database that is not converted/migrated will be archived. Data residing in external databases (i.e. LED, SOS) that are to be stored in the RSSDB-II database as part of the conversion process will be retrieved/loaded into the database as determined in the analysis and design phases.	3
203.	The Contractor shall convert any/all Apprentice Relationships. That is what Customer (name and identification) purchased an Apprentice License for what year(s). This allows the system to see if they have reached the limit of two (even if non consecutive) years with an Apprentice Licenses.	Data residing in the RSSDB database will be converted/migrated to the RSSDB-II database as determined in the analysis and design phases. Any data in the RSSDB database that is not converted/migrated will be archived. Data residing in external databases (i.e. LED, SOS) that are to be stored in the RSSDB-II database as part of the conversion process will be retrieved/loaded into the database as determined in the analysis and design phases.	3
204.	The Contractor shall convert gift certificate Redemption (who bought what item/s). This supports tracking how much, if any, of a gift certificate is used as well as available for future redemption	Data residing in the RSSDB database will be converted/migrated to the RSSDB-II database as determined in the analysis and design phases. Any data in the RSSDB database that is not converted/migrated will be archived. Data residing in external databases (i.e. LED, SOS) that are to be stored in the RSSDB-II database as part of the conversion process will be retrieved/loaded into the database as determined in the analysis and design phases.	3
	Display Customer Eligibility		
205.	The system shall only display items or prices for items that are applicable to the Customer based upon eligibility. (Specifics follow)	Contractor will include this in the RSS-II upgrade to .NET. E-License-II and RSS POS-II will use the rules defined in the new flexible purchase eligibility rules in the Item Maintenance function to determine what items should be displayed in the catalogue.	1&2 & 4
206.	The system shall not display an Item if it is no longer available (sold out) due to a quota reached).	Contractor will include this in the RSS-II upgrade to .NET.	1 & 2
207.	The system shall permit lookup of an Item and if its quota is sold, then a message should appear so explains why no longer available.	Contractor will include this in the RSS-II upgrade to .NET. E-License-II and RSS POS-II will indicate quotas that are sold out.	1 & 2
208.	If the Customer is a Michigan Resident, the system shall display to the Customer the Resident prices for RSS Items. Note: This was defined in Section 1: Validation of	Contractor will include this in the RSS-II upgrade to .NET, using the new flexible purchase pricing rules in the Item Maintenance function.	1&2 & 4

	Requirement	Comment	Rel#
	Michigan Residency.		
209.	If the Customer is a non-Michigan Resident, the system shall display to the Customer the non-Resident prices for RSS Items if available.	Contractor will include this in the RSS-II upgrade to .NET, using the new flexible purchase pricing rules in the Item Maintenance function.	1&2 & 4
210.	If the Customer is a resident of Michigan with the appropriate Military credentials, the system shall display special military prices (currently $1) for hunting or fishing licenses that do not require a separate application	Contractor will include this in the RSS-II upgrade to .NET, using the new flexible purchase pricing rules in the Item Maintenance function.	1&2 & 4
211.	If the Customer is a non-Michigan Resident with the appropriate Military credentials, the system shall display to the Customer the Resident prices for RSS Items	Contractor will include this in the RSS-II upgrade to .NET, using the new flexible purchase pricing rules in the Item Maintenance function.	1&2 & 4
212.	If a Customer is Resident Disable Veteran (as defined earlier in this Exhibit), the system shall show the senior rate. (Note: Non-resident do not qualify for this reduced price)	Contractor will include this in the RSS-II upgrade to .NET, using the new flexible purchase pricing rules in the Item Maintenance function.	1&2 & 4
213.	If the system determines based upon Date of Birth that the Customer is a Senior, the system shall display to the Customer the Senior discount prices. (Note: Non-resident seniors do not qualify for this reduced price)	Contractor will include this in the RSS-II upgrade to .NET, using the new flexible purchase pricing rules in the Item Maintenance function.	1&2 & 4
214.	If the Customer is a resident who is declared visually impaired, the system shall display only Senior Restricted or Senior All Species fishing license prices for those items	Contractor will include this in the RSS-II upgrade to .NET, using the new flexible purchase pricing rules in the Item Maintenance function.	1&2 & 4
215.	If the system determines based upon Date of Birth (DOB) that the Customer is a Youth, the system shall display Youth Fishing License.	Contractor will include this in the RSS-II upgrade to .NET, using the new flexible purchase pricing rules in the Item Maintenance function.	1&2 & 4
216.	If the system determines based upon Date of Birth that the Customer is a Youth, the system shall display as or if available the Youth Hunting Prices. (Note: At present non-resident youth treated the same as resident youth.)	Contractor will include this in the RSS-II upgrade to .NET, using the new flexible purchase pricing rules in the Item Maintenance function.	1&2 & 4
217.	If the Customer has not completed Hunter Safety or the attest box is not checked or they have not employed two years of Apprentice Hunting, the system shall only display Fishing or Apprentice or Hunting not requiring a safety course (non firearm).	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS, using the new flexible purchase eligibility rules in the Item Maintenance function.	1&2 & 4
218.	If the Customer has used eligibility (two possibly nonconsecutive years) for Apprentice License and not completed Hunter Safety, the system shall not display any firearm based hunting items.	Contractor will include this in the RSS-II upgrade to .NET, in the new flexible purchase eligibility rules in the Item Maintenance function.	4

	Requirement	Comment	Rel#
219.	If a Customer is restricted from purchasing items based upon input from LED (for criminal and/or DNRE violations, FOC actions, or Interstate Violators Compact notices), the system shall not present any of those restricted Items for purchase by the Customer during the period of enforcement.	Contractor will include this in the RSS-II upgrade to .NET. All items will be checked for active revocations before they are displayed in the customer's catalogue.	4
220.	If items are restricted, the system shall display a message with contact information if the customer seeks further information on why certain items are not shown. Note: This is NOT the same contact/number as would show for other (non-LED) complaints due to the source of the problem. This message would also indicate days and time someone is available (since this contact is not 7x24).	Contractor will include this in the RSS-II upgrade to .NET. All items will be checked for active revocations before they are displayed in the customer's catalogue.	4
221.	If Customer has previously purchased an Item that is still active or reached a limit, then the system shall not display the item. There may be items excluded from this such as ORV license and Snowmobile permit.	Contractor will include this in the RSS-II upgrade to .NET. E-License-II and RSS POS-II will use the rules defined in the new flexible purchase eligibility rules in the Item Maintenance function to determine what items should be displayed in the catalogue.	1&2 & 4
222.	The system shall display a replacement (as/if allowed for that Item).	Contractor will include this in the RSS-II upgrade to .NET. Items must be defined as "replaceable" within the Item Maintenance function of RSSWIN-II, and the customer must have previously purchased but not voided the item. These rules will be verified in real time.	4
223.	If the Customer has not purchased a prerequisite then the system shall not display the related item. Example: Don't show fulfillment if application not bought and successful through a drawing.	Contractor will include this in the RSS-II upgrade to .NET. E-License-II and RSS POS-II will use the rules defined in the new flexible purchase eligibility rules in the Item Maintenance function to determine what items should be displayed in the catalogue.	4
224.	If the Customer has purchased certain items that create exclusions then the system shall not display related items. Example: Don't show combo if archery (or firearm) already bought.	Contractor will include this in the RSS-II upgrade to .NET. E-License-II and RSS POS-II will use the rules defined in the new flexible purchase eligibility rules in the Item Maintenance function to determine what items should be displayed in the catalogue.	4
225.	The system shall allow the Customer to see what they bought in the past.	Contractor will include this in the RSS-II upgrade to .NET. Assumption: Limited to data in the active database.	4
226.	The system shall provide for real time display of bulletins and provide a method to make Agent aware a new bulletin has been issued.	Contractor will include this in the RSS-II upgrade to .NET, in the new Notifications and Communications Feature.	2 & 4+
227.	Likewise the system shall provide for real time display of informational messages to the Customer. This could, for example, provide late breaking changes to regulations.	Contractor will include this in the RSS-II upgrade to .NET, in the new Notifications and Communications Feature.	4+
228.	The system shall make available discounts and promotions as soon as effective (no batching).	Contractor will include this in the RSS-II upgrade to .NET. E-License-II and RSS POS-II will use the rules defined in the new flexible purchase eligibility rules and pricing rules in the Item Maintenance function to determine what items should be displayed in the catalogue and the calculated	4

	Requirement	Comment	Rel#
		price	
229.	The system shall have a Help Function that provides sample Items/Documents as well as DNRE policy.	Contractor will include this in the RSS-II upgrade to .NET.	4
230.	The system shall allow the printing of DNRE policy or other supplemental documentation shown in the "help function."	Contractor will include this in the RSS-II upgrade to .NET. If requested at a POS, this information will have to be printed on the receipt printer.	4
231.	The system shall display a message that provides Agent with who to contact if the customer has questions on why something is not shown. Note: This is NOT the same as shown for LED situations. This message would also indicate days and time someone is available (since this contact is not 7x24).	Contractor will include this in the RSS-II upgrade to .NET. The agent will be provided a link to a web page that provides this information if they have any questions on what information is or is not displayed.	4
232.	The system shall support that certain Agents, based upon sales outlet type, are restricted to sell certain items. For example, a marina might only be allowed sell fishing licenses.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	2
	Customer Purchasing at an Agent		
233.	The System shall support sale of a Sportcard. Note: It should be purchased when an individual does not have a Drivers License or State Issued Identification Card or existing Sportcard. This is true whether resident or not.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	1 & 2
234.	Prior to sale of or use of a Sportcard as identification, the system shall prompt an Agent to ask for a Drivers License or State Issued Identification Card. The intent is to promote theses IDs as the primary identification number.	Contractor will include this in the RSS-II upgrade to .NET.	4
235.	Prior to sale of a Sportcard, the system shall determine if they already have a Sportcard. A new Sportcard is not issued to someone who already has purchased one.	Contractor will include this in the RSS-II upgrade to .NET.	4
236.	If they do have a Sportcard but don't have it in their possession, the system shall offer sale of a replacement. Note: This approach would mean they retain existing Sportcard Identification and are not issued another, new number.	Contractor will include this in the RSS-II upgrade to .NET.	4
237.	Likewise, if they have a Sportcard but the address has changed, the system shall offer sale of a replacement (with current address information) but again retain existing Sportcard Identification.	Contractor will include this in the RSS-II upgrade to .NET.	4
238.	If wanting to purchase a Sportcard, the system shall require the individual to identify themselves as a resident or non-resident and provide an address and other info	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	1 & 2

	Requirement	Comment	Rel#
	before sale of the Sportcard.		
239.	The system shall generate a meaningful Sportcard identification including, for example, x characters of last name, DOB, gender, etc.	Contractor will include this in the RSS-II upgrade to .NET. In the current RSS POS application, the Sportcard ID does indicate residence, card type, and terminal where the license was sold. During requirements gathering additional features for the Sportcard number may be incorporated.	3 & 4
240.	The Customer shall only be allowed to purchase Items displayed (as defined in the previous section).	Contractor will include this in the RSS-II upgrade to .NET, using the new flexible purchase eligibility rules feature.	4
241.	The system shall populate an item sold file (currently called License Issued) with a single line for each item sold within the transaction once the transaction is completed.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
242.	The system item sold file shall include date, time and other relevant information for each item posted to the database.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
243.	The system shall calculate the price of an item based upon the pricing rules associated with the Item. Factors include: • Customer's residency • Customer's age (for youth and seniors) • Whether a Customer is visually impaired • Whether a Customer is a disabled veteran • Whether a Customer is active military • Whether an Item is a replacement	Contractor will include this flexibility in the RSS-II upgrade to .NET. The Item Maintenance function in RSSWIN-II will allow the RSS Support staff to establish flexible pricing rules for an item, based upon customer characteristics. The item will have a purchase price and a replacement price.	3 & 4
244.	The system shall calculate the price of an item based upon the pricing rules associated with the Item. Factors include: • Based upon Item Option. For example, some Items may have a surcharge or discount if purchased for a specific hunt area.	Contractor will include this in the RSS-II upgrade to .NET. The Item Maintenance function in RSSWIN-II will allow the RSS Support staff to establish flexible pricing rules for an item, including at the Hunt Area (Item Option) level, as RSS does today. A specific Item Option can be defined to add a surcharge or deduct a discount amount. The price adjustments will be tested and calculated at the time of purchase.	1&2 & 4
245.	The system shall calculate the price of an item based upon the pricing rules associated with the Item. Factors include: • Discount for purchase of 4 or more license in the same transaction (with some items not eligible for inclusion in this calculation) • Other discounts as defined	Contractor will include this in the RSS-II upgrade to .NET. The Item Maintenance function in RSSWIN-II will allow the RSS Support staff to establish flexible pricing rules at the item type level or at the order level. The current 4-or-more package will be set up as a pricing rule, and can be associated with an item types that the discount shall apply to. Other discounts can be set up as a pricing rule in the Item Maintenance function, and associated to applicable items. The price adjustments will be tested and calculated at the time of purchase.	4
246.	The system shall track discounts (with discount code and amount) for each item	Contractor will include this in the RSS-II upgrade to .NET. The discounts applied to an item will be recorded in	4

	Requirement	Comment	Rel#
		RSSDB-II, and will be viewed from RSSWIN-II.	
247.	The system shall accumulate a total for all Items purchased by the Customer in a single transaction.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. Each item's price will be calculated individually at the time of purchase, and displayed within the shopping cart. An order total will be calculated and displayed to the customer on the CheckOut page, and included on the receipt.	1 & 2
248.	The system shall handle voids as a separate transaction.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	2
249.	The system shall record a sales transaction in real time and calculate the distribution of funds associated with that transaction.	Contractor will include real time sales transaction recording within the RSS-II upgrade to .NET. RSS-II will continue to calculate the proper distribution of the funds from the item purchased, as defined in the Item Maintenance function.	2
250.	The system shall be able to include commission at the item level as part of the sales transaction. The commission amount shall not print on the receipt.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	2
251.	The system shall be able to assign or not assign a commission amount based upon whether the Agent is a Retail Agent or a DNRE Agent.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	2
252.	The system shall be able to assign a commission amount that will be owed to the Retail Agent for each Item sold by the Retail Agent.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	2
253.	The system shall be able to assign a commission amount that will be owed to the Retail Agent for each Replacement Item sold by the Retail Agent.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	2
254.	Revenue coding shall be a part of the sales record for each item sold so that funding distribution is known at the time of sale.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	2
255.	The system shall allow a preview of the transaction prior to completing the transaction. Note: This is sometimes referred to as a "shopping cart."	Contractor will include this in the RSS-II upgrade to .NET. This shopping cart function of E-License will be available in both E-License-II and RSS POS-II. Also, the entire order summary will be displayed on the CheckOut page before the customer is required to submit the order.	1 & 2
256.	The system shall allow removal of items without voiding as part of the preview process since transaction is not yet completed.	Contractor will include this in the RSS-II upgrade to .NET. This function of E-License will be available in both E-License-II and RSS POS-II. Items can be removed from the shopping cart by the customer or the agent without a void transaction.	1 & 2
257.	Upon completion of a transaction, the system shall record at a minimum: • Customer Identification – This would be the Drivers License, State Issued Identification Card or Sportcard number	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	1 & 2
258.	Upon completion of a transaction, the	Contractor will include this in the RSS-II upgrade to .NET,	1 & 2

	Requirement	Comment	Rel#
	system shall record at a minimum: • Transaction Timestamp: The system must record the date and time that the charge is added to the agent's account. • Transaction Sequence Number: The system must assign a sequence number to the debit transaction.	as in the current RSS.	
259.	Upon completion of a transaction, the system shall record at a minimum: • Terminal Key, that is the device identification number	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	1 & 2
260.	Upon completion of a transaction, the system shall record at a minimum: • Amount Due: The system must calculate and record the amount owed by the agent to the State for sales included in this charge.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. Assumption: The new RSS-II application will run batch programs (that perform this functionality today) at set intervals, which will process the financial transactions that occurred during that interval.	3
261.	Upon completion of a transaction, the system shall record: • Funding distribution, sales commission and discounts (if any).	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. Assumption: The new RSS-II application will run batch programs (that perform this functionality today) at set intervals, which will process the financial transactions that occurred during that interval.	3
262.	Upon completion of a transaction, the system shall record at a minimum: • Total Sales: The system must calculate and record the total amount charged to the customer for this transaction. Total Sales is based upon Item Price (before discounts applied). Total charge is after any discounts.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. Assumption: The new RSS-II application will run batch programs (that perform this functionality today) at set intervals, which will process the financial transactions that occurred during that interval.	3
263.	Upon completion of a transaction, the system shall record at a minimum: • Sales Commission: The system must calculate and record the amount of sales commission earned by the agent for sales included in this charge.	Contractor will include this in the RSS-II upgrade to .NET. The sales commission will be calculated by the batch jobs using the defined percentage for the license sold applied to the adjusted based price and recorded in the Agent Account Receivables with the sale transaction, as processed in the current RSS. Assumption: The new RSS-II application will run batch programs (that perform this functionality today) at set intervals, which will process the financial transactions that occurred during that interval.	3
	Customer Purchasing of Gift Certificates		
264.	The system shall provide the capability for Gift Certificates to be purchased through the Internet.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	1
265.	If able with minimal (if any) additional effort, the system shall provide the option to sell or accept standard magnetic-stripped Gift Certificates at Agents.	The Contractor would recommend against this option due to the effort required in development and additional operational costs. One of the values of offering Gift Certificates only on E-License-II is that it provides additional incentive to use the less costly web application.	n/a

	Requirement	Comment	Rel#
		E-License-II does not require inventory or control of specialized plastic card stock. The customer printed Gift Certificate is more economical for the State. Contractor will be willing to discuss this option with the State and provide a cost analysis, upon contract award.	
266.	The system shall allow the Customer to determine the value (denomination) of the Gift Certificate. There will be no preset choices.	Contractor will include this in the RSS-II upgrade to .NET. The user will be able to select whole dollar amounts up to a maximum as determined by the RSS Support staff. The RSSWIN-II system will base fund distribution on percentages.	4
267.	The system shall provide the Customer with the option to enter personal contact information for themselves and for the person who will receive the Gift Certificate.	The gathering of the buyer's optional contact information will be included in the RSS-II upgrade to .NET, as it is in the current RSS. The gathering of the gift certificate recipient information will be collected at redemption, not at purchase. This will be included in the RSS-II upgrade to .NET, as in the current RSS.	1
268.	The system shall apply all Gift Certificates - regardless of denomination - to a Gift Certificate account.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	1
269.	The system shall allow purchase of any item within the same transaction including purchase of Gift Certificates.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	1
270.	The system shall allow a Customer to purchase multiple Gift Certificates in the same transaction.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	1
271.	The system shall <u>not</u> allow a gift Certificate purchase to be voided or replaced.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	1
272.	The system shall <u>not</u> allow a gift Certificate purchase to be redeemed for cash.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	1
273.	The system shall not allow the Customer to print the Gift Certificate until the payment transaction has been processed successfully through CEPAS	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	1
274.	Once the transaction has processed successfully, the system shall assign a unique Gift Certificate identifier to each Gift Certificate.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	1
275.	Once the transaction has processed successfully, system shall notify the Customer that it is their responsibility to print the Gift Certificate.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	1
276.	The system shall record the purchase date and amount of each Gift Certificate.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	1
	Customer Purchasing through the Internet		
		All requirements in “at an Agent” and “through the Internet” are presumed the same unless specifically noted otherwise.	

	Requirement	Comment	Rel#
277.	The system shall allow the Customer to view their purchase history.	The system will provide a page that displays purchase history once the customer has logged into the Customer Profile feature of the E-License-II application. Assumption: Purchase history will be limited to active database.	4+
278.	The system shall allow the Customer to view their points and chances earned through drawings.	Contractor will include this in the RSS-II upgrade to .NET, as part of the Customer Profile feature.	4+
279.	The system shall require the Customer to pay for all Items purchased through E-Licensing with a credit card OR a Gift Certificate.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	1
280.	If using a credit card, the system shall prompt for the CVV number to help improve credit card security	Contractor will include this in the RSS-II upgrade to .NET.	3
281.	If using a Gift Certificate, the system shall prompt the Customer to enter the Gift Certificate identifier if paying for some or all of the transaction.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	1
282.	If the Gift Certificate identifier is not valid, the system shall provide an error message to the Customer that the number is not valid	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	1
283.	If the Gift Certificate identifier is valid but the balance has been reduced to zero, the system shall provide a message to the Customer stating the balance is zero and who to contact if questions.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	1
284.	If the balance remaining on the Gift Certificate is greater than zero AND the amount of the Item is less than the amount of the outstanding balance on the Gift Certificate, the system shall allow the Customer to apply some of the Gift Certificate balance to the price of the RSS Item(s) up to the total price of the RSS Items.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	1
285.	If the Customer applies less than the full amount of the Item Price from the Gift Certificate's outstanding balance, the system shall require the remainder of the purchase to be completed with a Credit Card through CEPAS.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	1
286.	The system shall notify the Customer if the CEPAS transaction is rejected. The Customer shall have the opportunity to apply the entire Item amount against the Gift Certificate balance or terminate the redemption.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	1
287.	If the balance remaining on the Gift Certificate is greater than zero AND the amount of the Item(s) to be purchased is	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	1

	Requirement	Comment	Rel#
	greater than or equal to the amount of the outstanding balance on the Gift Certificate, the system shall allow the Customer to redeem some or all of the Gift Certificate balance to the purchase price of the RSS item(s).		
288.	The Customer shall have the ability to redeem additional Gift Certificates against the purchase, or complete the purchase with a Credit Card for the remainder of the purchase price.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	1
289.	The system shall notify the Customer if the CEPAS transaction is rejected and provide the Customer with the opportunity to alter the Gift Certificate redemption or terminate the transaction altogether.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	1
290.	The system shall recalculate the outstanding balance on the Gift Certificate once the redemption has been completed.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	1
291.	The system shall update the Gift Certificate record with the remaining amount	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	1
292.	Once the redemption is completed, the system shall display the value remaining on the Gift Certificate	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	1
293.	The system shall retain the history of transactions associated with the Gift Certificate.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	1
294.	The record of Gift Certificate activity shall include: • Customer Identification number • Purchase Date • Items Purchased • Total Purchase Amount • Redemption Amount	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	1
295.	The system shall provide RSS an inquiry into Gift Certificate history.	RSSWIN-II will provide a screen that will allow the RSS Support staff to select a Gift Certificate number and display the usage history.	4+
296.	The system shall allow gift certificates to be spent for donations to SAH (or other donations as/when allowed in the system)	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	1
	Customer Voids at an Agent		
297.	The system shall allow Agents to void an Item if the Item has been purchased within the previous 30 days (parameter driven field) and if the Item purchased is not either an active license or a license that was active prior to the Customer requesting the void.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	2
298.	The system shall allow Agents to void any transaction that occurs within the previous	Contractor will include this in the RSS-II upgrade to .NET,	2

	Requirement	Comment	Rel#
	24 hours (but this is a parameter that can be changed) for an Item that was issued in error (due to Customer error or Agent error) or to reprint license/application/kill tags that were printed incorrectly.	as in the current RSS.	
299.	The system shall not allow Agents to void licenses for any other reason. Any attempt to process a void outside of the aforementioned parameters should prompt a message to contact the RSS Customer Support Team.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	2
300.	The system shall allow a void at any terminal for purchases made through any Agent. This means E-License purchases shall not be voided by an Agent.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. However, unlike the current standard, the RSS POS-II will not allow voiding an E-License-II or Mobile Fish purchase at an agent location.	2
301.	If a Retail Agent issues a void, the system shall credit the Retail Agent for the total amount refunded to the customer.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. In alignment with the current system, the agent will be credited for the whole amount of the voided transaction.	2
302.	If an Item is voided by a Retail Agent other than the Agent that sold the Item initially, the system shall deduct the commission associated with the initial Item sale from the original issuing Retail Agent.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. In alignment with the current system, the voiding agent will be credited the amount paid of the original license. The original sales agent will then lose the original commission.	2
303.	For auditing purposes, the system shall provide an indicator that the Customer submitted to the Agent the license/application/kill tag to be voided.	The system will question the agent if the physical item has been returned. This “customer submission” indicator will be associated with the void record for document tracking and validation.	4
304.	The system shall allow the Agent to enter the Item and "Unique Transaction Identifier" of the Item to be voided to ensure the right item(s) are avoided.	The RSS POS device upgrade will include a scanner that the agent can use to scan any bar-coded item into the system. As an alternative to scanning, Contractor will include the manual entry of void data in the RSS-II upgrade to .NET, as in the current RSS. The system will verify in real time that the item being voided exists within RSS-II.	2 & 4
305.	If the Customer's license/application/kill tag document includes more Items than the Item(s) being voided, the system shall print a replacement receipt for the Customer that includes the Items not Voided and all information printed for those items on the original form	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. Contractor assumes that Harvest Tags must be affixed to the animal after the kill therefore a Harvest Tag should always be printed as a single license. Contractor also assumes that applications are not considered to be a license, but only an entry into a drawing for a future license, so therefore this requirement may not apply to an application. Contractor assumes that the original multi-form document will be returned to DNRE by the agent so that it may be processed through the Void Document Return process. The original void process will be modified to satisfy the new system requirements, using a reprint option for the remaining items.	4
306.	The system shall also print a document for the Customer with the Item or Items that were voided, and must print "VOID" noticeably so that the document cannot be interpreted reflecting valid/active	Contractor will include this in the RSS-II upgrade to .NET. The original multi-form document will be surrendered by the customer, and a new document will be printed by the RSS POS-II, with the voided items marked as VOID. DNRE may consider printing the new document without the voided items on the form, rather than including them	4

	Requirement	Comment	Rel#
	License/Applications.	on the reprinted license with a VOID indicator.	
307.	Upon return of the License/Kill Tag a match is conducted against the RSS information. IF no match, the system shall create a reverse financial transaction against the Outlet that sold it (not the Customer). The Outlet is charged for failing to return the voided documents.	Contractor will include this in the RSS-II upgrade to .NET. The original void document return process will be updated to satisfy the new financial system requirements. RSSWIN-II will provide a window to view all voids for a given terminal that have not yet been matched. The RSS Support staff can then mark the void records for which the document was received. The “”customer submission“ indicator mentioned in Exhibit C, Requirement- Requirement #303 could be displayed on this window for audit purposes.	4+
308.	Upon return of the License/Kill Tag a match is conducted against the RSS information. IF a match occurs later (the Outlet finds and returns the expected documents such as Kill Tags), the system shall create another reverse financial transaction occurs against the Outlet that sold it (so the charge is reversed).	Contractor will include this in the RSS-II upgrade to .NET. The original void document return process will be updated to satisfy the new financial system requirements. RSSWIN-II will provide a window to view all voids for a given terminal that have not yet been matched. The RSS Support staff can mark the ones for which the document was received. The indicator mentioned in Exhibit C, Requirement- Requirement #303 could be displayed on this window for audit purposes.	4+
309.	The system shall allow a void last transaction. This voids all Items purchased for the "Unique Transaction Identifier".	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	2
	Customer Voids through the Internet		
		All requirements in “at an Agent” and “through the Internet” are presumed the same unless specifically noted otherwise.	
310.	The system shall only allow RSS Support staff to void internet transactions.	The system will provide a screen that allows the RSS Support staff to void transactions. The screen will allow the voiding of all transactions, providing functionality developed in the current RSSWIN Customer Void Window. RSSWIN-II will continue to perform these additional checks and features: • Warning displayed when voiding lifetime licenses • Automatic selection of “DNRE Internet” terminal to received the “credit” • Crediting terminal is selectable when item was sold at a Retail Agent (selling terminal or DNRE General) • Fund distribution and commission of void item are displayed and available for printing • Automatic selection of DNRE General terminal when voiding a lifetime license (new feature) • RSS POS-II will prohibit voiding an Internet purchase at an agent location	3
311.	The system shall require RSS to enter the Unique Transaction Identifier to ensure the right transaction or items are voided.	The system will utilize the terminal key, transaction date/time stamp, and transaction sequence number as the Unique Transaction Identifier to specify which item will be voided.	3

	Requirement	Comment	Rel#
312.	The system shall record who voided the transaction and when (date and time stamp).	The system will record the RSS-II user ID of the RSS Support staff that requested the void transaction and the date/time stamp the request was made.	3
313.	The system shall use the Unique Transaction Identifier to process through CEPAS any portion of the purchase performed with a credit card. Note: Some or all may have been performed with a Gift Certificate.	The system will use the CEPAS confirmation number to process a credit transaction through CEPAS to reverse the charges on the customer's credit card.	4+
314.	If the Customer provided an email address, the system shall send a confirmation once the void is completed.	The system will send an email (via a system generated notification within the new Notification and Communication feature) to the customer email address that exists on the customer's RSS-II customer record.	4+
315.	Internet purchases usually have a lag time between purchase and receipt of the documents (application, license, kill tag, etc). Therefore, if the Customer wants to use before this lag passes, the system shall permit a "cancel." This is not a void since the documents have not been returned. But it will allow the Customer to purchase through an Agent.	E-License-II will allow the cancellation of the sale of a license purchased on E-License-II by the customer. After the customer logs into their E-License-II user account, the customer will select the item to be cancelled from their purchase history display within the Customer Profile feature. The system will flag the item as cancelled, allowing the customer to purchase at a retail agent. A cancelled document will not process a void and will not refund the customer, but if a sale is marked as cancelled, it will allow the customer to purchase the license again and fulfill it at a POS. A cancel transaction will not be a feature at the RSS POS-II The voiding of the item will follow the same process as other internet voids performed by the RSS Support staff, using the RSSWIN-II Customer Void window. Contractor suggests that DNRE consider printing something on the new license document to indicate it was obtained via a "cancel" transaction, similar to a "replacement" authorization. Please see Exhibit C,- Requirement #320. Contractor suggests that if a Harvest Tag was initially issued for a limited Item Option, the number of Harvest Tags allocated for the limited Item Option shall not be decremented by the system when the "cancelled" Harvest Tag is printed. Please see Exhibit C, Requirement- Requirement #322.	4+
316.	If a cancel is requested, the Customer shall receive through the email address a reminder that all mailed documents must be returned before a void and refund can occur. No return means there is no refund.	The system will send an email (via a system generated notification within the new Notification and Communication feature) to the email address on record when a cancellation request has been made.	4+
	Customer Replacements		
317.	The system shall provide the ability for License and Kill Tags to be replaced.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	2
318.	The system shall provide that a Customer receives a replacement and pays for the replacement only for the Items desired. This means replacement may occur for only some items in a given transaction.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	2
319.	If a License for a limited Item Option, the number of Licenses allocated for the limited Item Option shall not be decremented when	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	2

	Requirement	Comment	Rel#
	the Replacement License is printed.		
320.	If a Kill Tag (or ORV or SNOW) is replaced, the word "REPLACEMENT" shall appear on the document.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	2
321.	The system shall support that the Customer pay the full retail price for the replaced Kill Tag, even if the Kill Tag was originally sold at a discounted price.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	2
322.	If a Kill Tag was initially issued for a limited Item Option, the number of Kill Tags allocated for the limited Item Option shall not be decremented by the system when the Replacement Kill Tag is printed.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	2
	Fishing Licenses		
323.	The system shall allow the start and end dates to be more than 12 months; in fact, for fishing it is, at present, valid for 13 months.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
324.	The system shall prevent a Customer from purchasing a license if they already own a license for the same time period. Note: At present a person near license year end may purchase a fishing license thinking it is for the next year but it is not.	Contractor will include this in the RSS-II upgrade to .NET, using the flexible purchase eligibility rule feature.	4
325.	The system shall allow a fee to be charged for a replacement license.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	2
326.	The system shall allow a Customer to buy several daily licenses but print as a single document. Therefore, could purchase 3 daily licenses and have 1 document covering all 3 days.	Contractor will include this in the RSS-II upgrade to .NET, using the flexible purchase eligibility rule feature.	4
327.	The system shall permit a Customer to purchase a no charge Sturgeon Tag, presuming they already have an active fishing license	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	1 & 2
328.	The system shall permit a Customer to participate in a lottery without being present.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
	Fishing Licenses – Internet		
329.	The system shall be able to accommodate Customers who purchase Fishing Licenses through a mobile device	Contractor will create mobile device specific web pages to fast track the purchase of a 24 hour fishing license similar to what DTMB has today with their Mobile Fish application.	4+
330.	The system shall require the mobile fishing license applicant to enter the applicant's credit card number and credit card CVV via SSL connection to purchase a fishing license using CEPAS for payment processing.	Contractor will include this when producing the mobile fish application.	4+

	Requirement	Comment	Rel#
331.	The system shall not store the credit card information within the web application or database. The system shall send the credit card information to CEPAS using the web services interface. CEPAS shall store all credit card information entered via the cell phone.	RSS does not currently store credit card information and the same rules will be followed in the new RSS-II application.	3
	Hunting Licenses – Internet		
332.	The System shall not allow purchase of an Apprentice License if the Customer has already purchased an Apprentice License twice in the past (2 years, may be non-consecutive).	The system will limit purchase of an apprentice license to two years for a customer by monitoring the customer's purchase history. Contractor will include this in the RSS-II upgrade to .NET, using the flexible purchase eligibility rule feature.	4
333.	The System shall allow apprentice hunting licenses to be sold to both residents and nonresidents.	Contractor will include this in the RSS-II upgrade to .NET, using the flexible purchase eligibility rule feature.	4
334.	The System shall allow only persons who have not completed a hunter safety class or attested to same to purchase an apprentice hunting license.	Contractor will include this in the RSS-II upgrade to .NET, using the flexible purchase eligibility rule feature. The system will only display apprentice licenses as available for purchase to those customers who haven't completed or attest to a hunter's safety course.	4
335.	The system shall provide for Youth Apprentice License purchases that that the adult/guardian "attests" to specific statue driven regulations.	The system will provide the adult/guardian of a youth a method to "attest" they will abide by state regulations.	4
336.	The System shall track which years an apprentice hunter has purchased an apprentice license (since there is a limit to two years).	The system will track the number of years a hunter has purchased each apprentice license.	4
	Hunting Licenses – Crossbow		
337.	The system shall allow RSS Support (and potentially DNRE Agents) to enter information from an application submitted by a Customer that provides a doctor's authorization for the Customer to hunt with a crossbow.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. DNRE Agents will be able to enter Cross Bow application information.	4
338.	The system shall record the Crossbow Date of Issue; that is, date of approval.	The system will provide a method for entering the crossbow approval date.	3
339.	The system shall record the Crossbow Permit as null (pending approval), indefinite (permanent) or two year.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
340.	The system shall require expiration date if the Crossbow permit has two-year duration.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
341.	The system shall print the permit on license stock (rather than receipt stock).	The system will print the crossbow permit on license stock.	4
342.	The system shall allow this to be printed in combination with an archery or combo license.	The system will be able to print crossbow eligibility with an archery or a combo license.	4

	Requirement	Comment	Rel#
343.	The system shall support a search function for Crossbow Permit holders	Contractor will include this in the RSS-II upgrade to .NET. RSSWIN-II will allow for search capabilities using crossbow as a parameter.	4
344.	The system shall provide an ad hoc reporting capability that will enable the RSS Team to create reports on demand without programming assistance.	The system will allow the RSS-II Support staff to obtain ad hoc reporting through the SQL query tool.	3
345.	The system shall provide standard reports and inquiries. Reports should be easily printed or downloadable. The following examples are not all inclusive: • Approved Crossbow Customers • Approved Crossbow Customers by Expiration Date • Pending Crossbow Customers	Please see Exhibit C, Requirement #578.	
	Multi-Year Licenses		
346.	The system shall support sale of multi-year licenses. That is, purchase license this year for one or more years in the future. How many years are permitted shall be a RSS maintained parameter.	Contractor will include this in the RSS-II upgrade to .NET, using the flexible purchase eligibility feature. A parameter in RSS-II will determine the number of years that can be purchased by a customer within one transaction. The system will allow for the sale of multi-year license selling the current year's license and storing the transaction record for future years. Time of fulfillment (at purchase time or two weeks prior to season start) will be controlled by the flexible purchase eligibility feature.	1 & 4
347.	The system shall support discounts of multi-year licenses.	Contractor will include this in the RSS-II upgrade to .NET utilizing the flexible pricing rules feature in RSSWIN-II.	1 & 4
348.	The system shall support issuance of either current year or all years (a parameter driven decision maintained by RSS Support).	Contractor will include in the RSS-II upgrade to .NET. Assumption: Fund distribution will take place in the year the license was purchased for both the current year and future year's distribution.	1 & 4
349.	If future years not issued at time of purchase, the system shall alert customers via email or mail prior to beginning of sales season.	Contractor will include this in the RSS-II upgrade to .NET, utilizing the new Notification and Communication feature.	4+
350.	If future years not issued at time of purchase, the system would trigger issuance of licenses (and kill tags) so these are mailed to customers at least 2 weeks prior to start of hunt season.	Contractor will include this in the RSS-II upgrade to .NET. RSS-II will allow for the sale of multi-year licenses by selling the current year's license and storing the transaction record for future years to be fulfilled when the future year gets close to the season start. Contractor will use the existing Lifetime License functionality to develop the solution and printing will be processed at the State's DTMB print facility.	4+
351.	The system shall support inquiry and reports of Customers who purchase multi-year licenses.	Contractor will include this in the RSS-II upgrade to .NET. RSSWIN-II will display customer purchases. Please refer to Exhibit C, Requirement #578 for reports.	
	Lifetime Licenses		
352.	The system shall allow for processing of Lifetime Licenses (already identified on the Customer Record when applicable)	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3

	Requirement	Comment	Rel#
353.	Similar to multi-year license, the system shall trigger issuance of licenses (and kill tags) so these are mailed to customers at least 2 weeks prior to start of hunt season.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
354.	The system shall allow for each "license type" to define issue date, license year and terminal key.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
355.	The system shall allow for copy and modify which Items belong to the Lifetime License Type as well as to decide print status (yes or no)	Contractor will include this in the RSS-II upgrade to .NET. RSS-II will allow the copy of an item set up from previous years and the modification of the set up including the print status (as done today). In addition, RSS-II will allow the RSS Support staff to fulfill only those Lifetime licenses selected for processing, enabling the set up of all licenses (annual and kill tags) at the beginning of the license year but the fulfillment itself when they are needed for distribution. The print status is already part of the functionality and will continue in the new system.	4
356.	If Sportcard is used to check residency, the system shall check the most recently issued Sportcard. Note: Residency needs to be known since the State will issue the exact same license as a non-Lifetime License holder would receive.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. A Sportcard will be used if it is the “Active” ID for the Lifetime Customer. Please see Exhibit C, R -Requirement #62.	3
357.	If Driver License is used to check residency, the system shall check from SOS "residency field." Note: A person can have DL for Michigan and still have a residency for another state. If this happens, the Customer is forced to provide info of new state identification number from a Drivers License or State Issued ID Card.	Contractor will include this in the RSS-II upgrade to .NET. Current residency will be verified in the SOS database prior to fulfillment of Lifetime licenses. Assumption: RSS-II will not validate against non-Michigan residency databases.	4
358.	The system shall support runs to print select licenses. The license will print the current license year.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
359.	The system shall permit a trade where the Customer returns the firearm or archery license and receives a combo license.	Contractor will include this in the RSS-II upgrade to .NET. A trade is currently allowed at a retail agent POS by voiding the Lifetime fulfillment license, reissuing the new license and then the Lifetime Customer paying for the difference in cost. This “trade” will continue to be allowed at the RSS POS-II the same way, based on exceptions to voiding rules for Lifetime fulfillment licenses.	4
360.	The system shall create a void (and issues a credit) upon execution of the trade.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. This will be provided through RSS POS-II based on system established rules. The void is also possible via the Customer Void feature in RSSWIN-II.	2
361.	The system shall issue the appropriate kill tags.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. RSS-II will validate that no duplicate kill tags are issued to a Lifetime Customer.	2 & 4

	Requirement	Comment	Rel#
362.	The system shall allow reprinting of the plastic Lifetime License.	The plastic Lifetime license will continue to be printed and mailed by RSS Support staff as it is done today. Lifetime License Holder Customer information (name, address, Lifetime license type) can be selected from RSS-II by the RSS Support staff. Assumption: DNRE will continue to use the current supply of plastic cards and the hardware and software that is owned by the SOM to print the small amount of replacement cards.	n/a
363.	The system shall allow replacements of Item Licenses.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. This will be allowed through RSS POS-II based on system established rules.	2
364.	The system shall allow allocation of funds from Lifetime Fund to specific fund for the actual License issued (as if sold).	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. Because no funds are collected upon fulfillment of Lifetime licenses, the allocation of funds can be retrieved (by the RSS Support staff using their own ad hoc query) based on the fulfillment license type but is not recorded as a charge on the Lifetime Agent Account Receivables. Since the Lifetime Fund is not available in RSS, the actual fund transfer takes place outside RSS based on the inquires explained above, as it is performed currently in RSS.	3
365.	The system shall support a mailings file (that is used to verify or determine the address of Lifetime License Customers.	Contractor will include this in the RSS-II upgrade to .NET. Current address of residents will be verified in the SOS database prior to fulfillment of Lifetime licenses. Assumption: RSS-II will not validate against non-Michigan databases.	4
	Drawing Application		
366.	The system shall provide the ability to conduct Drawings for limited-license hunting and other recreational opportunities. These drawings are needed when the demand for licenses is expected to exceed the number of licenses that are available.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
367.	Each drawing shall have an associated identifier and description.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
368.	Each drawing shall be associated with an Item Group (and each Item Group must permit one or more Drawings).	Contractor will include this in the RSS-II upgrade to .NET, and will use Item Group in a similar way as the current RSS uses Hunt Type. Multiple drawings with different applications will be allowed within an Item Group. Multiple drawings with the same applicant pool will be allowed and considered a ‘series’. All drawings (multiple or not) will use any Item Options that exist, in the Item Group, with greater than zero unfulfilled quota, unless the Item Option is flagged as "not allowed through application" (Exhibit C, - Requirement #196).	3
369.	The system shall provide an easy method for the Drawing Administrator to configure (define) each drawing.	Contractor will include this in the RSSWIN-II upgrade to .NET, with a similar method to the current RSS.	3

	Requirement	Comment	Rel#
370.	The Drawing Administrator shall be able to define different Customer eligibility rules including limit application purchases to Customers whose birth date falls with a date range	Contractor will include this in the RSS-II upgrades to .NET as a purchasing eligibility rule by using the new flexible purchase eligibility rules in the Item Maintenance function. The option of indicating a date range and the option of indicating a minimum and maximum age for purchase (Exhibit C, - Requirement #151), will be mutually exclusive. Either one option or the other can be used for an item, but not both.	4
371.	The Drawing Administrator shall be able to define different Customer eligibility rules including limit application purchases only to those who are not under a current license purchase restriction applicable to the drawing	Contractor will include this in the RSS-II upgrades to .NET as a purchasing eligibility rule and a drawing eligibility rule. Restrictions will be defined to associate to the Item or Item Group as applicable, so that purchase authorizations can deny purchase of items if there is an active restriction and drawings can deny eligibility if there is an active restriction tied to the drawing item when the eligibility step is run (which will take into account restrictions added after the application purchase was made).	4
372.	The Drawing Administrator shall be able to define different Customer eligibility rules including excluding any Customer with incomplete information. This should not occur with Customers added in the new RSS but could exist for Customers converted from the existing system.	Contractor will include this in the RSS-II upgrade to .NET as a drawing eligibility rule, as in the current RSS.	3
373.	The Drawing Administrator shall be able to define different Customer eligibility rules including whether a drawing has a limit or is defined as unlimited for each Customer the number of applications that can be purchased.	Contractor will include this in the RSS-II upgrades to .NET as both a purchasing eligibility rule, by using the new flexible purchase eligibility rules in the Item Maintenance function, and a drawing rule.	3 & 4
374.	The Drawing Administrator shall be able to define different Customer eligibility rules including a Customer can't purchase certain applications if purchased other licenses. • Example: May not be able to purchase both private and public land antlerless license. • Example: May not be able to purchase OTC and Spring Turkey Draw application.	Contractor will include this in the RSS-II upgrades to .NET as a purchasing eligibility rule by using the new flexible purchase eligibility rules in the Item Maintenance function.	4
375.	When allowed to buy multiple applications up to any limit (previous requirement), the system shall allow purchase a block of applications for a single item option, without entering each individually and handled as a single sales transaction.	Contractor will include this in the RSS-II upgrades to .NET as a purchasing rule as in the current RSS, by using the new flexible purchase eligibility rules in the Item Maintenance function.	4
376.	The Drawing Administrator shall be able to define the maximum number of times an applicant can be selected in multiple applications per Customer are permitted.	Contractor will include this in the RSS-II upgrade to .NET as a drawing selection rule when the maximum number of applications allowed is greater than one.	3
377.	The Drawing Administrator shall be able to configure drawings to allow one or more Item Options to be selected by the applicant	Contractor will include this in the RSS-II upgrades to .NET as a purchasing rule as in the current RSS, by using the new flexible purchase eligibility rules in the Item	3 & 4

	Requirement	Comment	Rel#
	when purchasing application. • The options state a priority preference; such as First Hunt Choice, Second Hunt Choice, etc.	Maintenance function.	
378.	The Drawing Administrator shall be able to define quotas per Item Option	Contractor will include this in the RSSWIN-II upgrade to .NET, as in the current RSS.	3
379.	After a drawing, if the successful applications are less than the establish quota, the system shall be able to track that remainder as a "leftover"	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
380.	The system shall permit a leftover to be the entire quota if no Customer applies for the Item Option.	Contractor will include this in the RSS-II upgrade to .NET. Whatever quota remains at the conclusion of the drawing selection will be considered the leftover quota.	3
381.	The system shall permit a leftover Item Option to be established as its own item and sold on a first come, first serve basis until the end of the sales season or until the quota is consumed.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
382.	The system shall permit a leftover item to be either available to any Customer or only to Customers that were not successful in the drawing.	Contractor will include this in the RSS-II upgrades to .NET as a purchasing eligibility rule, by using the new flexible purchase eligibility rules in the Item Maintenance function. The Leftover Item must be in the same Item Group as the Drawing and Application Items in order to make the correct connection between the Leftover Item and success in the drawing.	4
383.	The system shall permit a leftover to be subject to a limit at which time the Customer would not be able to buy even if there are items available.	Contractor will include this in the RSS-II upgrades to .NET as a purchasing eligibility rule. RSS-II will provide the ability to define the total quantity of an item that can be purchased within a sales period by a unique customer and/or the total quantity of an item that can be purchased in a single day by a unique customer by using the new flexible purchase eligibility rules in the Item Maintenance function.	4
384.	The Drawing Administrator shall be able to define an option to allow Customers to Transfer their Drawing Success (explained elsewhere). This means some drawings may not allow a transfer.	Contractor will include this in the RSS-II upgrade to .NET.	4
385.	The Drawing Administrator shall be able to define a number of years to exclude successful Applicants in future years' Drawings. Such applicants will be unable to apply during their period of ineligibility. • This exclusion may not include Lifetime License Holders. • This field should be 2 characters.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. Lifetime License Holders will be able to have an exception to this rule. The field length requirement for the current RSS was 3 characters. RSS-II can incorporate either length. Contractor assumes that if a Lifetime License Holder exception exists (is turned on) it will apply to all drawing aspects that allow Lifetime exceptions.	3
386.	The system shall support <u>Random Drawings</u> that must select applicants randomly from the pool of applications for the item group.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
387.	The system shall support <u>Preference Point Drawings</u> that awards point(s) to applicants who are not selected for a license, for use in	Contractor will include this in the RSS-II upgrade to .NET as a drawing selection option, as in the current RSS.	3

	Requirement	Comment	Rel#
	future Drawings. During the selection process, applicants with the greatest number of points are selected for a license before those with fewer points are considered.		
388.	The system shall support Preference Point System with priority on Item Option Numbers: When a Drawing is established to prioritize item option numbers over preference points, the system must award applicants based first on their Item Option (formerly hunt choice) selections. The Customer will prioritize their IO choices (for example, first, second third choices) and the system must first award applicants who have the greatest number of preference points within each IO area. • For example, an applicant with 5 points applying for IO-A as his first IO choice will receive a license before an applicant with 6 points who applied for IO-A as his second IO choice.)	Contractor will include this in the RSS-II upgrade to .NET as a drawing selection option, as in the current RSS.	3
389.	The system shall support Preference Point System with priority on Preference Points: When a Drawing is established to prioritize preference points over Item Option choices (first, second, etc choices), the system must award applicants who have the highest number of accumulated points. • For example, an applicant with 6 points applying for IO-A as his second IO choice, will receive a license before an applicant with 5 points who applied for IO-A as his first IO choice. • Within each point level in each IO area, the system must assign IO choice numbers with a higher priority. For example, the 5-point applicant with IO-A as his first choice will receive a license before another 5-point applicant who was not selected for his first choice, and applied for IO-A as his second choice.	Contractor will include this in the RSS-II upgrade to .NET as a drawing selection option, as in the current RSS.	3
390.	The Drawing Administrator shall be able to define a guaranteed minimum preference point number for Lifetime License Holders. (These people get parameter driven guaranteed number of points greater than zero after a drawing success. This number may vary by draw.)	Contractor will include this in the RSS-II upgrade to .NET as a drawing option. The Drawing Administrator will be able to indicate an exception exists for Lifetime License Holders, and to specify the guaranteed number of points or chances given to successful Lifetime License Holders. Contractor assumes that if a Lifetime License Holder exception exists (is turned on) it will apply to all drawing aspects that allow Lifetime exceptions.	3
391.	The Drawing Administrator shall be able to define reason codes that result in a Customer not receiving points when	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3

	Requirement	Comment	Rel#
	unsuccessful. • For example, if a Customer is unsuccessful because of a restriction from LED, previous drawing success, under certain age, etc. In these exceptions a Customer might not get any points.		
392.	The system shall support Weighted Drawings that must award additional chance(s) to applicants who are not selected for a license, for use in future Drawings. During the selection process, each Customer chance has an equal chance to be selected. Therefore, no Customer is guaranteed to be drawn regardless of the number of chances accumulate.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
393.	The system shall remove Customer's accumulated points or chances once successful in a drawing. • There may be an exception for Lifetime License Holders.	Contractor will include this in the RSS-II upgrade to .NET as a drawing function, as in the current RSS. The Drawing Administrator will be able to indicate that Lifetime License Holders have an exception and those successful will receive the points or chances indicated as the minimum (please see Exhibit C, - Requirement #390). Contractor assumes that if a Lifetime License Holder exception exists (is turned on) it will apply to all drawing aspects that allow Lifetime exceptions.	3
394.	The system shall remove Customer's accumulated points or chances when Customer does not apply for a parameter driven number of consecutive years. • There may be an exception for Lifetime License Holders.	Contractor will include this in the RSS-II upgrade to .NET as a drawing function, as in the current RSS. The Drawing Administrator will be able to indicate that Lifetime License Holders have an exception. Contractor assumes that if a Lifetime License Holder exception exists (is turned on) it will apply to all drawing aspects that allow Lifetime exceptions.	3
395.	The system shall allow the Drawing Administrator to specify the number of points or chance(s) awarded for an unsuccessful application.	Contractor will include this in the RSS-II upgrade to .NET as a drawing option. Contractor is assuming that those ineligible (and not disqualified by reason code), those applying for a point or chance only, and those unsuccessful will all be awarded the same specified number of points or chances in the drawing.	3
396.	The system shall allow one or more points or chances to be awarded to a Customer within a license year	Contractor will include this in the RSS-II upgrade to .NET as a drawing function. As in the current RSS, a customer will be able to have a point or chance for different item groups within the same year, and the preference point or chance value in any entry will be able to be set to 1 or more.	3
397.	The system shall allow a Customer to apply for points or chance(s) only, if the Customer does not want to be selected for a license in the current year. This Customer is building points or chances.	Contractor will include this in the RSS-II upgrades to .NET, as in the current RSS, as both a purchasing rule (by using the new flexible purchase eligibility rules in the Item Maintenance function) and a drawing function.	1&2 & 4
398.	Points or chances shall be associated with the applicant's ID and the applicable species/drawing/item group.	Contractor will include this in the RSS-II upgrade to .NET as a drawing function, as outlined below. Since 'species' is required here, Item Group needs to be	3

	Requirement	Comment	Rel#
		associated with a species when it is set up each year. DNRE will need to determine how they want points or chances mapped to drawings. This association of 'species/drawing/item group' creates options of how to do that mapping. If using Species to map a customer's points or chances to a drawing, and assuming points or chances are used for Turkey drawings, both Spring Turkey and Fall Turkey would share the same points or chances. When Item Group is used to map to a drawing, then Spring Turkey and Fall Turkey would have separate points or chances, assuming they are set up as separate Item Groups. When Item Group is used to map points to drawings, then an Item Group for a drawing with points or chances needs to remain the same value each year so previous points or chances can be matched. The method of mapping points or chances to drawings (by Species or by Item Group) could be a drawing option. Contractor also assumes that the 'drawing' in "species/drawing/item group" is referring to the license year and drawing 'series'. Contractor also assumes that DNRE does not want applicants who are unsuccessful in each of the multiple drawings in a 'series' to be given points for each unsuccessful drawing 'round', but be awarded points or chances only once for being unsuccessful in the 'series' (please see comment in Exhibit C, - Requirement #416 for definition of a 'series').	
399.	Points or chances shall not be transferred to or combined with another Customer's chances.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
400.	The Drawing Administrator shall be able to trigger a Drawing process run that verifies eligibility and selects successful applicants in the system background.	Contractor will include this in the RSS-II upgrade to .NET. As with the current RSS, the eligibility and selection steps will be able to be triggered individually by the Drawing Administrator or set to run in succession without intervention between the steps.	3
401.	The system shall only select eligible Customers from the total applications that have been purchased for the given Item Group. • For example, some eligible applications may be filtered out of the selection process based on questions answered by the Customer when application was purchased. • For example, a Customer might be eligible when applied but no longer eligible when the drawing is run. This could occur due to customer restrictions from LED or success in another drawing.	Contractor will include this in the RSS-II upgrade to .NET as a drawing eligibility and selection function. This will include, for example, any individual's eligibility that may change from purchase time to drawing time like restrictions, or where the questions answered, like points or chances only, indicate to exclude from selection. Contractor assumes the restrictions known to RSS-II at the drawing time are up-to-date and no approval of a listing is needed.	3
402.	The system shall provide the option to give Landowner applicants preference in the drawing, in which case Applicants must identify themselves as Landowners or Guests when purchasing their applications. Drawings with Landowner-Preference must	Contractor will include this in the RSS-II upgrade to .NET. Please note that having the ability to set up this functionality by Item Option will increase the over-all complexity of the drawing process.	3

	Requirement	Comment	Rel#
	split the selection process into a Landowner Drawing and a non-Landowner Drawing. This two-round process ensures all landowners within each Item Option receive licenses before any non-landowners are considered for selection. The Landowner Preference option may be applied to only select item option(s) in the drawing (or all item options, or none).		
403.	The system shall support entering of Landowner name and phone number at the point of application sale.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
404.	The system shall support entering of Landowner name and phone number at the point of sale of any fulfillment license.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
405.	The system shall provide a method for the Drawing results to be posted online for each application drawing run	Contractor will include this in the E-License-II upgrade to .NET, as in the current RSS.	1
406.	The system shall provide reports to show/list successful applicants: • In Total • By Item Option (hunt area)	Please see Exhibit C, - Requirement #578.	
407.	The system shall support notification of successful and unsuccessful applicants through mailings and/or email.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
408.	The system shall enable only those applicants selected in a drawing to purchase the appropriate licenses.	Contractor will include this in the RSS-II upgrades to .NET, as in the current RSS, as a purchasing eligibility rule by using the new flexible purchase eligibility rules in the Item Maintenance function.	1&2 & 4
409.	The system shall prevent a successful applicant from purchasing more licenses than allowed.	Contractor will include this in the RSS-II upgrades to .NET as a purchasing eligibility rule. RSS-II will provide the ability to define the total quantity of an item that can be purchased by a customer, by using the new flexible purchase eligibility rules in the Item Maintenance function.	4
410.	The system shall be able to print limited/controlled hunt kill tags (such as Elk Hunt) for all successful applicants, using a special batch process. • Note: Tags must be distributed by DNRE staff to successful applicants at an orientation meeting held just before the hunting season. This tag is different than (and in addition to) the fulfillment license (receipt).	Contractor will include this in the RSS-II upgrade to .NET. As in the current RSS, a print file will be sent to the DTMB Print Center.	3
411.	The system shall allow with credit card purchases of an application to notify and secure their agreement that if successful the same credit card will be automatically charged for the appropriate license.	Contractor will include this in the RSS-II upgrade to .NET on E-License-II. When a customer purchases an application (with a credit card and not just a gift certificate) they will be asked if they agree to the automatic fulfillment charge 'on success'. Those agreeing will have their CEPAS registration ID captured.	4+
412.	The system shall allow when a Customer is successful in a Draw and consented to be	Contractor will include this in the RSS-II upgrade to .NET of E-License-II. When the drawing is indicated as	4+

	Requirement	Comment	Rel#
	automatically charged, that this charge occurs once the draw is completed.	complete, those successful, who agreed to the automatic charge, will have an automatic fulfillment charge transaction sent to CEPAS. Upon successful authorization return from CEPAS, the customer's license will be fulfilled through the DTMB Print Center, as with the current E-License fulfillment.	
413.	The system shall allow if the Customer was charged for the license following a successful draw and RSS-II has their email address, to notify (remind) them of what, when and how much.	Contractor will include this in the RSS-II upgrade to .NET. Those customers that had a successful automatic fulfillment charge and their email address is known to RSS-II, will be notified via email with a system generated notification, and processed by the Notification and Communication feature.	4+
414.	The system shall allow a re-run (do over) of a Drawing.	Since having a Production Drawing automatically reset may be an audit issue, Contractor will instead allow for previewing a drawing's results, so that verification can be done prior to committing the drawing. The Drawing Administrator can repeat the preview process as often as needed. Once the Drawing Administrator is satisfied that the drawing is valid, the drawing would be committed to Production and cannot be undone.	4+
415.	Prior to a re-run, the system shall reset/restore all Drawing related data to "as was" prior to the run. This includes: • License Awards (indicating people are now eligible to buy a fulfillment) • Points and chances (given if not successful) • Points and chances (reset to zero for those successful). • As noted earlier, the reset for Lifetime License holders may have different handling. Note: This allows re-run in event a mistake is discovered in the prior Drawing.	Having a preview drawing option removes the need to have production data reset (please see comment for Exhibit C, - Requirement #414).	4+
416.	The system shall allow a Drawing to be run more than once in a given license year for the purpose of selecting additional applicants from the original applicant pool.	Contractor will include this in the RSS-II upgrade to .NET as a drawing option. When multiple drawings are needed with the same application pool, the drawings will be identified as being in a 'series'. The modification will allow RSS-II and DNRE to determine which drawing run, in a 'series', awarded the 'success'.	3
417.	Prior to a subsequent run, the system shall provide an option to determine if success in earlier (same year) Drawing means that Customer is eligible or not for subsequent runs/drawings. That is, decide if someone can win again!	Contractor will include this in the RSS-II upgrade to .NET as a drawing eligibility rule, as in the current RSS. Contractor assumes that the Customer can not be successful for the same item option more than once, and is only eligible to be successful for any other Item Option requested at application purchase time.	3
418.	The Drawing Administrator shall be able to define whether applicants can apply together as a "Party"	Contractor will include this in the RSS-II upgrades to .NET, as in the current RSS.	3
419.	The Drawing Administrator shall be able to define a maximum number of partners in a Party	Contractor will include this in the RSS-II upgrades to .NET, as in the current RSS.	3

	Requirement	Comment	Rel#
420.	The system shall support, that a group of Customers are able to establish/create a (hunting or other) Party, if allowed for the drawing.	Contractor will include this in the RSS-II upgrades to .NET, as in the current RSS.	3
421.	The system shall award licenses to all members of the Party, OR no members of the Party.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. A current additional option of one license for the entire Party could also be available, if needed.	3
422.	When the initial member establishes the Party, the system shall provide a Party identification that other Customers will use to join the Party.	Contractor will include this in the RSS-II upgrades to .NET, as in the current RSS.	3
423.	The system shall allow Customers to individually join the Party after validating the Party identifier and until the Party size limit is met.	Contractor will include this in the RSS-II upgrades to .NET. The system will validate that Parties are allowed for the drawing application and verify that the Party ID already exists and does not surpass the limit. Party ID validation will be performed in real time on RSS POS-II and E-License-II.	4
424.	As individuals join the Party, the system shall allow a Customer to see who has already joined the Party.	Contractor will include this in the RSS-II upgrades to .NET. When the Customer joining the Party requests the list, only names will be displayed during the order on RSS POS-II and E-License-II.	4
425.	If a party includes any non-residents, the entire party shall be subject to the nonresident cap on license quota, if applicable. In the drawing, members of the party shall be selected only if the limit on nonresident license awards has not yet been met for the applicable Item Option.	Contractor will include this in the RSS-II upgrades to .NET, as in the current RSS.	3
426.	The system shall establish the Party's preference point total equal to that of the partner with the fewest number of points.	Contractor will include this in the RSS-II upgrades to .NET, as in the current RSS.	3
427.	If the Party is successful, the system shall only allow the Customer to buy under their identification the license(s) available for themselves. Note: In the current system the Customer could buy for the entire party but since all licenses would be in their name, this would result in a void and reissue so each member has in their own name their license.	Contractor will include this in the RSS-II upgrades to .NET. RSS-II will provide the ability to know how many in the Party are successful (for example, if not all in the Party are successful because of individual restrictions) and define the total quantity of an item that can be purchased within a sales period by a unique customer.	4
428.	Likewise, if a super-draw covering multiple species (turkey, deer, etc), the system shall only allow the customer to buy only one license per species. Note: Again at present, if the super draw covers 5 species they could buy 5 for the same species instead of, as intended one from each.	Contractor will include this in the RSS-II upgrades to .NET as a purchasing eligibility rule. RSS-II will provide the ability to know who is successful and define the total quantity of an item that can be purchased within a sales period by a unique customer through using the new flexible purchase eligibility rules in the Item Maintenance function.	4
429.	The system shall automatically disable Party IDs after a drawing. This means subsequent attempts to use the Party	Contractor will include this in the RSS-II upgrades to .NET.	4

	Requirement	Comment	Rel#
	Identifier would be rejected during validation of the entry.		
430.	The system shall monitor/track whether a Customer fulfills their drawing opportunity, ensuring each successful customer can purchase only those license(s) he or she was personally selected for (cannot purchase licenses awarded to other members of their hunt party).	Contractor will include this in the RSS-II upgrades to .NET as a purchasing rule. RSS-II will provide the ability to know who is successful and define the total quantity of an item that can be purchased within a sales period by a unique customer through using the new flexible purchase eligibility rules in the Item Maintenance function.	3 & 4
431.	The Drawing Administrator shall be able to change drawing results for a Customer (manually, that is, outside the automated drawing process), with an appropriate audit trail for each adjustment	Contractor will include this in the RSSWIN-II upgrades to .NET, adding Elk-type drawings and allowing the Drawing Administrator to award success through a window for any drawing, in the same manner and with the same availability rules as the current RSSWIN allows.	3
432.	The Drawing Administrator shall be able to generate a drawing notification file containing information required to notify applicants of their drawing results via postcard, mailed to their residence (current system function, unable to eliminate at this time)	Contractor will include this in the RSS-II upgrades to .NET, as in the current RSS.	3
433.	The Drawing Administrator shall be able to adjust points/chances for a Customer, with an appropriate audit trail for each adjustment.	Contractor will include this in the RSSWIN-II upgrades to .NET, as in the current RSS.	3
434.	The Drawing Administrator shall be able to set up points/chances to be restored for a Customer on a future date, provided the Customer does not purchase a fulfillment license.	Contractor will include this in the RSSWIN-II upgrades to .NET.	3
435.	The Drawing Administrator shall be able to receive a report showing Customers who were successful applicants but did not purchase the fulfillment license (from the previous year). This is, at present, needed for Elk Drawing (see below) but could be valuable in other drawings.	Please see Exhibit C, - Requirement #578.	
436.	The system shall permit the Drawing Administrator to accept results and automatically restore eligibility to selected Customers who did not purchase a fulfillment license.	Contractor will include this in the RSSWIN-II upgrades to .NET, when the drawing option has been set, as in the current RSS.	3
437.	The system shall include reports on drawing statistics, by draw and Item Option.	Please see Exhibit C, - Requirement #578.	
438.	The system shall allow DNRE staff to easily/quickly view a Customer's application history, drawings results, and points/chances accumulated. This is to facilitate analysis.	Contractor will include this in the RSSWIN-II upgrades to .NET, as in the current RSS.	3
439.	The system shall allow Customers to have the ability to view their application history, drawing results, and accumulated points/chances online.	Contractor will include this in the E-License-II upgrades to .NET, through the customer profile feature.	4+

	Requirement	Comment	Rel#
440.	The system shall allow Customers to view the specific rules associated with each License	Links to DNRE guides will be available in the E-License-II upgrades to .NET.	1
441.	The system requirements (shown below) for the Elk Drawing shall, if possible, be implemented within the general drawing system.	Contractor will include this in the RSS-II upgrades to .NET. The Elk Drawing Selection Step initiation will be made available on the same window as all the other drawings' initiate their Selection Step. Though available on the same drawing initiation window, because the selection process for Elk is unique, the selection process used for Elk (and any new 'like' drawings) will not be the exact same selection process as other (non-Elk) drawings. For example 'region-based quotas' and 'quotas by hunt area' are separate processes as well as 'assigning of hunt areas after success is awarded' and 'awarding hunt areas from choices on the application' are separate processes.	3
442.	Whether integrated into general drawing system or not, these "Elk Drawing" rules shall allow for their application to other species (such as Moose) through table maintenance and not requiring programming assistance.	Contractor will include this in the RSS-II upgrades to .NET.	3
443.	The system shall support the Elk Drawing; that is, essentially two weighted drawings in one. All applicants are first considered for the Any Elk license, which allows the taking of a bull elk. Those not selected for an Any Elk license and willing to receive an Antlerless-Only license are then considered for an Antlerless-Only license award through the second drawing.	Contractor will include this in the RSS-II upgrades to .NET, as in the current RSS.	3
444.	The system shall support that Elk Applicants are not allowed to apply for specific hunt locations or dates; they are assigned by the drawing system	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
445.	The system shall support that Elk Applicants must be able to opt out of consideration for an antlerless-only elk license.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
446.	The system shall support region-based Applicant Selection, where the system must allocate quotas for each region depending upon the number of applicants and where they live (Upper Peninsula, Northern Lower Peninsula, and Southern Lower Peninsula). • For example, if Southern Lower provides 60% of total applicants then drawing will award same region 60% of selections.	Contractor will include this in the RSS-II upgrades to .NET, as in the current RSS.	3
447.	The system shall allow the Drawing Administrator the option to override (adjust) the Region-Based Quota.	Contractor will include this in the RSSWIN-II upgrades to .NET, as in the current RSS.	3
	Transfer of Drawing Success		

	Requirement	Comment	Rel#
448.	The system shall allow Successful Drawing Applicants (such as, but not limited to, Bear or Elk) to donate (transfer) their drawing success to a Recipient Customer. The Recipient Customer is either an unsuccessful youth applicant or to any a person with an advanced illness as defined by the Public Health Code.	Contractor will include this in the RSS-II upgrade to .NET, in the new Transfer of Drawing Success process. Contractor understands that currently this is a manual process conducted by the Drawing Administrator. The Transfer of Drawing Success process will be developed based on the requirements within the Contract and those verified/validated during Phase II. It will be accessible from drawing functionality within RSSWIN-II if the specific drawing has been designated as a drawing that may be transferred.	4+
449.	The system shall allow definition of which hunts (Item Options within an Item Group) are eligible for transfers.	Contractor will include this in the RSS-II upgrade to .NET, in the new Transfer of Drawing Success process. This task will be part of the Transfer of Drawing Success preparation function to be performed by the Drawing Administrator within RSSWIN-II.	4+
450.	The system shall allow definition of the number of hunts that Recipient Customer may register for (when registering for anonymously donated hunts).	Contractor will include this in the RSS-II upgrade to .NET, in the new Transfer of Drawing Success process. This task will be part of the Transfer of Drawing Success preparation function to be performed by the Drawing Administrator within RSSWIN-II.	4+
451.	The system shall support the ability of the Administrator to enter/update both Donor Customer and Recipient Customer data. • For example, the Drawing Administrator must be able to manually enter a transfer request mailed to DNRE by the Donor. • For example, the Administrator will indicate if the required documentation is received and verified.	Contractor will include this in the RSS-II upgrade to .NET, in the new Transfer of Drawing Success process. This task will be part of the Transfer of Drawing Success registration and eligibility function to be performed by the Drawing Administrator within RSSWIN-II. The status of the transfer request may be updated and maintained by the Drawing Administrator within RSSWIN-II.	4+
452.	The system shall provide an audit trail of transfer activity.	Contractor will include this in the RSS-II upgrade to .NET, in the new Transfer of Drawing Success process. Utilizing RSSWIN-II will provide an audit trail of each of the steps in the Transfer of Drawing Success process. With the execution/confirmation of each step, a customer diary entry could be created by RSS Support staff documenting the step performed and any other pertinent information deemed important by the Drawing Administrator which is related to this particular transfer.	4+
453.	The system shall only display draw successes that are eligible (not fulfilled).	Contractor will include this in the RSS-II upgrade to .NET, in the new Transfer of Drawing Success process. In order for a donor to be eligible to transfer the drawing success to a known or anonymous recipient, the donor must not have purchased the fulfillment license. RSSWIN-II will only display donors that are eligible to transfer their drawing success.	4+
454.	The system shall allow a Donor Customer to complete and submit the transfer request online.	After the Customer has logged in online to the Customer Profile feature, they will be able to complete and submit transfer requests to the DNRE online. Please see Exhibit C, Requirement #681.	4+
455.	If submitted online, the Customer shall check the electronic signature box (as proof of the action).	If submitted online, the customer will need to provide their name and be required to check an electronic signature box. Checking the box is the equivalent of the Customer's	4+

	Requirement	Comment	Rel#
		signature.	
456.	Alternatively, they may complete an application and mail in, at which time the system shall allow DNRE to enter the request.	Contractor will include this in the RSS-II upgrade to .NET, in the new Transfer of Drawing Success process. Entering of Donor and/or Recipient information from a transfer request form that was mailed to DNRE, may be performed using RSSWIN-II.	4+
457.	The system shall allow a Customer who was successful in a drawing and has not purchased (fulfilled) the license to either • Donate to a specific person or • Donate anonymously	Contractor will include this in the RSS-II upgrade to .NET, in the new Transfer of Drawing Success process.	4+
458.	If the Donor Customer does not identify a Recipient Customer, the system shall place the hunt on the system's "Available Hunt List" for an Anonymous Drawing Transfer	Contractor will include this in the RSS-II upgrade to .NET, in the new Transfer of Drawing Success process. Before a hunt is placed on the “Available Hunt List” it will be assigned a randomly generated number. Information relating to donated hunts will be maintained in RSS-II and accessible using RSSWIN-II.	4+
459.	The system shall generate a notification to the Administrator when the Donor does not name a Recipient (creating awareness of anonymous donation) in case there is preparatory work. • For example, an anonymous elk hunt transfer creates the need to find a willing Recipient and prepare/mail informational materials to that person; notification allows time to be ready.	Contractor will include this in the RSS-II upgrade to .NET, in the new Transfer of Drawing Success process. The system will generate an email notification to the Drawing Administrator when the anonymous donation application has been received and entered utilizing RSSWIN-II.	4+
460.	If a Recipient Customer is identified by the Donor Customer, the system shall require the Donor Customer to provide the following Recipient Customer information: • Customer Name, • Customer Identification Number, and • Recipient Type (youth or advanced illness).	Contractor will include this in the RSS-II upgrade to .NET, in the new Transfer of Drawing Success process.	4+
461.	When the Recipient Customer is identified, the system shall determine if the Recipient Customer meets all eligibility rules to receive the donation and notify the Donor Customer of the reasons if the Recipient Customer is not eligible.	Contractor will include this in the RSS-II upgrade to .NET, in the new Transfer of Drawing Success process. Customer eligibility will be verified against the information contained in RSS-II. Notification of ineligibility should be based on how the transfer request was originally submitted.	4+
462.	The system shall determine a Customer is not eligible if: • The Recipient Youth was successful in the previous Drawing.	Contractor will include this in the RSS-II upgrade to .NET, in the new Transfer of Drawing Success process. Verification will occur against the information contained in RSS-II.	4+
463.	The system shall determine a Customer is not eligible if: • Recipient Customer is a person with an advanced illness and DNRE has not received the "Physicians Certification of Advanced Illness" form.	Contractor will include this in the RSS-II upgrade to .NET, in the new Transfer of Drawing Success process. RSSWIN-II will display the recipient status as pending in this situation.	4+

	Requirement	Comment	Rel#
	• In this case, the system would indicate the Recipient Customer as "pending administrator approval."		
464.	The System shall allow the Administrator to change status from "pending" to "approved" once "Physicians Certification of Advance Illness" is received and verified to be complete.	Contractor will include this in the RSS-II upgrade to .NET, in the new Transfer of Drawing Success process. The ability to update the status will be accomplished utilizing RSSWIN-II.	4+
465.	If the Recipient Customer was identified and meets eligibility rules and the successful draw has not been fulfilled (recheck the Donor did not buy after donation) then the system shall immediately perform the transfer.	Contractor will include this in the RSS-II upgrade to .NET, in the new Transfer of Drawing Success process. Transfer of Drawing Success could be initiated from RSSWIN-II by the Drawing Administrator or, once the status is updated to approved, the transfer process is initiated automatically. If initiated automatically the Drawing Administrator would be notified. Either method of initiating the transfer would include the final recheck for fulfillment, eligibility status, and the transfer.	4+
466.	The system shall notify the Donor Customer that the transfer has been performed, asked to print a receipt and told to notify the Recipient Customer of the transfer.	Contractor will include this in the RSS-II upgrade to .NET, in the new Transfer of Drawing Success process. Notification of the Donor should be based on how the transfer request was originally submitted.	4+
467.	The system shall allow a youth to register to receive a donated hunt and to be placed on a Transfer Waiting List. • Note: To be eligible, the youth must have been unsuccessful in the drawing and registered for the donated hunt. However they usually will register prior to knowing if successful or not in a drawing.	Contractor will include this in the RSS-II upgrade to .NET, in the new Transfer of Drawing Success process. Information pertaining to the Transfer Waiting List and the Recipient's status on that list will be maintained in RSS-II and accessible using RSSWIN-II. Existing customers will be able to complete and submit transfer requests online using the Customer Profile feature. Please see Exhibit C, Requirement #681. A customer request from a youth who "registers" online will be placed in a pending status until eligibility is verified.	4+
468.	The system shall allow a person with an advanced illness to register to receive a donated hunt and be placed on a Transfer Waiting List. • Note: To be eligible, the person with an advanced illness must "register" and file the "Physicians Certification of Advanced Illness" form signed by a doctor.	Contractor will include this in the RSS-II upgrade to .NET, in the new Transfer of Drawing Success process. Information pertaining to the Transfer Waiting List and the Recipient's status on that list will be maintained in RSS-II and accessible using RSSWIN-II. Existing customers will be able to complete and submit transfer requests online using the Customer Profile feature. Please see Exhibit C, Requirement #681. A Customer who "registers" online will still need to mail the "Physicians Certification of Advanced Illness" form to the DNRE in order for their request to be placed in an approved status.	4+
469.	The system shall require the Recipient Customer as part of the registration to enter the following: Customer ID Number, Name, and Item Options.	Contractor will include this in the RSS-II upgrade to .NET, in the new Transfer of Drawing Success process. If required information is missing, RSS-II will maintain the information in a pending status.	4+
470.	The system shall require the name of a Legal guardian or Representative and his/her electronic signature for youth registrants.	Contractor will include this in the RSS-II upgrade to .NET, in the new Transfer of Drawing Success process. If submitted online, the legal guardian of the youth registrant will need to provide their name and be required to check an electronic signature box. Checking the box is the equivalent of the legal guardian's signature.	4+

	Requirement	Comment	Rel#
471.	The system shall be able to provide both online or hard copy report of the Transfer Waiting List	Please see Exhibit C, Requirement #578.	4+
472.	The system Transfer Waiting List shall include persons "pending Administrator approval." Note: It is presumed if they registered they intend to provide so they are kept in the process right up to the match process.	Contractor will include this in the RSS-II upgrade to .NET, in the new Transfer of Drawing Success process. All anonymous Recipient requests will automatically be assigned a unique random number that will be associated with the anonymous recipient information stored in RSS-II. This information is what will comprise the “Transfer Waiting List”.	4+
473.	The System shall provide a means for random numbers to be assigned to the potential Customer Recipients for the purpose of creating a randomly ordered Transfer Waiting List, sorted by random number. Again this must be available both as online query or hard copy report.	Contractor will include this in the RSS-II upgrade to .NET, in the new Transfer of Drawing Success process. RSS-II will assign a unique system generated number for those Recipients as they are added to the Transfer Waiting List. For reports please see Exhibit C, Requirement #578.	4+
474.	When the match process occurs, the system shall check eligibility (once more, one last time) in case: • Restrictions imposed since filing or • License was fulfilled since filing or • Recipient was successful in a draw or • The medical form was not received and is still pending.	Contractor will include this in the RSS-II upgrade to .NET, in the new Transfer of Drawing Success process. The matching of Donors with anonymous Recipients could be initiated from RSSWIN-II. This would include the final recheck for fulfillment, drawing success, eligibility status, and the transfer.	4+
475.	The system shall match remaining eligible Recipient Donors against all donations based upon the random number.	Contractor will include this in the RSS-II upgrade to .NET, in the new Transfer of Drawing Success process. RSSWIN-II will be designed to utilize the random number that was assigned when the Recipient was placed on the Transfer Waiting List and the random number assigned to the donated hunts to match up the eligible Recipients with the donated hunts.	4+
476.	The system shall display the results for review and verification by the Drawing Administrator before the results are finalized.	Contractor will include this in the RSS-II upgrade to .NET, in the new Transfer of Drawing Success process. Results of the anonymous transfer drawing will be available for display in RSSWIN-II prior to be finalized in RSS-II.	4+
477.	The system shall provide standard reports including list of Donor Customers.	Please see Exhibit C, Requirement #578.	
478.	The system shall provide standard reports including list of Processed Transfers	Please see Exhibit C, Requirement #578.	
479.	The system shall provide standard reports including list of Ineligible Recipient Customers	Please see Exhibit C, Requirement #578.	
	Recreational Vehicles Purchases		
480.	The system shall utilize the same stock and color for these documents that are used for Receipts and Kill Tags (License Stock).	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	2
481.	The system shall print "ORV" as large letters on the ORV sticker, as well as the year and other information as is done at present.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	2

	Requirement	Comment	Rel#
482.	The system shall print "SNOW" as large letters on the Snowmobile sticker, as well as the year and other information as is done at present.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	2
483.	The system shall send the Customer a notice from E-Licensing that a Snowmobile Permit and/or ORV License purchased from the web will require (x number of) days for mailing to the Customer and should include instructions on where the Customer can purchase and receive the sticker immediately.	Contractor will include this in the RSS-II upgrade to .NET of E-License-II. The page will display a message to the user that purchases of licenses that are fulfilled by the SOM and mailed will take (X) number of days to receive. This message will include instructions on where to purchase licenses immediately. The number of days will need to be defined during requirements gathering.	4+
484.	If the Customer proceeds with the Snowmobile Permit and/or OR V License Purchase, the system shall send an alert to the RSS Support Team when a Customer purchases the Snowmobile Permit and/or ORV License to mail the sticker to the Customer.	Contractor will include this in the RSS-II upgrade to .NET, will use the new Notifications and Communications feature to automatically generate an email to the RSS Support staff.	4+
485.	The system shall provide the ability to create and print labels.	Contractor will include this in the RSS-II upgrade to .NET. RSS POS-II will print a label form that is associated with the Item Type purchased.	2
	Donations through an Agent		
486.	The system shall prompt the Agent to ask a Customer if the Customer would like to donate to the Sportsmen Against Hunger Program (SAH). Note: This request is mandated by law.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	2
487.	If the Customer indicates that they do not want to contribute, the system shall require the Agent to record the response as "No" before proceeding to the Purchase Transaction. It does not default to any option.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	2
488.	If the Customer indicates they do want to contribute, the system shall permit an amount greater than zero to be entered into the system.	Contractor will include this in the RSS-II upgrade to .NET, will allow the agent to enter any whole dollar amount.	4
489.	The system shall not charge a commission against this donation.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	2
490.	The system shall not allow a void of the donation once the transaction is completed.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	2
491.	The system shall support addition of other donations following the same process. • For example, at some point might want to promote/handle donations to the Nongame Fish and Wildlife Fund.	Contractor will include this in the RSS-II upgrade to .NET. RSSWIN-II will allow the agent to enter any whole dollar amount.	4
492.	The system shall allow RSS Support staff to temporarily turn off/disable a question during peak season/days.	Contractor will include this in the RSS-II upgrade to .NET. RSSWIN-II will allow the RSS Support staff to disable this feature when ever they need.	4

	Requirement	Comment	Rel#
	Donations through an Agent (Contractor **assumes this was meant to state "Donations through E-License)**		
		All requirements in "at an Agent" and "through the Internet" are presumed the same unless specifically noted otherwise.	
493.	The system shall allow someone to "fast track" if they just want to donate to Sportsmen Against Hunger Program (or other similar donations). This would require certain minimal basic header information. This should occur without causing the buyer of licenses extra work.	Contractor will include this in the RSS-II upgrade to .NET, and will allow the a customer to purchase a donation item through a "fast track" process, and quickly print a receipt for donations. Contractor assumes this requirement is for E-License-II. If the "fast track" process does not require a customer to enter a valid ID, Contractor assumes anonymous donations will be recorded to a single anonymous customer key.	4
494.	Even though email is an optional entry, the system shall request this among the basic header info requested of the Customer.	Contractor will include this in the RSS-II upgrade to .NET, and will be collected in the same manner as in the current E-License application.	1
495.	The system shall allow credit card or Gift Certificates to make a donation.	Contractor will include this in the RSS-II upgrade to .NET, and will be collected in the same manner as in the current E-License application.	1
	Surveys through the Internet		
496.	The system shall allow tracking of Customers who participate in surveys (such as, but not limited to, "harvest surveys").	Contractor will include this in the RSS-II upgrade to .NET. See the Survey section under 1.002.1.8 Survey Features.	4+
497.	The system shall provide an option that participation can (or may not) result in a future discount to participants.	Contractor will include this in the RSS-II upgrade to .NET. See the Survey section under 1.002 Background.	4+
498.	The system shall allow a field to be tagged in the Item database that indicates certain licenses will result in asking a Customer about the previous year harvest (how many were killed).	Contractor will include this in the RSS-II upgrade to .NET. See the Survey section under 1.002 Background.	4+
499.	If the Customer had a non-zero harvest, then the system shall capture harvest by species information. Note: Though, at present, only gather harvest info for Small Game, it will likely expand to capture harvest for other species.	See the Survey section under 1.002.1.8 Survey Features. The Survey feature is designed to allow for dynamic question paths. This scenario is possible with the RSS-II survey feature.	4+
500.	The system shall allow Customer/Agent to create (post) a question.	Preformatted emails are already being generated for Preference Point and Elk Chance questions. These emails are sent to DNRE-E-License@michigan.gov. A new screen will be added to allow a free form message to be sent to this mailbox. These will have a unique subject line for easy grouping in the mailbox.	4
501.	The system shall allow RSS to display FAQ (frequently asked questions) with their associated answers to the Customers. This can be a subset of all questions posted.	DNRE already has an FAQ page that can be linked on the RSS POS-II or E-License-II. If the DNRE would like a separate document for these questions, then that document also can be linked.	4
	Print Receipt Stock at a Agent		

	Requirement	Comment	Rel#
502.	The System shall allow modification to the format without programming assistance presuming data already exists. That is can modify content as necessary.	Contractor will include this in the RSS-II upgrade to .NET, by setting up identified receipt text areas as variable data fields on the forms definition screen in RSSWIN-II.	4
503.	The Printer that is connected to each POS terminal shall be capable of printing any receipt stock document. Receipt stock includes licenses and applications.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. Contractor assumes that some license types will be defined to print the license or application form on the receipt printer. This form is provided to the Customer as their permit. The Customer does not receive a separate "receipt" documenting the order purchase, as in the current RSS. The receipt printer will create an order summary receipt for the Agent. Please see Exhibit C, Requirement- Requirement #250.	2
504.	The system printer shall support direct thermal or equivalent quality in order to support, for example, bar code.	Contractor will include this in the RSS-II upgrade to .NET, using a direct thermal printer that can also print bar codes.	2
505.	The system printer shall support stock less likely to fade (better able to retain readable image over time).	There are many areas that can impact image longevity of a receipt. Image longevity is dependent upon the stock characteristics, capabilities and price, as well as the type of printer (direct thermal, thermal transfer, laser). Please see section 1.04.2.9 Maintenance and Support for a description of the suggested consumables.	2
506.	The system shall ensure the receipt includes either a unique receipt number* generated by the system or the number must be encrypted into a Bar Code on the receipt.	Contractor will include this in the RSS-II upgrade to .NET, by creating a unique receipt id. The Contractor also can place this info in the bar code. Assumption: Amount of data contained in bar code will be limited to the size of bar code that can be printed on the form.	4
507.	The receipt shall include a Customer Identification Number*. This would appear on receipt for Applications and possibly all Receipt Stock documents.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	2
508.	The receipt shall include the Item Number.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	2
509.	The receipt shall include the Item Name and Description.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	2
510.	If the Item purchased was a Private Land Hunting License, the receipt shall also include whether the Customer is a Land Owner or Guest and if latter info such as the phone number of the Private Landowner.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	2
511.	The receipt shall include any Item Options (such as hunt choices) selected by the Customer, in the order selected.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	2
512.	The receipt shall include the Item Price.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	2
513.	The receipt shall include narrative* that the Receipt must be retained by the Customer and made available to Law Enforcement if requested while participating in the licensed	Contractor will include this in the RSS-II upgrade to .NET.	4

	Requirement	Comment	Rel#
	activities.		
514.	The receipt shall include the Sales Outlet identifier*.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	2
515.	The receipt shall include the POS Number (Terminal Number)*	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	2
516.	The receipt shall include the date and time of the Sales Transaction*.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	2
517.	The system shall be able to print multiple Items on one receipt.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	2
518.	The system printer shall support a "continuous page" receipt.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	2
519.	If a continuous page is not provided, then each page shall print identification information on each page. That is, all fields listed above in the section with an asterisk (*).	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. The receipt form will be a continuous page.	2
520.	The system shall allow the end of the continuous page (or final page) of a receipt to include a total price for the transaction that includes all voids and purchases.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	2
521.	The system shall have a way to know if something printed and if not allow re-print.	Contractor will include this in the RSS-II upgrade to .NET. RSS POS-II will check for error codes from the printer and allow the agent to correct the problem before trying to re-print. The Agent will have to confirm if the form is printed successfully. If not, the application will allow for a reprint. If the Agent indicates it printed correctly, the re-print option will not be available.	4
	Print Receipt Stock through the Internet		
		All requirements in “at an Agent” and “through the Internet” are presumed the same unless specifically noted otherwise.	
522.	The system shall enable the Customer to print a receipt for all Purchased Items from the Customer's printer.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	1
523.	The system shall ensure that each page print identification information. That is, all fields listed above (previous section) in the section with an asterisk (*).	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	1
524.	The receipt shall include a statement that the Receipt was printed through E-Licensing and the Customer is responsible to print a legible copy.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	1
525.	The final (or only) page of a receipt shall include a total price for the transaction that includes all purchases. Voids not shown since voids do not occur for e-license activity.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	1
526.	The system shall allow a "print preview" so the Customer is able to see the print look	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	1

	Requirement	Comment	Rel#
	and feel prior to actual printing of receipt stock documents.		
	Print License Stock at an Agent		
527.	The Printer that is connected to each POS terminal shall be capable of printing Licenses, Kill Tags, and ORV/Snowmobile stickers on the same License Stock.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	2
528.	The system shall support printing on stock that is durable and weatherproof.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. Contractor is assuming that the label stock has the same durability requirements as the current labels, and is therefore recommending the continuation of Quanta Tuff material. Please see section 1.04.2.9 Maintenance and Support for a description of the suggested consumables.	2
529.	The Kill Tag shall be capable of being easily validated by the Customer with a clear, definitive and irreversible result to identify the harvested species.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	2
530.	The Kill Tag shall include an attachment mechanism that allows for easily accessible viewing after attachment to the harvested animal.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. Contractor is assuming that the label stock has the same durability requirements as the current labels, and is therefore recommending the continuation of Quanta Tuff material. Please see the section 1.04.2.9 Maintenance and Support for a description of the suggested consumables.	2
531.	The Kill Tag shall include either a unique Kill Tag number generated by the system or the number must be encrypted into a Bar Code on the Kill Tag.	Contractor will include this in the RSS-II upgrade to .NET. Assumption: Amount of data contained in bar code will be limited to the size of bar code that can be printed on the form.	4
532.	The system shall include the following Customer information on any License Stock document (including Kill Tags): • First Name, Last Name, Postscript (if provided) • Customer Identification Number • Customer Address (Street, City & State)	Contractor will include this in the RSS-II upgrade to .NET. The increased requirements for data to be printed require a larger form size than is currently used, in order for the font size to be reasonable. Contractor recommends using a tri-fold 6" label that will fold into size of credit card. Please see section 1.04.2.9 Maintenance and Support for a description of the suggested consumables.	4
533.	The system shall include the following on any License Stock document: • Item Number • Item Description • Effective Dates (this is usually included within the Item Description and as such requires no action)	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. Assumption: Contractor assumes that License Year should also be printed on all Licenses.	2
534.	The License Stock document shall include answers to any questions. • For example, if the Item was a Private Land Hunting License, then include whether Landowner or Guest and if	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	2

	Requirement	Comment	Rel#
	latter contact info such as phone number of Private Landowner		
535.	The License Stock document shall include if the Item is only valid for a particular Item Option (such as location and date) then include the IO description (currently 2 lines).	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	2
536.	The Kill Tag shall include: • The Sales Outlet Number • The POS Number • The date and time of the Sales Transaction • For age-dependent license, it would state “Not valid until <Date> if the person has passed a safety class before reaching the minimum age.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	2
537.	The system shall allow Customers that misplace or damage their kill tags beyond recognition to secure a replacement (as defined elsewhere).	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	2
538.	The system shall ensure that hunt quotas, parties, Apprenticeship pairings, and drawing opportunities will not be impacted by a Kill Tag Replacement.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	2
539.	The Customer shall pay full price for the Replacement Kill Tag, even though the original Kill Tag price may have been less (due to promotional discount, for example).	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	2
540.	The Replacement Kill Tag shall be visibly marked with the word "Replacement". Note: Once a Replacement Kill Tag has been purchased, the original Kill Tag is voided (and can't be legally used).	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. The original license is not actually voided in the system from a financial aspect, although it is marked as “replaced” in the system. The original license that is marked as “replaced” in RSS-II is not valid in the field.	2
541.	The System shall be able to know which Kill Tag is (active and) legal to use.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	2
542.	The system shall allow a Sportcard to be printed. This includes a "replacement" (with the same Customer ID) when lost or when an address changes. The change of address must update the Customer record.	Contractor will include this in the RSS-II upgrade to .NET. RSS-II will include a Sportcard replacement feature.	2
	Print License Stock through the Internet		
		All requirements in “at an Agent” and “through the Internet” are presumed the same unless specifically noted otherwise.	
543.	The system shall have the ability to flag a License Stock item as able to print on normal paper. This allows internet users to receive some license stock items immediately rather than wait for it to be printed centrally and mailed to the customer.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	1

	Requirement	Comment	Rel#
544.	However, if a license stock item is not printable on normal paper (such as Kill Tags that need to be attachable and more durable), then the system shall display a warning that the License Stock document will be mailed and, as such, likely not received for "X" days after purchase where "X" is a parameter set by RSS Support Team.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	1
545.	The system shall alert the fulfillment center to print and mail the License Stock document to the Customer that purchased said document through the E-Licensing System.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. Assumption: The formatting of license forms, procurement of consumable supplies, and mailing expenses incurred at the DTMB Print Center for the DNRE are outside the scope of this Contract.	1
546.	Though a Sportcard is usually on license stock, the system shall permit it to be printed on receipt stock (regular) paper in an internet transaction. When doing so the system shall ensure either size of the name allows printing the entire name <u>or</u> if the size could result in truncation that the format have last name first (since more important to see than first name).	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	1
	Wildlife Division Reporting		
547.	The system shall provide standard reports and inquiries including: Deer Harvest Information by DMU and Harvest Year	Please see Exhibit C, Requirement #578. RSSWIN-II will report on harvest information that is collected via the Internet survey in Exhibit C, Requirement #496. RSS-II survey feature is detailed in 1.002.1.8 Survey Features.	
548.	The system shall provide standard reports and inquiries including: Hunting license sales report that compares current and previous year results on either a license year basis or fiscal year basis. Data should be summarized by type of license (deer, antlerless deer, spring turkey, fall turkey, bear, etc).	Please see Exhibit C, - Requirement #578.	
549.	The system shall provide standard reports and inquiries including: Summary of license buyer demographics (e.g., sex, age, county of residence) for the current year versus previous year.	Please see Exhibit C, - Requirement #578.	
550.	The system shall provide standard reports and inquiries including: Deer Management Assistance Permit report that shows the number of DMAP licenses actually purchased as compared to the number authorized.	Please see Exhibit C, - Requirement #578.	
551.	The system shall provide standard reports and inquiries including: Name and Address of people who purchase a deer hunting license of any type (Any deer license)	Please see Exhibit C, - Requirement #578.	

	Requirement	Comment	Rel#
552.	The system shall provide standard reports and inquiries including: Name and Address of people who purchase a Fur Harvester license of any type (includes Bear)	Please see Exhibit C, - Requirement #578.	
553.	The system shall provide standard reports and inquiries including: Name and Address of people who are HIP registrants	Please see Exhibit C, - Requirement #578.	
554.	The system shall provide standard reports and inquiries including: Name and Address of people who purchase a waterfowl license	Please see Exhibit C, - Requirement #578.	
555.	The system shall provide standard reports and inquiries including: Name and Address of people who purchase a small game license The system will provide standard reports and inquiries including: of any type	Please see Exhibit C, - Requirement #578.	
556.	The system shall provide standard reports and inquiries including: Name and Address of people who purchase a turkey hunting license	Please see Exhibit C, - Requirement #578.	
557.	The system shall provide standard reports and inquiries including: Mean age of hunters	Please see Exhibit C, - Requirement #578.	
558.	The system shall provide standard reports and inquiries including: Apprentice License analysis	Please see Exhibit C, - Requirement #578.	
559.	The system shall provide standard reports and inquiries including: Youth Hunter analysis	Please see Exhibit C, - Requirement #578.	
560.	The system shall provide standard reports and inquiries including: HIP (harvest information program) reports (and/or files) for reporting to U.S. Wildlife (federal agency)	Please see Exhibit C, - Requirement #578.	
561.	The system shall provide inquiry capability to view how many people provided harvest information as well as the specific harvest results by species.	Please see Exhibit C, Requirement #578. RSSWIN-II will report on harvest information that is collected via the Internet survey in Exhibit C, Requirement #496. RSS-II survey feature is detailed in 1.002 Background section of this Contract.	
	Fisheries Division Reporting		
562.	The system shall provide standard reports and inquiries including: Total number of fishing licenses sold within a specified period	Please see Exhibit C, - Requirement #578.	
563.	The system shall provide standard reports and inquiries including: Total number of fishing license types sold within a specified period	Please see Exhibit C, - Requirement #578.	
564.	The system shall provide standard reports and inquiries including: License sales by month over a specified period (all fish types and by type)	Please see Exhibit C, - Requirement #578.	

	Requirement	Comment	Rel#
565.	The system shall provide standard reports and inquiries including: Sales information by location and period (by county and/or zip code)	Please see Exhibit C, - Requirement #578.	
566.	The system shall provide standard reports and inquiries including: Demographics Sales (by gender, age group)	Please see Exhibit C, - Requirement #578.	
	Section 4+: Other RSS Functions		
	Communications/Marketing		
		There are requirements spread throughout the Exhibit that improve the communication and marketing to the Customer base. This only lists items not included elsewhere.	
567.	The system shall provide Communications/ Marketing with the ability to mass mail e-mail Customers who have agreed to receive E-Mails from the Department	Contractor will include this in the RSS-II upgrade to .NET. Similar to the RSS Bulletin function, an authorized RSS Support staff user will be able to use RSSWIN-II to create a free-form text content message that can be emailed to a recipient. This function will be useful to send out short informational communication messages or a marketing reminder to any of the qualifying recipients. Email messages will be formatted in a professional header and footer template. The message creator will enter the date and time that the message will be sent. The RSSWIN-II user will be able to select an individual recipient email address or a group of email addresses from a distribution list. Each ad hoc message that is sent will be recorded in the RSSDB-II database along with the list of recipients. These messages can be viewed in RSSWIN-II. Please see 1.002 Background section for detail on creating ad hoc messages for communications and marketing. Contractor suggests this feature be used to remind customers to purchase their Harvest Tags several days before the season start, thus avoiding the “cancel” feature in Exhibit C- R, Requirement #315.	5
568.	The mailings shall allow selection criteria for who would be included in such a mailing. • For example, select based upon location (region or zip code), buying habits (type of license), etc.	Contractor will include this in the RSS-II upgrade to .NET. A single recipient or a list of recipients can be associated with each communication. A window will allow a RSSWIN-II user to search and select for an individual that have email addresses; Agent, Agent Contact, Sales Outlet Contact, ML vendor contact, or Customer. The system will eliminate recipients that have a “no-call indicator” on when building the distribution list from the selection criteria. The window will also display a list of predefined distribution list selection criteria. The following is an example of what may be the top priorities: 1) Active Agents 2) Active Sales Outlet Contacts 3) Active ML vendor Contacts 4) All customers with any RSS activity in the prior license year 5) All customers purchasing a spring turkey application in the prior license year	4+

	Requirement	Comment	Rel#
		Contractor will work with DNRE during Phase II to determine the actual selection criteria. The system will query the database using the pre-defined selection criteria to generate the email addresses along with the recipient name for the email header. Each pre-defined distribution list will be stored as a select query, and generate the same data output structure. New pre-defined distribution lists can be easily created using this solution and added to the drop down on the window. If a user creates an ad hoc message that does not have a pre-defined distribution list, the window will allow them to identify the location of a file that has the results of their own distribution list query with the system defined data output structure (i.e. name and email address). The system will read this file to create the email distribution list.	
	Customer Service		
569.	The system shall be configured to allow RSS Support Staff access to the live system to provide real time support to Customers and Agents. Note: The existing system provides access to the replicated system of day old information resulting in some limitation in providing full support.	Contractor will include this in the RSS-II upgrade to .NET. RSS POS-II and E-License-II will communicate in real time to the RSSDB-II database to validate a Customer and the purchase requirements. The sales, replacements and voids will be recorded in real time when the order is complete. RSS Support staff will have real time access through RSSWIN-II to view and update real time Customer, Agent, sales data, drawing data, etc. All standard reports and communications created through RSSWIN-II will be against the real time data. RSSDB-II will be replicated to the Inquiry database continuously, so any ad hoc queries that the RSS Support staff will perform will be within minutes of real time updates.	2
570.	The system shall support the RSS Support Team with the authority/ability to create/modify data. This shall include authority granted through E-License or Agent activity to, for example, create and/or update Items, Agents, Customers, etc.	Contractor will include this in the RSS-II upgrade to .NET. RSSWIN-II will provide the RSS Support staff with the ability to manage the RSS data. Authorized users will use add, update, and delete functions within the windows application. The application will control authorized access, and control the business rules for required fields, edits, and data associations.	2 & 3
571.	The system shall provide that all data adjustments are logged against the User ID, with date and time stamp.	Please see Exhibit B, Requirement #30. RSS-II will record User ID, date, and time for all adds, changes or deletes to a record in RSSDB-II. Additional data will be added to allow the use of SQL 2008 change data capture functionality.	2
572.	The system shall allow the RSS Support Team to receive and record Kill Tags that are mailed in	Contractor will include this in the RSS-II upgrade to .NET. Please refer to Exhibit C, Requirements #307 and #308 for details on the void document return process.	4+
573.	The system shall allow the RSS Support Team to receive notification and process Snowmobile Permit or ORV license	Contractor will include this in the RSS-II upgrade to .NET. RSS-II will automatically generate an email notification to the RSS Support staff. Please see 1.002 Background; Fulfilling Miscellaneous Licenses.	4+
574.	The system shall allow the RSS Support Team to receive notification and process Customer requests for voids of E-License transactions.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. Customers can send the RSS Support staff the following information: • Original license, special hunt application or permit • Copy of the E-License-II receipt	3 & 4+

	Requirement	Comment	Rel#
		• Signed letter-stating reason for void RSS Support staff can use the RSSWIN-II online window to select the correct sales transaction and void the transaction and indicate which account to post the credit to: the original terminal, the DNRE general terminal, or the E-License terminal. This function can be used for processing any customer void, regardless if it was sold on E-License-II. The application will also allow the RSS Support staff to use the system generated notification feature to notify other members of the staff that they have additional task to perform.	
575.	The system shall allow the RSS Support Team to process when a Customer submits a void request for a Special Hunt Application to DNRE Central Office by the application deadline in order to be voided and receive a refund	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. The current RSSWIN Customer Void Item window allows the RSS Support staff to bypass the void rules that are defined for the POS.	3
576.	The system shall record the transaction in the Customer record as a void.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. The Customer Void Item window creates a void transaction and marks the original license as voided.	3
577.	The system shall permit LED to review Customer information regarding revocations to assist in answering Customer inquiries. Note: The ability to enter information via batch or direct is covered under the Customer Restrictions section.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. RSSWIN-II will provide a Customer Revocation List window and Detail window for authorized RSS Support staff to create, view, and update customer revocations.	3
578.	The system shall allow State users the ability to generate standard reports based on their access rights.	Contractor will include this in the RSS-II upgrade to .NET. Standard reports will be available with specific pre-defined requirements for layout, variable inputs, selection criteria, data to be extracted, sort, breaks, sub-totals and totals. A list of standard reports will be provided from one RSSWIN-II window. Reports will be grouped in categories that are related to the view authorization user types. An authorized user can select a report to run and input the variable selection data. Existing search functions can be invoked from the reporting window in order to find the instance the user intends to report on. For example, if the “Agent A/R by Time” report is selected, and the user wants to report on only one specific Agent, the Agent Search function can be invoked to find the intended Agent and populate the Agent criteria for the report. In many cases, one standard report can be used to produce results for a single entity (one agent) or all the entities within the other selection criteria (all agents in the time period). The following is a list of reports that will be offered on the Standard Report selection window in RSSWIN-II: • Approved Crossbow Customers Report • Approved Crossbow Customers by Expiration Date Report • Pending Crossbow Customers Report • Customers who purchase multi-year licenses Report • successful applicants In Total Report • successful applicants By Item Option (Hunt Area)	2, 3 & 4+

	Requirement	Comment	Rel#
		Report • Customers who were successful applicants but did not purchase the fulfillment license (from the previous year) Report • reports on drawing statistics, by draw and Item Option Report • Transfer Waiting List Report • list of Donor Customers Report • list of Processed Transfers Report • list of Ineligible Recipient Customers Report • Deer Harvest Information by DMU and Harvest Year Report • Hunting license sales report that compares current Report and previous year results on either a license year basis or fiscal year basis Report • Summary of license buyer demographics (e.g., sex, age, county of residence) for the current year versus previous year Report • Deer Management Assistance Permit Report • Name and Address of people who purchase a deer hunting license of any type (Any deer license) • Name and Address of people who purchase a Fur Harvester license of any type (includes Bear) Report • Name and Address of people who are HIP registrants Report • Name and Address of people who purchase a waterfowl license Report • Name and Address of people who purchase a small game license Report • Name and Address of people who purchase a turkey hunting license Report • Mean age of hunters Report • Apprentice License analysis Report • Youth Hunter analysis Report • HIP (harvest information program) reports (and/or files) for reporting to U.S. Wildlife (federal agency) Report • People who provided harvest information as well as the specific harvest results by species • Total number of fishing licenses sold within a specified period Report • Total number of fishing license types sold within a specified period Report • License sales by month over a specified period (all fish types and by type) Report • Sales information by location and period (by county and/or zip code) Report • Demographics Sales Report (by gender, age group) • Comparative Revenue History Report • Forecast future revenue Report	

	Requirement	Comment	Rel#
		• Revenue by Time Period Report • Commission by time period Report • Agent A/R by Time Report • Sales By County Report • License Year Sales Report • Customer Item List Report • Customer revocations Report • Customer void license detail Report • Customer void items Report • Customer special item application Report • LicenseE-License fulfillment mail reprint Report • Sales outlet list Report • Sales outlet detail Report • Agent Problem Report • Agents Voids Report • Agent Void Analysis Report • Delinquent Agent Report • Internet Sales Report • Monthly Budget Report • Item Type Trend Report • Federal Certification Report • CEPAS/RSS Exception Report • Agent, Outlet, Terminal Revenue Report • Item Type Activity/Revenue Report • List of Customers Report • Weekly report of all inactivated bank accounts • EFT Failure Report • Weekly Sales Report of all EFTs • Daily Sales Report for Credit Cards • 1099 Report • Active Licenses by Customer Report • Active Revocations by Customer • MBV By Customer, all license types • MBV By customer and specific license type • MBV All report updates for a date range • License year by type of sticker (Snowmobile Permit or ORV License) Report • MBV Report Additionally, Contractor will provide the following reports the DNRE uses extensively in their current processes: • Big Agent EFT Bulletin Report • Miscellaneous Adjustments Report • Summary of fund distribution per date or voucher range Report • Missing Lifetime Error Report • Missing Lifetime duplicate license issued Report	

	Requirement	Comment	Rel#
579.	The system shall allow standard reports to be downloaded.	Contractor will include this in the RSS-II upgrade to .NET. The RSS Support Staff user will identify the file type output to create MS Excel, MS Word, Flat File or Text File, the file name, and the directory to save the file to. The user may then access the report file and either print it or use the data for further analysis.	3 & 4
580.	The system shall allow State users the ability to generate ad hoc reports using a query tool based on their access rights.	Read access to the Replicated Inquiry RSSDB-II database will be granted to authorized RSS Support staff. Ad hoc reports can be generated by authorized IDs using SQL Query Tool accessing the replicated Inquiry database. Users can generate their own queries. If the user finds the selection criteria and the resulting data output will be used frequently or may be valuable for other users to run, Contractor can add the query structure as a standard report in RSSWIN-II and the State can leverage the investment of the original report developer.	3
581.	The system shall allow ad hoc reports to be downloaded.	Users can save their ad hoc results to a drive they have access to.	3
582.	The System shall provide the ability/option for the RSS Support Team to open a ticket whenever receiving a request from a Customer, or Miscellaneous Business Vendor	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. The current RSSWIN Customer Diary Detail window will allow authorized RSS Support staff to create a ticket (diary) entry to record communication and issues with RSS customers. The entry is tied to the existing customer record in RSS-II. The same function will be used for recording MBV tickets. The Diary List window will also be updated to .NET. This window will display all of the diary entries for a selected Customer or MBV.	3 & 4+
583.	The System shall provide that the Customer call ticket would include: • Customer Name • DOB • Identification Number • Contact Information	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. The RSSWIN-II Diary window will display the selected Customer or MBV name, date of birth (if applicable), ID number. Contact information of the active customer/MVB will be displayed on an associated Contact window.	3 & 4+
584.	The system shall provide that the Customer call ticket would include: • RSS Support Team member assigned to handle the ticket • Date and Time of Ticket being opened	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. The RSSWIN-II Diary Detail window includes the creation timestamp and User ID of the RSS Support staff member that created the diary entry.	3
585.	The system shall provide that the Customer call ticket would include: • Drop down box with reason codes to classify the call • Drop down box with typical actions taken to resolve the call • Free-form comments • Date and Time of Ticket being closed	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. The RSSWIN-II Diary Detail window will include a drop down pick list of pre-defined reason codes to assist in classifying the diary and a drop down pick list of pre-defined action codes to assist in resolving the issue. A free-form text field will allow the user to describe the communication. A separate field will document the request and processing of an E-License-II reprint. The window will include a “Close” function that will populate a closed timestamp field.	3
586.	The System shall provide the ability/option for the RSS Support Team to open a ticket whenever receiving a request from an	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. Agent Diary is used to document problems or communications with Agents. A Diary can be	2 & 4

	Requirement	Comment	Rel#
	Agent	associated with an agent problem, or stand alone to document some other interaction that is not associated with a problem. The system will continue to provide the following functions: • Add and update an agent diary using Agent Diary Detail window • List diary entries for an agent/sales outlet/terminal using Agent Diary List window RSSWIN-II will include the ability to add, maintain, and list Diary entries for a Sales Outlet and a Terminal.	
587.	The System ticket shall include for Agent calls: • Name • Identification Number • Contact Information	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. The RSSWIN-II Agent Diary window will display the Identification number (key) and associated name (Business Name, Sales Outlet Name) of the appropriate level of identification. Contact information of the active Agent/Sales Outlet will be displayed on an associated Contact window.	2
588.	The system ticket on Agent requests shall include: • RSS Support Team member assigned to handle the ticket • Date and Time of Ticket being opened	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. The Diary Detail window includes the creation timestamp and User ID of the RSS Support staff member that created the diary entry.	2
589.	The system ticket on Agents requests shall include: • Drop down of reason codes to classify the call • Drop down of typical actions taken to resolve the call • Free-form comments • Date and Time of Ticket being closed	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. The Diary Detail window will include a drop down pick list of pre-defined reason codes to assist in classifying the diary and a drop down pick list of pre-defined action codes to assist in resolving the issue. A free-form text field will allow the user to describe the communication. The window will include a “Close” function that will populate a closed timestamp field.	2
590.	The system shall support on line inquiry into the ticket database.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. Agent Diary List window will continue to provide a list of diary entries for an agent/sales outlet/terminal.	2
591.	The system shall be able to identify Agents not connected to the system and report time period (down or disconnected)	Contractor will include this in the RSS-II upgrade to .NET. RSS-II will offer two audit functions to verify that the RSS POS-II and E-License-II sales channels are open and available for customer activity. *Per the DNRE RSS Rewrite RFP on Page 78, “POS Continuity of Operations - Condition: The RSS is unable to process and record the POS sale, void or replacement transactions”* is currently monitored by an RSS function referred to as “Virtual Host Authorization”. This process identifies one to many always-on POS terminals that connect with the host at an interval to be mutually agreed upon to validate that the entire RSS-II network and database is operational. Currently, the interval is every 15 minutes. Since RSS POS-II terminals will be connecting the same way as internet customers, E-License-II connectivity is also verified. The connection records a transaction at the RSS host. The system queries this audit	2

	Requirement	Comment	Rel#
		log, and if there is a gap in activity, an error is sent to the Contractor RSS Maintenance and Support team which opens the system help desk ticket process. This process ensures that the full Retail Sales channel is operable, even if some RSS POS-II terminals are not currently powered on and logged into the application. Not every POS Agent will be open 24x7, and during off-hours they will have the option of powering down their RSS POS-II units to save energy. Since the RSS POS-II network is an Agent attended service, and not a kiosk self-service, there is not the same hardware “health-check” monitoring requirements. Hardware issues are communicated to the DNRE Level 1 Agent Help Desk via a toll free number, and issues are logged resulting in work orders. In order to facilitate resolving agent issues, the RSS POS-II will generate an activity log of pertinent events that occur on the device. Activities such as boot-up, log on, log off, connect-to-host attempts, print transactions, will not only provide data to determine down time or connection issues, but also help resolve customer print issues. Each activity log transaction will include a timestamp, M.A.C address and associated POS terminal key. This audit log will be uploaded to the host on a scheduled basis and recorded in the RSSDB-II database. RSS Support Staff will have access to this data via SQL queries. To control database size, audit records will be purged after 45 days.	
	The system shall provide standard reports and inquiries including:		
592.	Comparative Revenue History Report that identifies revenue increases and declines for specified time periods.	Please see Exhibit C - Requirement #578.,	
593.	Forecast future revenue report that projects revenue increases and declines based upon historical trends and/or projected trends	Please see Exhibit C - Requirement #578.,	
594.	Revenue by Time Period Report that summarizes collected revenue for a specified time period	Please see Exhibit C - Requirement #578.,	
595.	Commission by time period report that includes earned agent commissions for a specific time period.	Please see Exhibit C - Requirement #578.,	
596.	Agent A/R by Time Report that provides A/R (accounts receivables) detailed information by Agent	Please see Exhibit C - Requirement #578.,	
597.	Sales By County Report	Please see Exhibit C - Requirement #578.,	
598.	License Year Sales Report	Please see Exhibit C - Requirement #578.,	
599.	Customer Item List that displays a list of items purchased by a Customer Report. Note: Shall be able to reflect archive data back to 1995	Please see Exhibit C - Requirement #578.,	

	Requirement	Comment	Rel#
600.	Customer search	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
601.	Customer revocations report	Please see Exhibit C - Requirement #578.,	
602.	Customer void license detail report	Please see Exhibit C - Requirement #578.,	
603.	Customer void items report	Please see Exhibit C - Requirement #578.,	
604.	Customer special item application report	Please see Exhibit C - Requirement #578.,	
605.	E-license fulfillment mail reprint report	Please see Exhibit C - Requirement #578.,	
606.	Sales outlet list	Please see Exhibit C - Requirement #578.,	
607.	Sales outlet detail report	Please see Exhibit C - Requirement #578.,	
608.	Agent Problem Search	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	2
609.	Agents Voids	Please see Exhibit C - Requirement #578.,	
610.	Void Analysis (showing number of voids for an Agent and the percentage of total)	Please see Exhibit C - Requirement #578.,	
611.	Delinquent Agent Report	Please see Exhibit C - Requirement #578.,	
612.	Internet Sales (including Voids, even though voids are handled by RSS Support)	Please see Exhibit C - Requirement #578.,	
613.	Monthly Budget Report (shows item type sales, discounts, etc)	Please see Exhibit C - Requirement #578.,	
614.	Item Type Trend (could be license year, fiscal year or calendar year)	Please see Exhibit C - Requirement #578.,	
615.	Federal Certification Report (for both hunters and anglers)	Please see Exhibit C - Requirement #578.,	
616.	CEPAS/RSS Exception Report	Please see Exhibit C - Requirement #578.,	
617.	Agent, Outlet, Terminal Revenue Report	Please see Exhibit C - Requirement #578.,	
618.	Item Type Activity/Revenue Report (for example, for ORV Licenses or Snowmobile Permits)	Please see Exhibit C - Requirement #578.,	
619.	List of Customers. This shall permit selection of active or all (parameter driven) Customers. This list is very large and shall be downloaded onto media for distribution.	Please see Exhibit C - Requirement #578.,	
620.	The system shall support the creation of mailing files. Note: The actual printing is handled from the DTMB Print Center that merges “static” info such as content with “variable” info such as recipient name and address.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. RSS-II will continue to provide a process to generate mailing address data, variable Customer and License information needed to format and print licenses purchased on E-License-II that are designated through RSSWIN-II as “Mail”. During Phase II of this project, Contractor will include DTMB Print Center in the requirements identification of form changes. However, the formatting of license forms, procurement of consumable supplies, and mailing expenses incurred at the print center for the DNRE is outside the scope of this Contract. Also, RSSWIN-II will provide a function to generate mailing labels independently of an E-License-II purchase.	3 & 4+

	Requirement	Comment	Rel#
		This will allow the State to create special stock mailings, such as advertisements or coupons developed outside of RSS-II. Mailing labels can be produced for any set of entities that have an associated mailing address: Agents, Agent Contacts, Sales Outlet Contacts, ML vendor contact or Customers. This process allows the user to select the appropriate set of labels using a Distribution list to identify the mailing addresses of the recipients and then create a print file of the labels. A single recipient or a list of recipients can be associated with each communication. A window will allow a RSSWIN-II user to search and select for an individual that have mail addresses; Agent, Agent Contact, Sales Outlet Contact, ML vendor contact, or Customer. The window will also display a list of predefined distribution list selection criteria. RSS-II will be delivered with pre-defined distribution lists. The following is an example of what may be the top priorities: 1) Active Agents 2) Active Sales Outlet Contacts 3) Active ML vendor Contacts 4) All customers with any RSS activity in the prior license year 5) All customers purchasing a spring turkey application in the prior license year Contractor will work with DNRE during Phase II to determine the actual selection criteria. The system will query the database using the pre-defined selection criteria to generate the mail addresses along with the recipient name for the mailing label. Each pre-defined distribution list will be stored as a select query, and generate the same data output structure. New pre-defined distribution lists can be easily created using this solution and added to the drop down on the window. If a user creates an ad hoc mailing that does not have a pre-defined distribution list, the window will allow them to identify the location of a file that has the results of their own distribution list query with the system defined data output structure (i.e. name and mail address). The system will read this file to create the mailing labels.	
621.	The system shall support creation of bulletins that are “sent” to Agents.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. Bulletin is the RSSWIN-II area used to create short informational messages to be displayed at the retail sales channel (RSS POS-II terminals or the E-License-II Welcome Page). Most bulletins will be text content created by the RSS Support staff. Specific pre-defined bulletins will be generated using variable system data specific to the recipient. Current windows will be upgraded to .NET and the system will continue to provide the following functions: • Automatically generate pre-formatted EFT bulletins are sent to associated terminals after the generation of the weekly EFT	2 & 4+

	Requirement	Comment	Rel#
		• Automatically generate pre-formatted EFT Failure notifications are sent to associated terminal of the failing bank account after an EFT Failure is received by the system • Add and update a user defined text bulletin notification • Create a bulletin distribution group and add or delete terminals within a bulletin distribution group • List bulletin distribution groups • Select an individual terminal or sales outlet or select a distribution group to receive the bulletin • Search for bulletins that have been created • List bulletins sent and receiving terminals The Bulletin function will also be used to create notifications for the E-License-II Customers via a bulletin to be displayed on the Welcome Page. When creating the bulletin, the RSS Support Staff will select the Sales Outlet Type used to identify E-License-II terminals. This will trigger the application to broadcast the bulletin to the E-License-II Welcome Page which will notify everyone accessing the E-License-II application. The RSS POS-II will receive notification that there is a new bulletin. At the time of receiving notification, the Agent can view active bulletins from real time data at the RSS-II Host. Agents will be able to view past bulletins from a bulletin list and detail window. It will not be necessary for Agents to print the bulletin on the receipt printer. Please see 1.002 Background; Notification and Communication section.	
622.	The system shall support a “send date” so Customer support can create something prior to the actual distribution date.	Please see Exhibit C, Requirement #621.	
623.	The system shall support distribution lists that allow bulletins to be sent to selected subsets of Agents.	Please see Exhibit C, Requirement #621.	
	Accounting and Finance		
624.	The system shall interface so all credit card transactions must go through CEPAS.	Contractor will include this in the RSS-II upgrade to .NET. The system will be modified to directly update with CEPAS.	1
625.	The new system will be designed to use CEPAS Consumer Payments, and therefore RSS-II will not request, transmit, or store credit card information. RSS-II will not contain any additional security services to meet PCI Compliance	The new system will be designed to use CEPAS Consumer Payments, and therefore RSS-II will not request, transmit, or store credit card information. RSS-II will not contain any additional security services to meet PCI Compliance.	1
626.	The Contractor, at no additional cost to the State, shall have a SAS-70 audit conducted by an outside firm on the application and make the findings available to the State for review.	Contractor will continue to provide yearly SAS-70 audit reports of the hosted environments that RSS-II Production and RSS-II Model Office applications operate from.	3

	Requirement	Comment	Rel#
627.	The timing of the SAS-70 audit shall occur prior to testing (Phase V) of the development project. Note: If the Contractor has performed a recent SAS0 audit on its application, the Contractor may present said findings and the State will determine whether this meets this requirement.	SAS-70 audits are performed on the entire hosted site, and therefore are scheduled on a yearly basis, out of the control of a single client within the specific site. Contractor will provide the current SAS-70 report of the site that was last executed, prior to Phase V.	3
628.	The system shall support EFT processing. Note: EFT processing is to secure monies from Agents for their sale of RSS Items (applications, licenses, kill tags, etc.)	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. For EFT purposes, Agents include DNRE Agents and Retail Agents. The EFT will include not just sales of new items but all outstanding Account Receivables like Miscellaneous Adjustments, Void entries, Replacement Sales, donations, and Terminal Fees.	3
629.	The System shall create a file the EFT Bank can process. (EFT process must be coordinated with the State's EFT Bank.)	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. This file includes the detail for the current week's EFT but also the detail for any reformulated EFT (EFTs are reformulated because previously the EFT was unsuccessful or in waiting status). RSS-II will be able to handle multiple EFT control keys on the same file with the detail grouped by control key. The file follows current ACH rules. The trailer record will have amounts that summarize all EFT details included.	3
630.	The System shall allow an "out of cycle" EFT (such as occurs at year end).	Contractor will include this in the RSS-II upgrade to .NET. Extra EFT cycles will leverage functionality of the regular weekly processes. Contractor has provided "out of cycle" EFTs for the end of year process in RSS. This activity will be carried forward in RSS-II.	3
631.	The system's EFT process shall treat the EFT like an invoice and the amount is "locked in/can't be changed"	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. There are two important amounts on an EFT. The current invoice amount for the week's transactions, and the total amount requested for collection that includes the current week's transactions for bank accounts set to EFT and previously uncollected failures, and excludes waiting or Terminated EFTs (not enabled to EFT). Both amounts will be "locked".	3
632.	The system shall support that all agents with outstanding A/R records must be EFT'd by the system for every enabled account.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. An EFT invoice will be created for all Agents with outstanding A/R records, even if they are not set to EFT or pass the pre-note process. However, the only EFTs sent for collection are those EFTs for enabled bank accounts that successfully completed the pre-note process. Bank accounts that are not set to EFT or are being pre-noted, will generate "Waiting EFTs". These EFTs will be submitted for collection as soon as the bank account's pre-note process is successfully completed and the bank account is set to EFT.	3

	Requirement	Comment	Rel#
		For Agents that have been Terminated, but whose bank accounts are still set to EFT, the system will attempt collecting money as usual. However, when these Agents are not set to EFT, the system will automatically "collect" the invoice total from a "special" State fund to ensure the correct distribution of the transactions to Treasury funds. The amount taken from this "special" fund remains "outstanding" and processed for collection if there are other non-system generated adjustments and/or transactions, or the agent becomes active again.	
633.	The system shall accept payment primarily through EFT.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
634.	The system shall allow exception based processing through E-Check and manual check.	Contractor will include this in the RSS-II upgrade to .NET. Exception payments received via manual checks or e-checks will continue to be processed via a Miscellaneous Adjustment entry as done today in the current RSS.	3
635.	The system shall provide an EFT Bulletin that notifies the Agent of date and amount of the next EFT. Said bulletin also provides a breakdown of the amount (explained below).	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
636.	The system shall report Total Sales: That is the amount of Sales within the date range and included in this EFT	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
637.	The system shall report Total Voids: That is the amount of Voids within the date range and included in this EFT.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
638.	The system shall report Total Replacements Sales within the date range and included in this EFT	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
639.	The system shall report Net Commission: That is earned by the agent within the date range and included in this EFT	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
640.	The system shall report Total Other Void Commissions Lost from voids performed by other agents within the date range and included in this EFT	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
641.	The system shall report Total Late Void Documents charges assessed for failure to return void documentation in the necessary time frame with the date range and included in this EFT	Contractor will include this in the RSS-II upgrade to .NET, as was designed but not implemented in the current RSS. RSS-II will include Void Document Return processing, and include late charges within the EFT and Bulletin. Contractor assumes that the same A/R Action Codes (from the original RSS function that was removed) will be used.	4+
642.	The system shall report Total Late Void Arrival Reimbursements credited to the agent for returning void documentation after a late charge had been assessed within the date range and included in this EFT	Contractor will include this in the RSS-II upgrade to .NET, as was designed but not implemented in the current RSS. RSS-II will include Void Document Return processing, and include reimbursements within the EFT and Bulletin. Contractor assumes that the same A/R Action Codes (from the original RSS function that was removed) will be used.	4+

	Requirement	Comment	Rel#
643.	The system shall report Terminal Fees assessed in the period covered by this EFT (if applicable)	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
644.	The system shall report Total of Prior Uncollected Invoices	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
645.	The system shall report Total of All Other Adjustments	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. This area summarizes all Miscellaneous Adjustments (MA). A MA can be created directly from the RSSWIN-II window to account for payments received by checks, equipment fees, etc. or automatically generated by the system to process terminated agents. Any creation of a MA is accompanied by an Agent Diary entry.	3
646.	The system shall report the EFT Amount (also the amount owed from the Agent) should be Total Sales less Adjustments (by Adjustment Type).	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. The amount collected for a given EFT is calculated as the sum of Total Sales, Total Replacements, Total Void Charges, Total Terminal Fees, Total Miscellaneous Adjustments, Total Late Void credits/debits and Total of Previous Uncollected EFTs (includes reformulated “Waiting” EFTs). If the Agent is receiving a credit from the State, the amount is recorded as a negative entry and therefore the amount is subtracted from the total owed by the Agent. For this reason the RSS-II Miscellaneous Adjustment feature will support positive or negative numbers.	3
647.	The system shall be capable of processing reverse or negative EFTs.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
648.	The system shall generate EFT files with Agent's bank account info and send to the Automated Clearing House (for processing) through the State's EFT Bank	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. Contractor assumes that for all interfaces, the required data exists in RSS. Please see additional comments on Exhibit C, Requirement #629 regarding this file.	3
649.	The System shall have feature to handle unsuccessful EFT when received from the State's Bank and create transactions to be interfaced to MAIN through URI.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. RSS-II will continue to handle unsuccessful EFTs as done in RSS today. One or more EFT failures, in one or more files are acceptable. The interface to MAIN will be created and specific requirements from MAIN will need to be collected during Phase II. Assumption: Required data currently exists in RSS and will be available in RSS-II after the conversion.	3 & 4+
650.	If the EFT fails, the system shall deactivate the terminal until the funds are received.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
651.	If the EFT fails, the system shall provide an on-line (and report option) notification of who, when and how much.	Exhibit C, Requirement #668 will address the EFT Failure report.	
652.	If an EFT is successful, the system shall transfer the collected funds to the State's	Contractor will include this in the RSS-II upgrade to .NET,	3

	Requirement	Comment	Rel#
	bank.	as in the current RSS. The system currently generates a request for transferring the funds. The actual funds transfers occurs at the ACH (between the State's bank and Agent's bank). Contractor is proposing this same process for the new system.	
653.	The system shall generate a file to distribute funds collected in the weekly EFT or by checks to the proper accounting code blocks.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. RSS-II will continue to generate a detail Receipt Voucher for payments performed via EFT. This assumes manual checks and e-checks will be recorded via a Miscellaneous Adjustment and therefore recorded for transfer of funds on that week's EFT Payment Receipt Voucher. Assumption: The "accounting code blocks" refers to a Treasury Fund.	3
654.	The system shall ensure this file is interfaced with the Department's Universal Receipt Interface System (URI) and then to MAIN.	Contractor will include this in the RSS-II upgrade to .NET. RSS-II will create an interface to MAIN via URI. The interface to MAIN will be created and specific requirements for it need to be collected in Phase II. Assumption: Required data currently exists in RSS.	4+
655.	The system shall enable the Department to establish Treasury revenue funds before attempting a distribution to the funds.	Contractor will include this in the RSSWIN-II upgrade to .NET, as in the current RSS.	3
656.	The system shall enable the Department to delete (or deactivate) a revenue fund.	Contractor will include this in the RSSWIN-II upgrade to .NET, as in the current RSS. If a Fund has been used for distribution at any point, the deletion of the fund will not be allowed in order to maintain database integrity.	3
657.	The system shall record a financial transaction in the period in which it occurs (For example, a void in October that reverses a September transaction is posted in October.)	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
658.	The system shall enable Receivables to be captured at any time. Note: Receivables are monies due to the State from Agents. Receivables represent net sales less commissions.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
659.	When Receivables are captured, the system shall determine and allocate by Fund what is included in the Receivable.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
660.	The system shall be able to take in money from a terminated Agent (and distribute same as when Agent was active).	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
661.	The system shall calculate how much is due to an Agent from the State for Void Transactions.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
662.	The system shall keep a record of all debits and credits owed to the State by agent/bank account. Each POS terminal that an agent uses to sell items must be associated with	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. This includes not only DNRE and Retail agents but also	3

	Requirement	Comment	Rel#
	an account.	any internet and mobile fish Sales Outlet.	
663.	The system shall calculate how much is due from an agent to the State for sales transactions, replacement sales transactions, terminal fee charges (if these continue in the new system) and miscellaneous adjustments.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
664.	The system shall allow Gift Certificates when sold to be recorded to the gift card fund.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS. RSS-II will enhance the Treasury Revenue Fund set up to allow the DNRE to identify which is the Gift Certificate Fund in a similar way that the General Fund, Discount Fund and Terminal Fee Fund are identified.	3
665.	The system shall allow as Gift Certificates are redeemed the sale should have the coding for the item sold and the gift certificate redemption should act as a payment type.	Contractor will include this in the RSS-II upgrade to .NET, as in the current RSS.	3
666.	The system shall allow Customer refunds to be generated by authorized users. Refund data should be sent to the URI for processing. This occurs, for example, when a Customer buys a fishing license thinking it is for next year but it is still for this year. URI data should include date, name, address, amount, the accounting code block, description for MAIN and creator userid.	Contractor will include this in the RSS-II upgrade to .NET. Contractor will create an interface to MAIN via URI. Contractor will enhance the Customer Void Window to add a function for creating a transaction for MAIN to produce the refund to the Customer (this feature would be used if it is not possible to credit their Credit Card or Gift Certificate for the void). The interface to MAIN will be created and specific requirements for it need to be collected in Phase II. Assumption: Required data currently exists in RSS and will be available in RSS-II after the conversion.	4+
	The system shall provide standard reports and inquiries including:		
667.	Weekly report of all inactivated bank accounts	Please see Exhibit C, Requirement #578.	
668.	EFT Failure Report	Please see Exhibit C, Requirement #578.	
669.	Weekly Sales Report of all EFTs: This shows sales, discounts, adjustments, commissions, etc in detail and summary with accounting code breakdown	Please see Exhibit C, Requirement #578.	
670.	Daily Sales Report for Credit Cards: shows sales, discounts, adjustments, commissions, etc in detail and summary with accounting code breakdown	Please see Exhibit C, Requirement #578.	
671.	The system shall allow generation of 1099 (by specific Agent or for all Agents)	Please see Exhibit C, Requirement #578.	
	Enforcement		
672.	The system shall allow (not require) equipment for Conservation Officers that will enable the officers to scan and read License Receipts and Kill Tags from any location within the State of Michigan.	Contractor will develop within the RSS-II system, a browser based CO application that will take the bar code translated data scanned in from the CO device and send that data to the RSS-II web services. The system web services will be set up to allow requests from Conservation Officer's equipment and return information	4+

	Requirement	Comment	Rel#
		to the device.	
673.	When the Conservation Officer (CO) scans a License Receipt, the device that the CO is using shall display the following information: • Customer First Name, Last Name and Postscript (if available) • Customer's Identification Number • Customer Address • All active licenses • If any of the licenses are Private Landowner License then must also display if they are landowner or guest. If a guest, then must provide/display the landowner contact info	The RSS-II CO application will translate the bar code from the scanned license (printed on receipt stock or license stock) and send the data to the RSS-II web services. The Customer data will be retrieved from the database and then sent back to the COs device. Assumption: Active licenses will only include in-season, non-voided, licenses for the date of the scan.	4+
674.	When the Conservation Officer (CO) scans a Kill Tag, the device that the CO is using shall display the following information: • Kill Tag number • Customer First Name, Last Name and Postscript (if available) • Customer's Identification Number • Customer Address • Item Number and Item Description of the license associated with the Kill Tag • If the Item is a Private Landowner License then must also display if they are landowner or guest. If a guest then they must provide the landowner contact info • If the Item has an Item Option, then display the location and dates associated with the Item Option • Effective Dates – that is, start and end dates for the hunting season	The RSS-II CO application will translate the bar code from the scanned kill tag and send the data to the RSS-II web services. The customer data will be retrieved from the database and then sent back to the CO's device.	4+
675.	The device shall enable the CO to inquire on a Customer and review the Customer's record by entering the Customer's Identification Number or Name and DOB.	The RSS-II CO application will allow the Customer ID number or name and date of birth to be keyed in. The data will be sent to the RSS-II web services where the appropriate data will be retrieved from the database and sent back to the CO device. In the event of multiple records meeting the entered criteria a list will be sent back for the CO to select the correct Customer record.	4+
676.	The system shall support queries to determine if a Customer has earned a Hunter Safety Certificate	Hunter Safety Certificate will be stored on the Customer record, and viewable through RSSWIN-II. Hunter Safety Certificate can also be displayed on the RSS-II CO application as a result of the look-up in Exhibit C, Requirement #673 and 674.	4+
677.	The system shall support standard report for Active Licenses by Customer:	Please see Exhibit C, Requirement #578.	
678.	The system shall support standard report for Active Revocations by Customer:	Please see Exhibit C, Requirement #578.	
	Internet Access		

	Requirement	Comment	Rel#
		Once logged in, the Customer should be able to perform any transaction performed at an Agent except print of License Stock and Transaction Voids	
679.	The system shall support the Customer entering the Internet to request a User ID and Password. The User ID should be the Customer's email.	RSS-II will provide a Customer Profile feature (as described in 1.002 Background). The account creation will be limited to ask for email address (with a confirmation field) only. This will confirm the correct email address for the Customer by preventing their ability to log in until they receive the password.	4+
680.	The system shall use the Customer's email as USER ID and set a simple password that the User will change upon initial use.	Contractor does not recommend simple passwords due to security issues. Complex, random passwords are more secure and will encourage the user to create their own, once they have first logged in.	4+
681.	The system shall provide a Login screen that will restrict access to the internet application. The registered users will be authenticated using a User ID and password.	An existing RSS-II Customer associated with a driver license, state ID, or sportcard (having previously been validated in the system) can create a User ID for the Customer Profile feature. This will allow the user to view current customer information, view purchase history, view points/chances from previous drawings, view previous successes in past drawings, make drawing transfer requests, and change their password.	4+
682.	The system shall provide a "forgot my password" feature (to minimize the disable function from being employed).	If the user selects this feature, an automated procedure will generate a new password and send it to the User ID/email address of the customer. The user will receive their new password as fast as it can be routed to their email account.	4+
683.	The system shall provide the logout link on the top of the screen to exit the application from any screen.	When the Customer selects the log out option from the Customer Profile feature, they will be redirected to the Welcome Page with an appropriate thank you message similar to the current system's cancelled order message.	
	Inventory		
684.	The system shall track equipment and supplies kept at a Vendor site.	Contractor will include inventory tracking in the RSS-II upgrade to .NET. RSS-II will provide a feature to record all RSS POS-II hardware specified in the POS configuration that is procured for deployment to the Sales Outlets. This inventory tracking feature will also manage the CO device inventory. The inventory tracking feature will record the total inventory of POS and CO equipment to be used at a sales outlet or CO or to be stored for hot-swap maintenance. The inventory tracking feature will define a list of all POS consumable supplies including; rolls of POS license stock, rolls of POS receipt paper, thermal printer ribbons, and DNRE supplied hunt/fishing guides. A supplies tracking list will document the amount of supplies warehoused by AIC Team, the date, and a notation of the transaction. Assumption: The POS/CO hardware and consumable maintenance management is included within the scope of this contract. AIC Team will have access to the RSS-II inventory tracking feature.	2
685.	The system shall track orders and shipments from Vendor site to Agents.	RSS-II will provide a feature to record the serial numbers of all POS and CO hardware at the device level for each Sales Outlet or CO. Serial numbers can be selected from	2

	Requirement	Comment	Rel#
		the hardware inventory list. RSS-II will provide authorized users with a work order function. This will allow the tracking of the current location of hardware. RSS-II inventory tracking feature will also track, at the supply type level, the amount of POS consumables or hunt/fishing guides and the date of a shipment to the Sales Outlet at the terminal level. Assumption: The POS/CO hardware and consumable maintenance management is included within the scope of this contract. AIC Team will have access to the RSS-II inventory tracking feature.	
	Section 4+: Miscellaneous Business Vendors (MBV)		
	Convert MBV Data		
686.	The Contractor shall convert each Miscellaneous Business Vendor record including the following. • License Number • Name of Business • Business Federal ID Number • Address including County • Type of License(s) • Contact • Contact Information (such as Phone and Email address)	Data residing in the existing SOM's MBV system that is deemed necessary for the proper operation of the new system will be migrated/converted. Data residing in the existing SOM MBV system that is not migrated/converted to RSS-II will be the responsibility of SOM.	4+
	Create/Maintain MBV Data		
687.	For a new MBV, the system shall assign the Miscellaneous Business License Number. Note: Unlike at present, all future MBV regardless of license type will secure the next available number. This would permit a MBV to have one identifier even if doing several types of business.	Contractor will include this in the RSS-II upgrade to .NET as described in Section 1.002.1.11, Automating DNRE's Miscellaneous Business Vendor.	4+
688.	Each MBV shall have following key information: • Business Name • Business Federal ID number • Physical Address including County • Mailing Address (if different) • Contact info including email, primary phone and secondary phone (in case have both land line and cell phone)	Contractor will include this in the RSS-II upgrade to .NET as described in Section 1.002.1.11, Automating DNRE's Miscellaneous Business Vendor.	4+
689.	Each MBV shall identify license type. It is possible to have more than one license type. Current options include: • Taxidermy • Retail Minnow, Wiggler & Crayfish	Contractor will include this in the RSS-II upgrade to .NET as described in Section 1.002.1.11, Automating DNRE's Miscellaneous Business Vendor.	4+

	Requirement	Comment	Rel#
	Dealer • Resident Wholesale Minnow, Wiggler & Crayfish Dealer • Non-Resident Wholesale Minnow, Wiggler & Crayfish Dealer • Resident Minnow Catchers • Non-Resident Fur Manufacturer • Resident Fur Manufacturer • Fur Processor • Fur Buyer (at present this is the only license type requiring additional information as part of the setup) • Date of Birth • Wholesale Fish • Sport Trolling (Resident and Non-Resident)		
690.	Each MBV License Type shall have a start and end date.	Contractor will include this in the RSS-II upgrade to .NET as described in Section 1.002.1.11, Automating DNRE's Miscellaneous Business Vendor.	4+
691.	The system shall support the ability to indicate a revocation status for a MBV, though this defaults to no.	Contractor will include this in the RSS-II upgrade to .NET as described in Section 1.002.1.11, Automating DNRE's Miscellaneous Business Vendor.	4+
692.	If revocation date is yes, then the system shall require a start and end date. However, the end date could be blank indicated open ended (until rescinded by the Court)	Contractor will include this in the RSS-II upgrade to .NET as described in Section 1.002.1.11, Automating DNRE's Miscellaneous Business Vendor.	4+
693.	The system shall support creation of MBV Diary Entries by RSS Support Team. These can be by MBV or by MBV/License Type. They are free-format.	Contractor will include this in the RSS-II upgrade to .NET as described in Section 1.002.1.11, Automating DNRE's Miscellaneous Business Vendor.	4+
694.	The system shall support RSS Support Team inquiry by MBV or by MBV/License Type.	Contractor will include this in the RSS-II upgrade to .NET as described in Section 1.002.1.11, Automating DNRE's Miscellaneous Business Vendor.	4+
695.	The system shall support the ability to either send a reminder via email and/or prompt RSS to mail reminders to existing MB Vendors x days prior to expiration of the license(s). "X" would be an RSS defined parameter that can be easily changed.	Contractor will include this in the RSS-II upgrade to .NET as described in Section 1.002.1.11, Automating DNRE's Miscellaneous Business Vendor.	4+
	MBV Data Reporting through the Internet		
696.	The system shall require a secure means to enter the system (e.g. user id and password) and leverage e-license functionality for Miscellaneous Business Vendors	Contractor will include this in the RSS-II upgrade to .NET as described in Section 1.002.1.11, Automating DNRE's Miscellaneous Business Vendor.	4+
697.	The access to the Miscellaneous Licensing functions in E-Licensing shall be separate from the access to purchasing a hunting or fishing license through E-Licensing.	Contractor will include this in the RSS-II upgrade to .NET as described in Section 1.002.1.11, Automating DNRE's Miscellaneous Business Vendor.	4+

	Requirement	Comment	Rel#
698.	The system shall include documentation and online Help features that describe each Miscellaneous Business and the reporting requirements for each Business.	Contractor will include this in the RSS-II upgrade to .NET as described in Section 1.002.1.11, Automating DNRE's Miscellaneous Business Vendor.	4+
699.	The system shall allow the MBV to view their "MBV Records."	Contractor will include this in the RSS-II upgrade to .NET as described in Section 1.002.1.11, Automating DNRE's Miscellaneous Business Vendor.	4+
700.	The System shall provide a "quick and easy" method for MBV to enter data recognizing some may have to report on multiple species.	Contractor will include this in the RSS-II upgrade to .NET as described in Section 1.002.1.11, Automating DNRE's Miscellaneous Business Vendor.	4+
701.	The system shall include the ability for the MBV to provide an electronic signature for all submitted reports.	When the MBV profile is created, a Vendor Signature PIN will be created along with the password for the Online Vendor function. After the vendor has entered their reporting data and requested to submit the data, a screen will request they type their name and also request the Electronic signature PIN. The PIN will be validated against the PIN that was issued. If they match, the submitted data will be accepted. If not, the user will be asked to resubmit their signature information.	4+
702.	The system shall only request information for their active licenses (do not show those they do not own).	Contractor will include this in the RSS-II upgrade to .NET as described in Section 1.002.1.11, Automating DNRE's Miscellaneous Business Vendor.	4+
703.	If the MBV is associated with more than one Miscellaneous Business, the system shall allow the Customer to select from a list which Business on which the Customer intends to report.	Contractor will include this in the RSS-II upgrade to .NET as described in Section 1.002.1.11, Automating DNRE's Miscellaneous Business Vendor.	4+
704.	The system shall provide the customer with the ability to enter transaction dates by either entering the date in a prescribed format (for example, mm/dd/yyyy) or providing a calendar function that will enable the Customer to click on the day being reported.	Contractor will include this in the RSS-II upgrade to .NET as described in Section 1.002.1.11, Automating DNRE's Miscellaneous Business Vendor.	4+
705.	The system shall utilize drop-down lists wherever possible for reporting categories.	Contractor will include this in the RSS-II upgrade to .NET as described in Section 1.002.1.11, Automating DNRE's Miscellaneous Business Vendor.	4+
706.	The system shall allow the MBV to report no activity or multiple activities. This means the MBV is expected to report no activity as an update.	Contractor will include this in the RSS-II upgrade to .NET as described in Section 1.002.1.11, Automating DNRE's Miscellaneous Business Vendor.	4+
707.	The system shall allow the MBV to report both Purchasing information and Seller information on the same report.	RSS-II will provide a reporting screen in the Online Vendor function that encompasses purchasing and sales information required by the DNRE.	4+
708.	The system shall provide standard reports and inquiries including: • By Customer, all license types • By customer and specific license type • All report updates for a date range	Please see Section C, Requirement #578.	4+
709.	Ability to display MBV list on the internet	The system will provide a listing of MBVs on the internet. This listing will be associated with the Michigan map that	4+

	Requirement	Comment	Rel#
		allows the clicking of a county name to display the MBVs in that county.	
710.	Ability to have map where Customers click on county to see who serves as MBV in that area.	The system will provide a map of the Great Lakes area. For Michigan, each county name will be a clickable link. When a county name is clicked, a listing of MBVs in the county will be displayed by MBV license type. For other States surrounding the Great Lakes and Canada, there will be a link for each respectively. When these links are clicked, a listing for all of the MBVs in the respective State or Canada will be displayed.	4+
711.	The system shall allow the RSS Administrator to establish report deadlines.	The system will provide, as part of the license type set up in Item Maintenance, the ability of the RSS Support staff to set up and change reporting deadlines.	4+
	MBV License Activity through the Internet		
712.	The system shall display all of the Vendor's Miscellaneous Business licenses or permits and their renewal dates.	Contractor will include this in the RSS-II upgrade to .NET as described in Section 1.002.1.11, Automating DNRE's Miscellaneous Business Vendor.	4+
713.	The system shall allow the Miscellaneous Business Vendor to select the licenses or permits that the Customer will be purchasing.	Contractor will include this in the RSS-II upgrade to .NET as described in Section 1.002.1.11, Automating DNRE's Miscellaneous Business Vendor.	4+
714.	The system shall allow the Miscellaneous Business Vendor to submit payment with a credit card for one or more selected licenses simultaneously.	Contractor will include this in the RSS-II upgrade to .NET as described in Section 1.002.1.11, Automating DNRE's Miscellaneous Business Vendor.	4+
715.	The system shall calculate and display the total cost for any/all licenses selected for payment.	Contractor will include this in the RSS-II upgrade to .NET as described in Section 1.002.1.11, Automating DNRE's Miscellaneous Business Vendor.	4+
716.	The payment shall be subject to CEPAS processing and approval.	Contractor will include this in the RSS-II upgrade to .NET as described in Section 1.002.1.11, Automating DNRE's Miscellaneous Business Vendor.	4+
717.	Before MBV submits request, the system shall preview the transaction and allow the MBV to approve to continue or cancel or adjust.	Contractor will include this in the RSS-II upgrade to .NET as described in Section 1.002.1.11, Automating DNRE's Miscellaneous Business Vendor.	4+
718.	Before MBV submits the request, the system shall inform the MBV they can print the license only after approval.	Contractor will include this in the RSS-II upgrade to .NET as described in Section 1.002.1.11, Automating DNRE's Miscellaneous Business Vendor.	4+
719.	The system shall allow licenses to be printed on a standard printer without special configuration, software or paper.	Contractor will include this in the RSS-II upgrade to .NET as described in Section 1.002.1.11, Automating DNRE's Miscellaneous Business Vendor.	4+
	Prepaid MBV		
720.	The system shall allow a pre-approved MBV to request a number of Snowmobile Permits or ORV Licenses.	Contractor will include this in the RSS-II upgrade to .NET as described in Section 1.002.1.11, Automating DNRE's Miscellaneous Business Vendor.	4+
721.	The system shall allow payment with a credit card subject to CEPAS processing and approval.	Contractor will include this in the RSS-II upgrade to .NET as described in Section 1.002.1.11, Automating DNRE's Miscellaneous Business Vendor.	4+
722.	The system shall send the RSS Administrator a notice to prepare a packet	Contractor will include this in the RSS-II upgrade to .NET as described in Section 1.002.1.11, Automating DNRE's	4+

	Requirement	Comment	Rel#
	for mailing once payment is received and approved.	Miscellaneous Business Vendor.	
723.	The system shall allow the RSS Administrator to enter the beginning and ending range numbers of the Permits or Licenses. This allows tracking who (MBV) has how many of what (either ORV Licenses or Snowmobile Permits).	Contractor will include this in the RSS-II upgrade to .NET as described in Section 1.002.1.11, Automating DNRE's Miscellaneous Business Vendor.	4+
724.	The system shall validate the range entered by RSS and the number by the MBV requested match.	Contractor will include this in the RSS-II upgrade to .NET as described in Section 1.002.1.11, Automating DNRE's Miscellaneous Business Vendor.	4+
725.	The system shall allow the RSS administrator to enter specific numbers for the Permits and Licenses that are returned.	Contractor will include this in the RSS-II upgrade to .NET as described in Section 1.002.1.11, Automating DNRE's Miscellaneous Business Vendor.	4+
726.	The system shall validate the specific numbers are within the range assigned to that MBV.	Contractor will include this in the RSS-II upgrade to .NET as described in Section 1.002.1.11, Automating DNRE's Miscellaneous Business Vendor.	4+
727.	The system shall allow generation of a refund payment to MBV for returned stickers.	Contractor will include this in the RSS-II upgrade to .NET as described in Section 1.002.1.11, Automating DNRE's Miscellaneous Business Vendor.	
728.	The system shall provide inquiry and reports showing activity (requested, returned and by implication sold) by: • License year by type of sticker (Snowmobile Permit or ORB License) • MBV	Please see Section C, Requirement #578.	

Exhibit D

Service Levels Agreements

Tracking and reporting against the SLA begins upon deployment of the Release into production.

	Requirement	Comment	Rel #
	SLA - Reporting		
1.	Each month within 7 business days of end of month, the Contractor shall provide a report on the SLA Performance to the State. Copies would be provided to appropriate persons in both DNRE and DTMB.	Contractor will provide a monthly RSS-II Performance Report to DNRE and DTMB managers. The Performance Report will be provided within 7 business days of the end of the month, and include a report of RSS-II Performance for the prior month's period. The Performance Report will provide information on uptime/availability as described in Exhibit D, - Requirement #6, transaction response time as described in Exhibit D, - Requirement #7, tickets opened or closed within the month and the ticket response/acknowledgement times as described in Exhibit D - Requirement #12, ticket resolution/closure time as described in Exhibit D - Requirement #13.	3
2.	The report shall show performance against standard. Any performance below standard will have an action plan with target dates and be updated weekly until actions closed.	The RSS-II Performance Report will provide performance against standard. The report will include documentation on any system performance that is below the standard of 99.9% uptime (see Exhibit D, - Requirement #6) or below 95% achieving set transaction times (see Exhibit D, - Requirement #7), or below the stated response/acknowledgment times (see Exhibit D, - Requirement #12). Any instance where actual performance is below the standard will include an action plan for resolution with target date of resolution. Each week Contractor will update what steps have been accomplished within the action plan and any adjusted target date. Updates will continue on a weekly basis until the performance issue is resolved and the action plan is closed.	3
3.	The report shall also show a rolling 12 months of performance. This allows State to see changes, trends or stability of service.	Contractor will maintain performance data for 13 months, and report on the current month and prior 11 months of data within each status report. These This 12 months of data will provide trends for service and performance.	3
4.	The report shall show ticket activity by severity and reason code.	Each ticket will be recorded with its severity and reason code (see Exhibit D, Requirements #10 and #17). This data will be included in the performance reporting provided by Contractor.	3
5.	The report shall include system performance, availability and utilization statistics including identification of concerns and issues.	The Performance Report will report on system performance, availability and utilization statistics including identification of concerns and issues as described in Exhibit D, Requirement #1.	3
	SLA – Support Expectations		
6.	The system shall have minimum 99.8% uptime.	In the current RSS, the Virtual Host Authorization process is used to prove the POS and E-License channels are open and available for transaction processing. Data from this process is calculated on a monthly basis to determine uptime percentage. Contractor has provided this report to the DNRE manager, and will continue to provide this data in support of this SLA. In RSS-II there will also be a process utilized to ensure the sales channels are performing within support expectations and provide the information as described in Exhibit C,– Requirement #591	1, 2, 3

	Requirement	Comment	Rel #
7.	Both online inquiry and online update of single transaction shall be achieved within x seconds at least 95% of the time,	Building a web based system requires the internet. The public internet is a very dynamic network. It is difficult to control execution paths and guarantee network speeds. Many dialup users have poor phone lines and can only get a 14.4 kbit/s connection (not to mention the fact that it takes time to dial the modem). Also cellular users may have a weak signal that will not allow full use of the advertised broadband speed. With all the different connection options and issues related to the public internet, Contractor will track response time at one common point to remove the public internet from the equation. Once the traffic enters the Contractor server compartment, all transactions are treated equal. Contractor has full control and can monitor and measure the execution time. When the traffic hits the web server, Contractor will track the length of time it takes before a response is sent back to the client. This response will be completed within 5 seconds, 95% of the time for the sales channels. This Web Transaction Response Time will be achieved with up to 5400 concurrent users. Reporting the Response Time metrics will be on a monthly basis.	3
8.	The Vendor shall contact State personnel of any outage within 30 minutes of becoming aware of the situation on a 7x24 clock.	Contractor has implemented with DNRE's input, a documented process for responding to and communicating critical outages: *Reporting Procedures for a Critical Production Outage, and other Production Problems* (See Appendix 4). DNRE has a copy of this procedure and the State notification list is updated any time there are personnel changes within the State. Contractor will continue to deploy this procedure with RSS-II, ensuring that identified State personnel are contacted via phone or email within 30 minutes of alert notification. Contractor is alerted by the system monitoring tools or by RSS Support staff of help desk issues. Contractor will investigate the Severity 1 and 2 issues when notified. Within 30 minutes, Contractor will create a problem ticket and email the distribution list established by the DNRE Project Coordinator. This allows all identified stakeholders to get instant notification and status of critical production outages, and a shared understanding of the issue.	1, 2, 3
9.	Problem tickets shall be posted to the system within 15 minutes during normal business hours and within 1 hour for non business hours including holidays and weekends.	Contractor will create and distribute all problem tickets within response time period specified by the severity level within Exhibit D, - Requirement #12.	1, 2, 3
10.	Tickets shall be classified by severity level, 1 being most severe/most critical, • Severity 1: System outage • Severity 2: At least one critical module down but others available • Severity 3: Critical modules available but other, non-critical down • Severity 4: Other technical calls	Severity Levels are defined as: **Severity 1: System outage** • Hosting environment unavailability, including issues that affect both pieces of redundant sales channel hardware **Severity 2: At least one critical module down but others available** • A critical module is one that impacts printing a license, selling a license, collecting revenue on time for a license sale, or complete unavailability of RSSWIN-II • E-License-II and RSS POS-II applications are not functioning; any issue that prevents all sales transactions from completing (Contractor is not responsible for availability of interfaces, such as CEPAS or non-RSS databases, including SOS or Hunter Safety. If	1, 2, 3

	Requirement	Comment	Rel #
	• Severity 5: Non-technical calls redirected to RSS Support	Contractor determines that the issue is with an interface, Contractor will reassign the severity level to a 4, and request approval from DNRE to place the sales channel in Maintenance Mode for customer convenience. Contractor will continue to monitor the interface unavailability, providing periodic updates.) • RSSWIN-II unavailable to the general RSS Support staff user group (In cases where the cause is identified as the State's internal network, Contractor will continue to provide notification to the Network Alert audience of issue progress until the issue does not impact RSS-II access or operations) • A critical batch job that processes the financial data required for weekly EFT to be sent on time • A critical batch job required to send E-License-II print to the State Print Center **Severity 3: Critical modules available but other, non-critical down** • A single functional area of RSSWIN-II unavailable (for example; Inventory functions) to the select group of RSS Support staff user • A non-critical batch job failure (for example: Merge-Purge) • RSS-II Inquiry database is not in sync with RSSDB-II or not available to the general user group for ad-hoc queries **Severity 4: Other technical calls** • Technical issues identified by DNRE/DTMB that impact the use or function of RSS-II, but does not impact the critical functions described in levels 1, 2 and 3 (for example: a standard report has an incorrect sort) • A limited number of RSS POS-II terminals or a limited number of E-License-II Customers are not successfully processing transactions due to application issues **Severity 5: Non-technical calls redirected to Contractor RSS Maintenance and Support team** • Any call that does not relate to the implemented performance or required function of the RSS-II system (for example; a question on a business rule such as cross bow restrictions, help on syntax for an ad hoc, or a request for consultation future enhancements, etc.)	
11.	Tickets shall have clock hour targets (regardless of time of day) or business clock targets (based upon 8 a.m. to 5 p.m. eastern time given nearly all users on based in the eastern time zone)	Contractor RSS-II Maintenance and Operations Staff is on-call 24x7x365 and provides critical application support 24x7x365. The Contractor on-call team is located in Michigan, and will perform to the Eastern Time Zone target hours within this requirement. Contractor hosting solution also provides around the clock monitoring, support, and resolution services.	1, 2, 3
12.	Response/acknowledgement time can vary but shall be tied to severity level. • Severity 1: 30 minutes (clock) • Severity 2: 2 hours (clock) • Severity 3: 2 hours (business clock) • Severity 4: 4 hours (business clock)	Contractor will meet the initial response/acknowledgement time for Severity 1 through 4. For Severity 1 and 2 issues, Contractor will provide hourly updates until there is a plan of action. The plan of action may require steps to be taken or approvals that will be longer than an hour. If this occurs, the plan of action will include the expected wait time as well as the next time for reporting. This communication will serve to keep all informed.	1, 2, 3

	Requirement	Comment	Rel #
13.	Contractor will work to resolve severity 1, 2, and 3 tickets until a resolution is identified and in progress. The severity 1, 2, or 3 ticket will be closed when the system is brought back to an operational state. If a short-term work around is provided, Contractor will open a severity 4 ticket to address the long-term solution. Severity 4 tickets will be managed within scheduled releases. • Note: Most often, DNRE will require that RSS Support staff test the changes in Model Office prior to release into production. Contractor encourages this process, but cannot control the resource availability and timing of the RSS Support staff.	Contractor cannot guarantee time to resolution. However, Contractor has solutioned the critical functions of RSS-II to be a highly reliable system in order to meet the performance standards of the State. Contractor will work to resolve severity 1, 2, and 3 tickets until a resolution is identified and in progress. The severity 1, 2, or 3 ticket will be closed when the system is brought back to an operational state. If a short-term work around is provided, Contractor will open a severity 4 ticket to address the long-term solution. Severity 4 tickets will be managed within scheduled releases. Note: Most often, DNRE will require that RSS Support staff test the changes in Model Office prior to release into production. Contractor encourages this process, but cannot control the resource availability and timing of the RSS Support staff.	1, 2, 3
14.	After a Severity 1 to Severity 2 ticket is closed the Contractor shall provide a report within 5 business days on why, what was done to resolve and whether other actions are required to minimize likelihood of same problem recurring.	All Severity 1 and Severity 2 tickets will be tracked and reported using the Reporting Procedures for a Critical Production Outage, and other Production Problems. The first Production Alert communication is sent out with a subject heading of “Production Alert 99/99/99 ”. Each subsequent update is sent out with a subject heading of “Production Alert Update 99/99/99”. The final communication is sent out with a subject heading of “Alert Fix 99/99/99”. All open or closed tickets will be summarized on the RSS-II Performance Report.	1, 2, 3
15.	Ticket shall be logged whenever an enhancement indicates unexpected/incorrect behavior after implementation.	Contractor will log and categorize the ticket with the Reason Code of “Enhancement” if an issue was caused by an implemented enhancement.	1, 2, 3
16.	Tickets shall note whenever an enhancement is “backed out” because unable to resolve quickly or too disruptive to Customer use of the system.	Contractor will include in the “Correction” area any action taken to “back out” a release for a short-term fix.	1, 2, 3
17.	Tickets shall be assigned a reason code as part of the closure process and indicating “root cause” such as: • Enhancement – code problem • Upgrade – hardware or	Each ticket will be assigned a reason code that will categorize the root cause of the problem. As soon as the root cause is identified, the ticket will be updated to include the associated reason code. Contractor will use the following reason codes: • Enhancement – code problem • Upgrade – hardware or software • Failure – hardware no longer works	1, 2, 3

	Requirement	Comment	Rel #
	software • Failure – hardware no longer works • Agent – improper setup or use • Customer – improper setup or use	• Agent – improper setup or use • Customer – improper setup or use • RSS Support staff - improper setup or use • Non-RSS – unavailability of system, network, or data outside RSS-II • Other – problem falls outside preceding categories	
	SLA – Staffing		
18.	Each role shall have at least a primary and secondary person trained and able to provide support.	Contractor uses a team approach to RSS support and maintenance. All Maintenance and Support staff have been trained on each individual aspect of the functional and technical areas of RSS. The Contractor will use a rotation of primary operations staff help desk lead, with each team member being assigned for a week long rotation. Two team members are scheduled for each week's on-call coverage. The primary carries the pager, and is the first to receive help desk calls from the DNRE and system alerts. If an issue requires subject matter expert (SME) experience in a particular area (i.e. drawings or financials), the primary will engage the SME team member to assist with the issue.	1, 2, 3
19.	Staffing Plan and organization chart shall indicate actual names of primary and secondary persons for each role.		1, 2, 3
20.	Each person shall have an on-boarding plan that defines what skills and knowledge needs to be provided in order for individual to perform their role. Said plan shall have planned dates for each item as well as actual date of completion and person's sign-off. The plans shall be subject to review by the State.	Contractor will create an on-boarding plan for each RSS-II Maintenance and Support Staff role. These plans will ensure that satisfactory technical skills and RSS-II system knowledge is obtained by RSS-II Maintenance and Support Staff that are critical to RSS-II production operations. These plans will be beneficial for resource planning, and provide sound direction to the State in the event the State wishes to bring RSS-II Operations in-house.	1, 2, 3
21.	The contractor shall provide 24-hour, on call and trained staff to respond to off-hours problems/outages.	Contractor will continue to provide 24x7x365 on call trained staff for RSS-II operations in two areas. First, the hosting solution provides 24x7x365 monitoring, alerting, and response service. Second, Contractor provides 24x7x365 on call staff for RSS-II application issues. On-call staff will respond to both application alerts from RSS-II processes, system alerts from the hosting environment, and pages from the RSS Support staff. Contractor will be notified automatically by the system if the channel for E-License-II and RSS POS-II transactions is unavailable.	1, 2, 3

Exhibit E

System Activity Characteristics

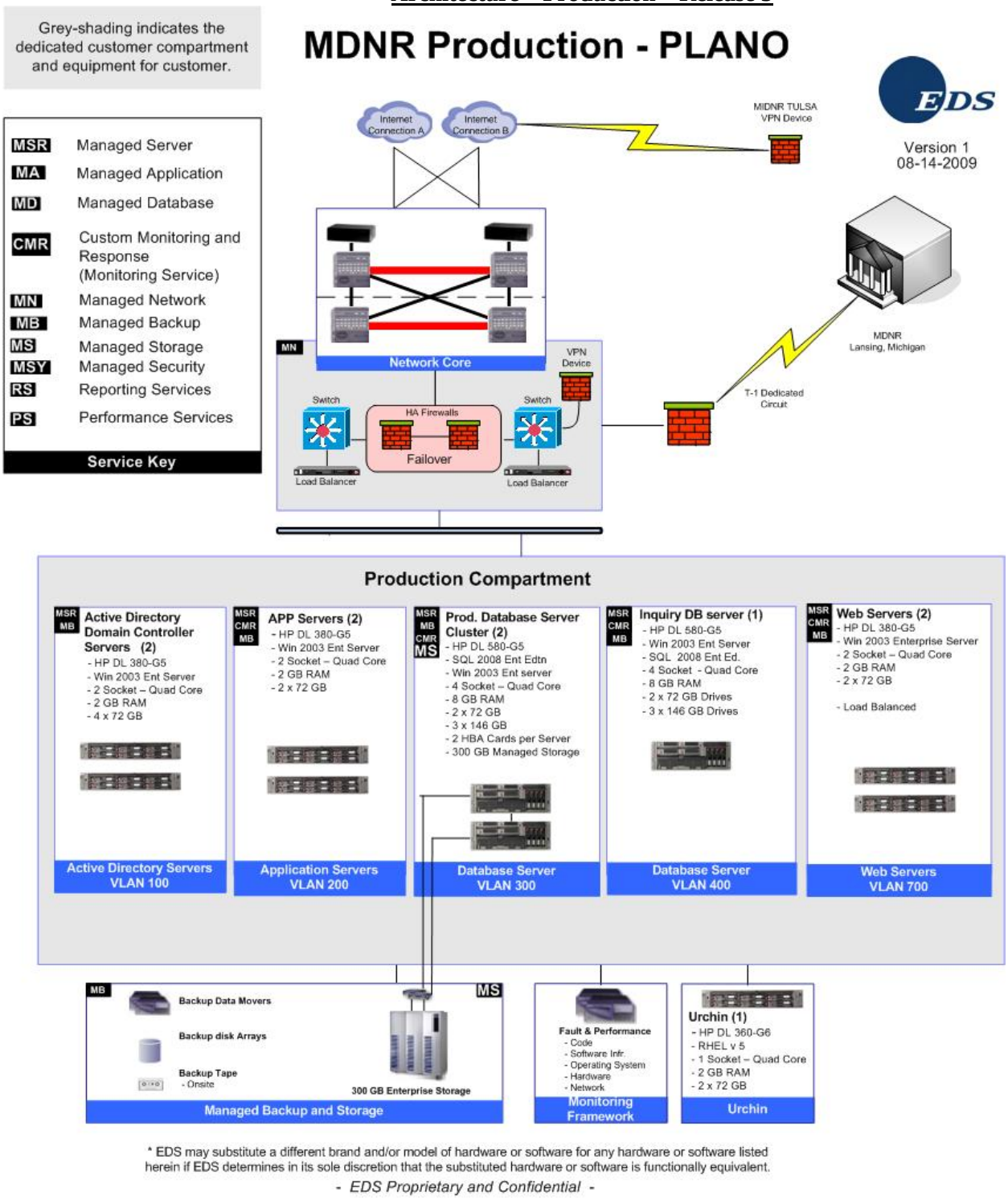
- All numbers are approximates (rounded)
- There are 1,000 Agents
- There are 1,500 Outlets (some Agents have multiple locations)
    - There are, on average, 50 new Agents/Outlets per year.
- There are 1,600 Terminals (since some Outlets have more than one terminal)
- There are 120 State users of the RSS.
    - Of these, about 50 are "heavy" users
    - This includes 8 on RSS Support staff that provide primary "non-technical" support to Customers and Agents
    - "Heavy Users" are State Personnel that use RSS on a frequent basis. Some are familiar with most/all of the database and most/all functions of the system. Some are focused on key functions and related data, such as the Drawing Application.
- There are 1,600,000 Customers (bought in past license year).
    - Approximately 125,000 Customers used the internet for purchases in RSS in the past license year.
    - There are approximately 5 million Customers in the system.
- There were 4.5 million item transactions during the 2008 license year
    - A license years runs from March 1 through end of February of next calendar year
    - At present, Retail Agents account for over 90% of all activity. The internet and DNRE Agents each account for less than 5% of activity. This mix may change based upon personal buying preferences and incentives offered.
    - Included in this number, there were approximately 300,000 drawing applications for the 2008 license year. The number drawn is determined each year by DNRE with approval of the Commission.
- There are a handful of "really busy" (high number of transactions) days
    - 210,000 mid-November on day before firearm deer season begins
    - 85,000 in mid-November, two days prior to firearm deer season beginning
    - 50,000 to 65,000 on five other days in September and October that represent day or so before start of other key hunt opportunities
- MBV – Miscellaneous Business Vendors
    - There are 25,000 records.
    - Approximately 2,000 were active in the previous license year.
- Work Orders
    - In 2008, there were 522 OMNI3740 work orders
    - In 2009 (7 months only), there were 312 OMNI 3740, 63 Zebra Printer and 172 Keyboard work orders
- For the purpose of concurrency:
    - All 1,600 Terminals are operational
    - At least 2,000 Internet Users are engaged at any time
- There is 7 years of non-archive data on the "active" system
    - This represents 156 million rows
    - This utilizes about 55 gigabytes

Exhibit F

Hosting and Support Services for Release 3

The following two diagrams provide the architectural design of the DNRE Production and DNRE MO/DR hosting environments for RSS-II.

Architecture – Production – Release 3

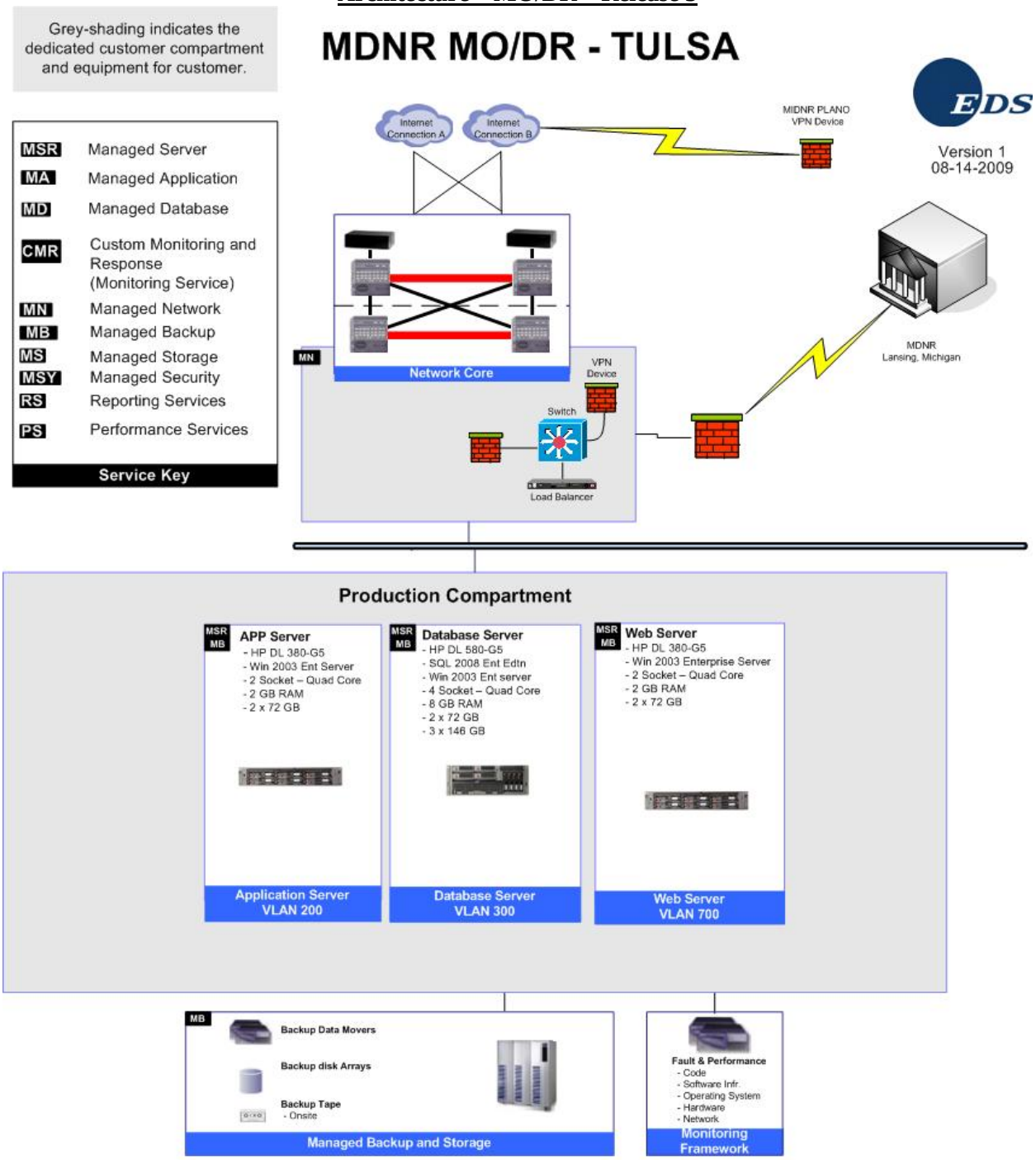


* EDS may substitute a different brand and/or model of hardware or software for any hardware or software listed herein if EDS determines in its sole discretion that the substituted hardware or software is functionally equivalent.

- EDS Proprietary and Confidential -

DNRE Production Hosted Environment – Release 3

Architecture – MO/DR – Release 3



* EDS may substitute a different brand and/or model of hardware or software for any hardware or software listed herein if EDS determines in its sole discretion that the substituted hardware or software is functionally equivalent.

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DNRE MO/DR Hosted Environment – Release 3

Hosting Services

HOSTING SERVICES OVERVIEW

The Contractor Automated Hosting Services cover all aspects of infrastructure management, which consists of deployment, launch, 24x7 monitoring, security, troubleshooting, and change management of DNRE's hosted environments. The Contractor will implement and perform the managed Automated Hosting Services for DNRE to the extent described in this Contract. The Contractor Automated Web Hosting and Automated Application Hosting Services are separated into four distinct categories.

Deployment Services are the Build and Launch Services that take DNRE from planning through launch of the Client Site into production or steady state.

Managed Services are those services that directly correspond to DNRE's infrastructure, consisting of the management and support of network devices, servers, software, storage, and other components. Services consist of the ongoing monitoring, reporting, troubleshooting, and repair services to be provided by the Contractor following the Operationally-Ready Date. Managed Services includes any "Service Enhancement Services" selected by DNRE as uplifts and additions to the base Managed Services.

Client Services are those services that relate to DNRE's interaction with the client support personnel such as the frequency of contact and level of support. Automated Web Hosting Operations Center support, project management, technical support, and myhosting-eds.com™ client portal are examples of Client Services.

Client Infrastructure covers infrastructure facility and support services.

Deployment Services

Deployment Services comprise all the activities required to take a client from the planning stage through the site's production launch. The detailed activities associated with Deployment Services are documented in the following sections.

Build Services

Build Services involve the basic build of the Client Site, comprising the hardware, Operating System (OS), security features, and software configuration of the devices in the environment to make the Client Site operational and ready to accept client applications. The completion of the Build Service is marked with the Operationally-Ready Date. Additional details specific to the deployment of the Managed Services purchased are documented in the Managed Services section of this Contract.

Automated Web Hosting Responsibilities

- Host a meeting with key delivery and SOM personnel to review the deployment plan and architecture
- Develop hosting tasks within the RSS-II project plan and prepare for services to support the deployment and ongoing operation of the hosted environment
- Communicate any service issues or deployment concerns
- Finalize requirements for the network and architecture
- Generate a hosting hardware procurement list during planning build stage
- Perform tests to validate that the servers and related hardware are operational
- Conduct a final review of the deployment with DNRE to verify that requirements have been met
- Work with DNRE to determine Go-Live Date

DNRE Responsibilities

- Review and approve the deployment plan
- Review and approve the launch test plans
- Review and approve the final site architecture that will be deployed
- Attend the planning meeting, status update meetings, and final deployment review meeting
- Provide to the Contractor primary and backup communication focal point contacts for service requests, security authorizations, support issues, and business continuity requirements

Service Conditions

Contractor will configure DNRE's environment as described in the Architecture Diagram.

Launch Services

Launch Services involve loading the DNRE's code to the servers and testing necessary to support the Automated Web Hosting Service Level Agreement following completion of the Build Services. Launch Services end on the Go-Live Date.

Automated Web Hosting Responsibilities

- Develop a test plan for the DNRE Sites
- Perform system testing before DNRE Site launch. Testing consists of high availability (HA) and system fail-over testing, stability testing, security testing, and monitoring configuration verification.
- Develop and execute the Domain Name Server (DNS) cutover plan and launch the DNRE Site into production
- Assist DNRE with loading the hosted application code and configurations

DNRE Responsibilities

- Review and approve the deployment test plan
- Review and approve the site architecture that was deployed
- Perform application and business function testing
- Attend the final launch review meeting
- Review the DNS cutover plan and approve the Go-Live Date

Service Conditions

- The Contractor will configure DNRE's environment as described in this contract
- The DNRE Site will not be activated until the servers and related functionality outlined in this contract have been installed and are operational
- The DNRE Site will not be activated until DNRE environment has power access, Internet access, and communication access (power, pipe, and ping access)

Managed Services

This section is organized according to the categories of services listed below and includes a description of each type of Managed Service as well as The Contractor and DNRE responsibilities.

- Client Infrastructure
- Managed Network
- Managed Server
- Managed Database
- Enterprise Storage
- Managed Backup and Restore
- Mail Services – Outbound Mail
- Service Enhancements

Client Infrastructure

Client Infrastructure Services are those Services directly related to the management of the physical environment within the Data Center location.

Facilities and Asset Management

Facilities and Asset Management are those Services, which are involved in managing Data Center facilities. Facilities Management Services are provided in a Contractor certified facility. Facilities Management Services are not available as a stand-alone offering.

Each certified facility provides processing support for the Contractor's services satisfying the business and technology requirements of multiple clients. The Contractor certified facilities are constructed specifically for large-scale information technology processing and incorporate environmental systems to minimize hazards from electrical power failure, fire, or water damage, acts of nature, and unauthorized access. Each certified

facility is equipped with an uninterruptible power supply, diverse power feeds, and a diesel generator backup system.

Facilities Management Services consist of the following:

Automated Web Hosting Responsibilities

- Maintain engineering design and facility environmental systems and manage all aspects of the Data Center, consisting of supervision of all subcontractor maintenance activities
- Provide for and maintain adequate facility environmentals, consisting of floor space, power, electrical, air conditioning, uninterruptible power supply (UPS), and diesel generator backup facilities to meet agreed-on hosting environment requirements
- Determining floor space provisions for compute environment configuration needs
- Managing and supporting infrastructure facilities to maintain or exceed leading industry standards
- Providing floor space, rack space, power, HVAC, fire suppression, motor generators, 24x7x365 facility staff, and diverse power feeds
- Supervising infrastructure and sub-contractor facilities maintenance activities
- Maintain physical security of the Data Center

DNRE Responsibilities

DNRE or DNRE representative(s) will conform to the Contractor security policies during all site visits.

Physical Security Services

Physical Security Services include controlling access to the Contractor certified facility. Authorized employees are assigned electronically encoded cards that allow access to the general work area. Areas requiring additional security, such as equipment control rooms and raised floor areas have more restricted access controls.

Automated Web Hosting Responsibilities

- Maintaining a secure database of access authorizations by user
- Periodic review of access logs
- Review and follow-up of any physical security violations
- Security personnel on-site 24x7x365

Managed Network Services

This section describes Services to support the dedicated network infrastructure, Managed Network Services. The dedicated network infrastructure is the set of network devices that are deployed in the DNRE Client Compartment (for example, switches, load balancers, firewalls, and/or remote access devices Managed Network Services consist of the following:

- Dedicated Network
- Secure Remote Access – VPN
- Bandwidth
- DNS Management

DEDICATED NETWORK

Dedicated Network describes the Managed Network Services required to monitor and support the dedicated network infrastructure of firewalls, switches, and load balancers deployed for DNRE within the Data Center, as well as the connectivity between the Dedicated Network and the Shared Networking Equipment. This dedicated network core is connected to a shared, highly available (HA) network infrastructure in each data center, including gateway routers and switches, that provides external connectivity. The Contractor core network includes Network-based Intrusion Detection Systems (IDS) used to monitor and respond to unauthorized network access. This includes the T1 circuit to the SOM network.

Automated Web Hosting Responsibilities

Deployment Services

- Install and configure Contractor supported network infrastructure with default configurations and connect to Contractor Data Center network
- Install and configure T1 circuit demark within the SOM network
- Configure up to five separate server virtual local area networks (VLAN)s, setup virtual IP address(es) and perform up to 10 virtual IP address changes comprised of additions, modifications, and deletions to network devices
- Provision up to 14 public IP addresses for use in DNRE Web sites and applications
- Provision up to 500 private IP addresses for server networks

Managed Services

- Monitor Contractor network and Contractor-managed network devices
- Respond to and repair problems on Contractor-managed network devices
- Respond to and repair connectivity problems over Contractor network and DNRE compartment
- Update network device OS as necessary
- Conduct capacity planning for Contractor network and network devices
- Monitor availability and performance of network connection from Contractor Data Centers to neighboring Internet Service Provider (ISP) peers

DNRE Responsibilities

Deployment Services

- Review and approve the architecture that Contractor will deploy
- Assist in the installation of the Lansing end of the T1 circuit

Managed Services

- Submit a Change Request as needed to add or remove hardware

SECURE REMOTE ACCESS – VPN

Secure Remote Access – VPN is the service to manage the virtual private network (VPN) devices that provide connectivity between the Production and MO/DR compartments.

Automated Web Hosting Responsibilities

Deployment Services

- Hardware-Based VPN – Contractor Client Compartment
    - Procure and install the Contractor-supported VPN device
    - Install default configuration on VPN device
    - Define and configure standard monitors required to support VPN connectivity

Managed Services

- Hardware-Based VPN – Contractor Client Compartment
    - Monitor Contractor -managed VPN devices installed at Contractor's facilities
    - Respond to and repair problems on Contractor -managed VPN devices
    - Update VPN device OS as necessary
    - Respond to and isolate connectivity problems over Contractor -managed VPN tunnel
    - Repair problems caused by Contractor -managed devices, networks, or Contractor service providers

BANDWIDTH

Automated Web Hosting Responsibilities

Deployment Services

- Provision bandwidth from Contractor ISPs to Contractor Data Centers. The amount of bandwidth provided to DNRE is 5 Mb/s to Plano and 3Mb/s to Tulsa
- Set up connection from Client Compartment to Contractor network in Data Center

DOMAIN NAME SERVICE (DNS) MANAGEMENT

DNS is the service to direct Internet traffic to the DNRE's hosted Web sites by managing DNRE domains on Contractor domain name servers.

Automated Web Hosting Responsibilities

Deployment Services

- Redirect traffic from each old environment to the new environments at Go-Live

Managed Services

- Monitor and maintain primary and secondary DNS servers
- As necessary, inform DNRE of IP or name changes for primary and secondary DNS servers
- As requested, redirect traffic from one Web address to another within the Contractor environment
- Update names and IPs for Contractor DNS servers as necessary or required

Managed Server Services

Managed Server consists of the ongoing monitoring and management Services for the hardware and OS.

Automated Web Hosting Responsibilities

Deployment Services

- Install and configure hardware
- Integrate hardware into Contractor monitoring environment (fault level analysis only – Internet Control Message Protocol (ICMP), CPU, disk, hardware components)
- Install cables between devices
- Provision the infrastructure-specific OS that has been certified and packaged for use by Contractor
- Install OS, Opsware™ and other Contractor required software
- Define and configure OS monitoring to (1) monitor network connectivity, network devices, or server hardware and (2) gather performance data
- Perform security review prior to site launch which consists of the following:
    - Configurations and settings check during initial server build
    - Audit of password integrity
    - Server hardening:
        - Install only required OS components
        - Install Contractor recommended vendor security patches
- Set passwords and access control
- Disable unnecessary network and system services
- Limit network services that run under the root account
- Enable account management
- Set up DNRE administrator accounts

Managed Services

- Monitor server hardware
- Repair faulty server hardware; if necessary, reinstall and restore the OS and associated patches
- Apply Contractor required patches

- Notify DNRE of monitored OS-related events where it appears that the OS is the root cause of the problem (OS debugging is not included)
- OS security patch management
    - Monitor relevant vendor and industry bulletins for security-related patch alerts
    - Evaluate need for patches
    - Get DNRE approval before proceeding with any service-affecting changes, except when a security hole is urgent or must be patched in a timely manner (for example, Code Red Worm)
- Add, delete, and change Contractor accounts and update passwords
- When necessary, perform reboots of servers
- As requested by DNRE, adjust level of log creation to either increase or decrease granularity of data collection

RSS-II Maintenance and Support Staff Responsibilities

Deployment Services

- Configure non-OS applications

Managed Services

- Apply Contractor required patches
- Maintain responsibility for additions, deletions, and changes to DNRE accounts using the account management tool
- When necessary, perform reboots of servers
- As requested by DNRE, modify job scheduling on a server, such modifications consist of addition, change, or deletion of jobs

DNRE Responsibilities

Deployment Services

- Review and approve architecture that Contractor will deploy

Managed Services

- Respond to Contractor inquiries regarding patch issues within one business day of notification
- Respond to Contractor request for input regarding issues of service management

Managed Database Services

The Managed Database Services consist of installation and configuration and monitoring and issue resolution of the DNRE database servers on a 7x24x365 basis.

Automated Web Hosting Responsibilities

Deployment Services

- Install and license the database application
- Setup database instances
- Provision storage
- Configure fault monitoring

Managed Services

- Monitor server hardware

Contractor RSS-II Maintenance and Support Staff Responsibilities

Deployment Services

- Configure back-ups
- Create database

- Perform database imports
- Implement database security per Contractor standards
- Create users
- Make necessary schema changes
- Configure space management
- Configure and set the scheduled jobs
- Provide documentation for database setup procedures
- Configure clustered, High Availability (HA) environment
- Verify that database software levels in the development environments match the production environment. The architecture in the development environments should match the production environment
- Migrate existing database to suitable format for import into new environment
- Perform functional testing and correct bugs in the site that impact site stability or integration with Contractor Services
- Perform database fail-over testing

Managed Services

- Monitor faults
- Monitor space availability
- Monitor connectivity to the database
- Monitor significant exceptions in the alert logs
- Respond to and repair problems
- Backup database
- Recover database if necessary to correct problems
- Apply software security patches and major bug fixes

DNRE Responsibilities

Managed Services

- Respond to Contractor inquiries regarding patch issues within one business day of notification
- Follow Contractor change management procedures for promoting code and content changes
- Verify changes are tested in model office environment prior to pushing to production

Enterprise Storage Services

Enterprise Storage Enhanced Services provides Intelligent Storage with on-demand scalability in a sophisticated SAN environment designed for increased scalability, availability, and information protection. The EMC Enterprise Storage offering provides a faster more scalable solution that any locally attached storage on the market. Each server of the Database Cluster will be attached to the SAN via dual fiber channel host bus adaptor cards for high availability. Contractor will provide performance management services consisting of collecting performance data dynamically. Contractor will perform load-balancing services, so that utilization is distributed across the disk and channel infrastructure as possible based on the configuration design.

Automated Web Hosting Responsibilities

Deployment Services

- Provide the required storage hardware and software for Intelligent Storage and the hardware and software maintenance contracts for such hardware and software
- Install connectivity components for the storage infrastructure (SAN, network attached file server, or direct connectivity storage) and provide connectivity to the DNRE clustered database servers.
- Document the initial and environment growth requirements to the extent possible based on due diligence information provided. Such information will address the amount in gigabytes, required start and end time frame, and number and name of platforms requiring attachment to Storage-on-Demand Service

Managed Services

- Provide integrated software, storage hardware, and managed services to provide the appropriate level of capacity, scalability, and performance for the selected services
- Provide a leveraged technical and operational monitoring staff to meet agreed-on Service Levels providing continuous support for the storage infrastructure
- Implement security practices, such as logical unit masking, preventing unauthorized storage access from an unauthorized server

Contractor Responsibilities

Managed Services

- Complete an Intelligent Storage requirements definition document to define changes to the service requirements considering the provision of additional storage; designating connectivity of additional servers; or designating configuration changes

Managed Backup/Restore Services

Managed Backup and Restore Services provide operational support and management processes to meet OS and related system software requirements for data availability, accessibility, retention, and restoration. Services are designed to support file system and specialized applications/databases such as Oracle, SQL Server, Lotus Notes, Microsoft Exchange, SAP, and other client-specific backup requirements.

Managed backup services consist of the following:

- Operating System Backups
- Application / Client Data Backups
- Database backups
- Backup Monitoring
- Restore Services

OPERATING SYSTEM BACKUPS

Operating System Backups provides backup of a server's operating system and configuration files. This service uses Tivoli Storage Manager (TSM) backup and an incremental forever approach to backup the operating system and configuration files. Incremental backups are provided on a daily basis. By default seven versions of file changes are retained for 60 days.

Automated Web Hosting Responsibilities

Deployment Services

- Install and configure backup agents
- Add system IDs to backup server
- Schedule backups
- Test backup/restore
- Verify hardware and network

Managed Services

- Perform backup monitoring, verification, notification, and escalation of issues as necessary for application data, operating system, and related system software backups
- Update backup plans as new components are added to the system
- Maintain the tape library, media, and expendable supplies
- Backup operating system
- Conduct a full back up the first time a DNRE file system is backed up. Thereafter, only daily incremental backups occur.
- Retain seven versions (1 active + 6 inactive) of operating system data within the Contractor SMC and ship seven versions of data off-site to a secure facility. Inactive versions are retained for 60 days. When an inactive version eclipses its retention period it is expired and it is no longer available. The active version is never expired as long as the file remains on the server from which it was backed-up.

Contractor Responsibilities

Deployment Services

- Specify directories on file system to backup

Managed Services

- Advise when new components, application files or directories need backing up or old components, application files, or directories no longer require backing up

APPLICATION/CLIENT DATA BACKUP

Application/Client Data Backup provides backup of a server's application and client data and configuration files. Web Hosting Backup Service uses TSM backup and incremental forever approach. Incremental backups are provided on a daily basis.

Automated Web Hosting Responsibilities

Deployment Services

- Install and configure backup agents
- Add system IDs to backup server
- Schedule backups
- Test backup/restore
- Verify hardware and network

Managed Services

- Perform backup monitoring, verification, notification, and escalation of issues as necessary for application data, operating system, and related system software backups
- Update backup plans as new components are added to the system
- Maintain the tape library, media, and expendable supplies
- Backup applications
- Conduct a full back up the first time a DNRE server application and configuration files are backed up. Thereafter, only daily incremental backups occur.
- Retain 14 versions (1 active + 13 inactive) of application data within the Contractor SMC and ship 14 versions of data off-site to a secure facility. Inactive versions are retained for 60 days. When an inactive version eclipses its retention period it is expired and is no longer available. The active version is never expired as long as the file remains on the server from which it was backed-up.

Contractor RSS-II Maintenance and Support Staff Responsibilities

Deployment Services

- Specify application files and directories to backup

Managed Services

- Advise when new components, application files, or directories need backing up or old components, application files, or directories no longer require backing up

DATABASE BACKUP

Database Backups are saved as files on the local server. These files are included in daily file backup on each system.

Contractor Responsibilities

Deployment Services

- Setup initial database backup schedule

Managed Services

- Maintain Database Backup schedule

BACKUP MONITORING

Backup Monitoring is a standard service that provides failure monitoring for the backup processes and procedures for a successful backup of the shared hosting compute environment.

Automated Web Hosting Responsibilities

Managed Services

- Perform monitoring, verification, notification, and escalation of issues as necessary for application data, operating systems, and related system software backups
- Update backup plans as new components are added to the system

RESTORE SERVICES

Restore Services consist of the services required to restore an operating system, application, and data file system and/or database content upon request by DNRE.

Automated Web Hosting Responsibilities

Managed Services

File restores provide restoration of a file internal disk to the server to a point in time (within the granularity of the backup schedule). DNRE will be charged a fixed fee, under Technical Support Services, for file restores.

Full restores (full operating systems, applications and data, file systems, and database contents) when requested, allows DNRE to request full restoration of a disk environment to a point in time (within the granularity of the backup schedule). DNRE will be charged on a time and materials basis for full restores.

DNRE Responsibilities

DNRE will perform the following tasks:

Managed Services

- Specify file or disk system to restore

Mail Services – Outbound Mail

Outbound Mail Relay Service (the “Outbound Mail Relay Service”) enables the delivery of outbound Simple Mail Transfer Protocol (SMTP) e-mail messages using relay servers to the Internet. Mail relay servers are part of the shared environment, segregated by firewall from the dedicated client compartment.

Automated Web Hosting Responsibilities

- Own, engineer, operate, and administer hardware and software required to provide this service
- Monitor the system 24x7x365
- Provide notification of partial or full service outages to designated Contractor Account and DNRE contacts
- Troubleshoot system problems and repair or replace system components
- Multiple redundant servers at multiple locations to provide load balance and high availability

Contractor Responsibilities

- Provide at least two Contractor client contacts for each client domain/address
- Make certain that sender addresses are valid and deliverable
- Make certain that all SMTP DNS domains include a valid, functioning postmaster address that delivers to a person
- Make certain that receiving servers accept messages in a timely manner. Servers that consistently back up or cause delays on the mail relays must be upgraded to meet capacity.

Service Conditions

The following service conditions apply:

- To allow e-mail routing through the Outbound Mail Relay servers, the sender address, or domain must be provided to Messaging Services by DNRE.
- The sender's address or domain must be accessible as a destination domain, and should not use the eds.com domain.
- Clients of the Outbound Mail Relay Service are expected to make certain that recipients have requested all messages delivered using this Service.
- Clear and easy-to-follow instructions for removal from the distribution must be included in the message.
- A maximum per-message size of 512 KB is implemented for the Outbound Mail Relay Service and messages larger than the maximum size will be rejected.
- Contractor reserves the right to restrict distribution of any messages at Contractor sole discretion.
- Use of this service requires both the sender and the recipient to have valid SMTP formatted addresses to send and receive SMTP mail.
- For the purposes of this document, availability of the Outbound Mail Relay Service is a state in which at least one mail relay service server is operational, connected to the network, with the means necessary to send and receive data in Internet Protocol formats, and accepting properly formed SMTP messages.
- The Outbound Mail Relay Service is implemented with redundant mail relay servers at redundant locations with redundant network connections.
- Contractor does not guarantee the availability of servers supporting destination domains nor the network infrastructure used to reach those servers, as these devices and networks are typically outside the control of Contractor.
- Message delivery times may be longer than normal during partial service interruptions where the overall e-mail system is still available.
- Mail delivery is the ability of Contractor mail relay servers to relay the messages accepted to the next hop to the destination domain. This ability depends on the responsiveness of the destination mail system and the network infrastructure to connect to that destination. Delivery will be attempted periodically for up to three days. After one day, the systems are configured to send a delay notification identifying that delivery attempts will continue. After three days any undeliverable messages will be returned to the envelope sender address.
- Problem resolution means the actions required to identify, repair, and resolve system problems that affect the level of service.
- Automated monitoring tools and manual processes are used to detect events that could potentially affect the Outbound Mail Relay Service and alert the support team.

Service Enhancements

The Service Enhancements Section describes Managed Services that have been be ordered by DNRE in addition to the Contractor standard Automated Hosting Services. The Security Service Enhancements selected by DNRE are listed below:

Security Enhancement Services

Security Enhancements consist of the following options to allow clients additional technology and security services beyond the base security described in other services purchased:

- Digital Certificates
- Network Vulnerability Scan
- SAS70 reports

Digital Certificates

Contractor will order digital certificates, register DNRE servers, and install and configure certificates to enable SSL communication.

Automated Web Hosting Responsibilities

Deployment Services

- Order digital certificates and register DNRE server accordingly
- Install certificates to enable SSL communications on DNRE's server

Managed Services

- Process and implement certificate renewals prior to expiration

DNRE Responsibilities

Deployment Services

- Provide required information in a timely fashion to enable Contractor to order certificates

Network Vulnerability Scan

System Level Vulnerability detection is the preventive process of examining, prioritizing and resolving vulnerabilities on system hosts.

Automated Web Hosting Responsibilities

Managed Services

- Quarterly, Perform vulnerability checks through pre-defined scan policies to identify violations to the Contractor established security policies
- Maintain a vulnerability correction process to resolve any vulnerability detected through server scanning
- Review government and vendor bulletins (CERT, CIAC, SANS, NIPC) and take action to mitigate risk

DNRE Responsibilities

Managed Services

- Review Contractor recommendations
- Initiate Change Control Process if interested in applying Contractor recommendations

Service Conditions

The following service conditions apply:

- Information security is a dynamic area. DNRE acknowledges that not all threats and vulnerabilities are currently understood or identified, that any security solution is subject to being compromised or circumvented in a variety of manners, and that new and unexpected threats and vulnerabilities can be expected to arise in the future. DNRE understands that as a provider of information security services Contractor does not provide a guaranteed identification of all possible threats and vulnerabilities or guaranteed protection against all risks, threats and vulnerabilities.
- It is understood and agreed that Contractor is not assuming responsibility for any losses that may occur as a result of the failure to identify all possible threats or vulnerabilities, that Contractor is not acting in the capacity or taking on the responsibility of an insurer and is not charging a price that would allow it to do so, and that it is the responsibility of DNRE to obtain insurance, if any, covering damages to DNRE or third parties.
- DNRE is responsible for obtaining any consent necessary for Contractor to access the systems as required to perform these security Services, prior to Contractor commencing performance.

SAS70 Reports

Contractor performs SAS70 audits on its total SMC hosting environment on a periodic basis and these reports are available to the State during the 4th quarter of each year. SAS70 reports are restricted to existing Contractor clients and their auditors.

Automated Web Hosting Responsibilities

Managed Services

- Order SAS70 reports for Plano and Tulsa
- Provide DNRE with the SAS70 reports in the 4th quarter of each year

DNRE Responsibilities

Deployment Services

- The DNRE shall restrict use of the Proprietary Material to its employees and independent auditors who are involved in the evaluation of the Proprietary Material.

DNRE Agrees to comply with SAS 70 Non Disclosure Statement:

It is agreed that, in consideration for Electronic Data Systems Corporation's disclosure of this SAS70 Report (hereinafter referred to as the Proprietary Material), the Customer agrees that the Proprietary Material is, and shall at all times remain, the property of Electronic Data Systems Corporation and shall be used solely by the Customer and the independent auditors of the Customer in connection with the services performed or proposed to be performed by Electronic Data Systems Corporation for the Customer. The Customer will not copy, reproduce, sell, assign, license, market, transfer, or otherwise dispose of or give the Proprietary Material to any person, firm or corporation. The Customer shall keep the Proprietary Material confidential and shall not disclose the Proprietary Material to another party without first obtaining written permission from a duly authorized officer of Electronic Data Systems Corporation.

Client Services

Contractor Client Services provides DNRE with 7x24x365 support, account management and key technical resources for support of DNRE's operations. A project manager will be assigned for the DNRE environment to perform account support and act as an escalation point to expedite the resolution of account issues. Additionally, the service allows for the review of account action items, and their associated follow-up activities on DNRE behalf.

Client services consist of the following:

- Technical Support Portal
- Automated Operations Center Support
- Site Outage Reporting

myhosting-eds.com™ portal

The portal is utilized for system reporting, operational ticket initiation/review, viewing site documentation, and ordering Technical Support Services.

Technical Support Services are a set of DNRE-initiated requests for ad hoc additional Services that are outside the scope of the on-going Services contained within this Contract.

Automated Web Hosting Responsibilities

- Provide Contractor RSS-II Maintenance and Support Staff access to the myhosting-eds.com™ portal
- Provide Contractor RSS-II Maintenance and Support Staff with administrative privileges and the ability to create user

Contractor RSS-II Maintenance and Support Staff Responsibilities

Monitor and control user access privileges and access code usage on myhosting-eds.com™ client portal by DNRE's employees or other third parties

DNRE Responsibilities

Designate the individuals of the Contractor RSS-II Maintenance and Support Staff who will be designated to have administrative privileges

Service Conditions

The following service conditions apply:

- DNRE will not share usernames, passwords, or other access credentials that allow the client to access Contractor resources with any third-party including contractors, agents, and delegates without Contractor express written permission.
- DNRE agrees that use of valid access codes to order Technical Support Services shall be an authorized act upon which Contractor may rely in providing the services requested.
- All Technical Support Services orders placed using permitted access codes shall, for all purposes, be deemed to be in writing and signed by DNRE and will be admissible as between DNRE and Contractor to the same extent and under the same conditions as other business records obtained and maintained in documentary form.

AUTOMATED OPERATIONS CENTER SUPPORT

The Contractor Automated Operations Center is the entry point for resolving system-related problems, and initiating change within DNRE's environment. The Automated Operations Center also serves as the front line of technical support – in effect, this center provides both initial documentation of problems and their resolution.

Automated Web Hosting Responsibilities

- Provide support services to respond to requests for assistance related to the services
- Facilitate the receipt and processing of valid requests
- Receive, track, and own the request to closure
- Accept and respond to authorized submitters, trouble requests that relate to the selected Contractor services, or the related system configurations
- Redirect any requests from non-authorized submitters to the DNRE-identified authorized submitters
- Enter information obtained as a service request or trouble ticket into the request management system. The request management system will then notify the client using e-mail or pager of the request or alert
- Provide impact statements for all Severity Level 1 problems describing actions to resolve

DNRE Responsibilities

- Provide in writing a list of authorized submitters that are mutually agreed on by DNRE and Contractor
- Provide an ongoing updated list of primary and backup contacts for interaction with Contractor
- Provide such information as requested by Contractor to perform the services
- Annually review the list of authorized request submitters and change approvers so that authorized DNRE representatives approve all changes performed by Contractor

Service Conditions

The following service conditions apply:

- Although the service or problem may be referred to second-level support groups, third-party maintainers, or the Contractor RSS Support Staff Help Desk for resolution, the Automated Operations Center, as the owner of the issue, is responsible for coordinating problem resolution until the problem is resolved.
- A complete, authenticated request will be considered received once it has been logged into the request management system and assigned.
- A request is not considered complete unless all information has been provided and appropriate authorizations and all prerequisite activities are complete.

SITE OUTAGE REPORTING

- Contractor provides automated reporting if DNRE's site experiences an outage.

Automated Web Hosting Responsibilities

- Contractor RSS-II Maintenance and Support Staff will be alerted from the ticketing system if an outage occurs

DNRE Responsibilities

- Provide Contractor with an up-to-date notification list for Network outages and Application Outages.

Client Infrastructure

FACILITIES MANAGEMENT

Facilities Management Services are provided in Contractor certified facilities of Plano and Tulsa. Contractor certified facilities are constructed specifically for large-scale information technology processing and incorporate environmental systems to minimize hazards from electrical power failure, fire, or water damage, acts of nature, and unauthorized access. Each Contractor certified facility is equipped with an uninterruptible power supply, diverse power feeds, and a diesel generator backup system.

Facilities Management Services consist of the following:

- Determining floor space provisions for compute environment configuration needs
- Maintaining environmental systems and a sound engineering facility design
- Managing and supporting infrastructure facilities to maintain or exceed leading industry standards
- Managing facility size requirements, electrical, and air conditioning needs
- Providing floor space, rack space, power, HVAC, fire suppression, motor generators, 24x7x365 facility staff, and diverse power feeds
- Supervising infrastructure and sub-contractor facilities maintenance activities

PHYSICAL SECURITY SERVICES

Physical Security Services include controlling access to the Contractor certified facility. Authorized employees are assigned electronically encoded cards that allow access to the general work area. Areas requiring additional security, such as equipment control rooms and raised floor areas have more restricted access controls.

Physical Security Services consist of the following:

- Maintaining a secure database of access authorizations by user
- Periodic review of access logs
- Review and follow-up of any physical security violations
- Security personnel on-site 24x7x365

ASSET MANAGEMENT

Contractor provides asset management consisting of procurement, installation, and maintenance. Contractor operates one of the largest hardware infrastructures in the world. This infrastructure encompasses more than 750,000 discrete hardware devices that Contractor and its clients own and lease. Managing technology assets is a core competency for Contractor. Clients receive the value of Contractor technology certification, asset management, and procurement management services.

Asset Management services provide Contractor clients with operating system software and hardware asset management services and processes to meet business requirements. Asset Management services provide inventory and configuration management capabilities and maintenance management.

Asset Management Services consist of the following:

- Manage inventory and configuration for Contractor -supported Managed Automated Web Hosting and/or Automated Application Hosting equipment including bar-coded asset tagging, initial inventory, managing descriptions and characteristics of equipment, and defining locations and sites

- Manage contracts that consists of tracking of purchase, rental, lease, service agreements, warranties, amendments, maintenance contracts, and insurance contracts
- Provide order and inventory management to create and save orders and manage orders, invoicing, payment statuses, and internal requisitions
- Track asset activity consisting of managing deliveries and installation, equipment relocation, expanding configurations, and retiring equipment

PROCUREMENT MANAGEMENT SERVICES

Procurement Management Services consist of activities necessary to procure Contractor -supported Managed Automated Web Hosting and Automated Application Hosting hardware and operating system software resources. The DNRE benefits from negotiated volume purchase agreements; Contractor shared resources, and enterprise-wide agreements.

Procurement Management Services consist of the following:

- Performing competitive analysis of multiple suppliers' quotes for the compute environment
- Procuring necessary equipment
- Submitting hardware procurement requirements to multiple suppliers to request quotes from the suppliers that best meet the defined requirements

Hosting Service Levels

DESCRIPTION	COVERAGE	SERVICE LEVEL
Level 1: Critical Impact **Serious failures that cause RSS-II to be offline.** Examples: failure of Contractor operated routers, system disk failures in non-replicated server, and so on	24x7x365	Estimated time to repair Contractor Services will be provided to authorized submitter within 30 minutes of call from authorized submitter to Contractor.
Level 2: Major Impact **Faults where users may notice a degraded system performance.** Examples: failures in Contractor access lines to the Internet, Contractor operated routers, failed disk in array, and so on	24x7x365	Estimated time to repair Contractor Services will be provided to authorized submitter within 30 minutes of call from authorized submitter to Contractor.
Level 3: Moderate Impact **Faults that DNRE may not notice and cause little disruption of service.** Examples: Rebooting a server or router, memory short-runs and restarting aborted processes.	24x7x365	Estimated time to repair Contractor Services will be provided to authorized submitter within 1 hour of call from authorized submitter to Contractor.
Level 4: Minor Impact **Non-outage situations and are usually requests for information.** Example: Request for the version of software on a server.	Regular Business Hours 8 a.m. – 5 p.m. Central Standard Time, Monday – Friday	Authorized submitter will be contacted with 8 business hours of the initial request.

SERVICE LEVELS OVERVIEW

Service Level Agreements. Contractor offers Service Level Agreements (SLAs) to DNRE for the Automated Hosting Managed Services provided by Contractor. The SLAs set forth herein specify the availability commitments for each Automated Hosting Managed Services component that DNRE requires, and the performance and responsiveness of Contractor for each such component. The performance against SLAs described herein shall be measured by each SLA.

Architecture Diagram Components. Each DNRE Site component managed and supported by Contractor is identified and classified on the Architecture Diagram as receiving one or more of the Automated Hosting Managed Services. All SLAs apply 7 x 24 (excluding Scheduled Maintenance), except for Managed Backup and Restore SLAs and Managed Enterprise Application and Database SLAs on Non-Production servers which only apply from 7AM to 7PM local Data Center time.

COMMITTED RESPONSE TIMES

Contractor provides commitments for the total time required to repair. Each such Service Interruption incident has a different Time To Repair (TTR), defined as the total time, measured in minutes, that elapses between the beginning and the end of a single event. For the purpose of calculating the Time To Repair, the start time for a production event shall not be more than 30 minutes before the time the first trouble ticket for that event is created. The end of the event is defined as the cessation of the Service Interruption and resumption of normal service. The following tables summarize the Committed Time To Repair (CTTR) for each event type.

Committed Time To Repair Client Notification. In addition to the commitments set forth below, Contractor will notify DNRE within 30 minutes of any incident impacting the availability of DNRE Site components covered by the SLA.

COMPONENT	COMMITTED TIME TO REPAIR
Dedicated Network	Repair: 4 hours
VPN Secure Remote Access	Failure at Contractor Data Center. Repair: 4 hours
Bandwidth Services	Bandwidth Services shared infrastructure configuration is HA by default. Fail-Over: 15 minutes Repair: 4 hours (if connectivity on both lines is interrupted)
Managed Server	Repair: 4 hours
Managed AOPS Web and Application Server or Managed AOPS Database Server	Repair: 8 hours
SAN Management	Repair: 6 hours
Mail Services	Repair: 15 minutes

REQUIREMENTS AND LIMITATIONS

The SLAs provided by Contractor are subject to the following requirements and limitations:

No SLA during Operationally-Ready Period. For each Client Site, the SLAs do not apply during the Operationally-Ready Period. During the Operationally-Ready Period, Contractor will provide limited support to Client between 9:00 AM and 5:00 PM (Client's facility local time zone), Monday through Friday. Contractor will respond within one (1) business day to requests for assistance within the scope of the Services. For each Client Site, the SLAs commence on the Client Site Go Live Date.

Scheduled Maintenance. Contractor and its subcontractors reserve regularly scheduled maintenance windows in order to maintain and upgrade infrastructure. The SLAs do not include or cover such regularly scheduled or any Client-requested maintenance windows ("Scheduled Maintenance"). Contractor shall make commercially reasonable efforts to provide Client with prior notification of all scheduled and emergency maintenance procedures.

Stress Testing. The Parties may agree from time to time to conduct stress testing and/or load testing of a Client Site. To the extent that Client agrees to proceed with such testing, any resulting interruption or impairment of the Client Site is not included in or covered by the SLAs.

Third Party Events. Contractor cannot control events or services outside the Contractor operational environment, including actions or inactions of third parties (except for third parties acting on behalf or under the direction of Contractor and to the extent that is expressly set forth in the SLA's set forth in this Schedule) that impair Client's connections to the Internet including, by way of example, viruses or other intrusions ("Third Party Events"). Accordingly the SLAs do not include or cover any interruption or degradation in service due to such Third Party Events.

Force Majeure Events. Contractor shall not be liable for SLAs to the extent that Contractor non-performance is excused due to a force majeure event or for such other events for which performance is excused under the Agreement.

Client Responsibility. The SLAs do not include or cover Service Interruptions, outages, or any performance degradation caused by Client or by its clients, service providers or contractors; by applications not managed by Contractor on Managed Servers; by Client's hardware, applications or code within the Client Compartment; or by changes to the Client's applications or code, content, database schema, or Client's site configuration, originated either (i) directly by Client, (ii) by Contractor if Client has requested or approved the change to take place outside of Contractor Maintenance Windows; by lack of necessary monitoring information from Client; or

by Client's failure to comply with operating procedures and documentation provided to Client from time to time. Client will assist Contractor in defining certain operating procedures which are specific to the Client Site such as Client contact information and contact methods.

Monitoring. In order to monitor the availability of components for which Contractor provides uptime and Time To Repair commitments, Contractor implements pre-defined standard monitors on hardware, OS, software application components and software processes. Whenever custom monitors are implemented to monitor specifically the availability of application components which are specific to the Client Site, Client is responsible for assisting Contractor in designing and implementing such monitors. While in general all monitors are designed to be as independent as possible from Client's code, content, third party data sources or off-net dependencies (since those dependencies are always excluded from uptime and Time To Repair commitments); in some cases Contractor relies on monitors that include such dependencies. However, this does not mean that Contractor is responsible for uptime on Client's content, code, third party, off-net dependencies, or any application, software, URL components that are not included in the list of items to be monitored, as defined in the monitoring configuration document.

Client Provided Hardware. The SLA commitments described herein apply, provided that Contractor supplies the hardware components. For all hardware components supplied by Client, the definitions shall be amended to exclude failures related to such hardware components. For each hardware failure, Contractor will require authorization to buy replacement parts and will charge Client for the parts and labor to complete the replacement or repair.

Supported Technologies. The SLAs described herein are only applicable to hardware and software components managed by Contractor and selected from the then current Contractor Automated Hosting Managed Services supported technologies list.

Service Definitions

The capitalized terms are as defined in this section.

"Automated Web Hosting" means the Automated Operations delivery approach provided by Automated Hosting Services.

"Change Control Process" means the approach to follow to request a change to the Client Site as defined in the Operational Guide. All agreed upon changes will be documented in a Change Request executed by DNRE and Contractor.

"Change Request" means the written request submitted by DNRE pursuant to the Change Control Process with sufficient details to enable Contractor to evaluate it.

"Client Compartment" means the physical infrastructure dedicated to DNRE (server hardware, networking devices) and hosted within the Data Center.

"**Client Infrastructure Services**" means those Services directly related to the management of the physical environment within the Data Center location.

"Client Remote Location" means DNRE premises or a premises operated by a third party for DNRE or by the DNRE. This location is geographically distinct from the Data Center.

"**Client Site**" (or "DNRE site") means a hosting site that Contractor will assist in managing as specified hereunder. The Client Site consists of the hardware, domain name(s) and URL(s), DNRE's business logic and applications, the content displayed on the hosting site, the data stored or processed by the hosting site, as well as any related data, software, applications, content, and other information managed by DNRE. Additional Client Sites may be added by mutual agreement.

"Data Center" means the physical locations where Contractor installs the client-hosting infrastructure. This is the raised floor at Service Management Centers or third-party data centers.

"Deployment-Ready Code" means code that DNRE and Contractor have tested, and confirmed is ready to be rolled into DNRE's production environment.

"**Deployment Services**" means the initial services to be provided by Contractor prior to the Operationally-Ready Date to make DNRE's web site infrastructure Operational.

"**Automated Web Hosting Operations Center**" refers to the Contractor organization that provides 24x7 support to DNRE. This organization consists of system analysts, data center operations personnel, database administrators, and network engineers who support the DNRE's hosting environment.

"**Contractor RSS-II Maintenance and Support team"** refers to the Contractor organization in Michigan that provides 24x7 RSS-II Application support to DNRE. This organization consists of system analysts, a database administrator, and a project manager who support the DNRE's E-License-II, RSS POS-II, Mobile Fish, CO application, RSS-II Batch, RSSWIN-II, RSSDB-II database.

"**Go Live Date**" means the first date that a Client Site is Live with Deployment-Ready Code.

"**Implementation Services**" means the combination of Deployment Services and Launch Services.

"**Launch Services**" mean the Services provided by Contractor commencing on the Operationally-Ready Date and ending on the Go Live Date to assist DNRE in preparing its code for operation within the Contractor operating environment.

"**Live**" means that DNRE's application code is deployed in the Contractor operating environment and the Client Site both takes requests from the public Internet and successfully serves web pages in response to those requests. RSS-II is fully functional for production transactions.

"**Managed Services**," means the ongoing monthly monitoring, reporting, troubleshooting, and repair-or-replace services to be provided by Contractor following the Operational Date for DNRE's RSS-II system.

"**Operational**" means that Contractor has designed the architecture of the Client Site, installed and configured the Contractor -supplied hardware and software, and the Contractor Deployment team has been trained and is ready to receive DNRE's Deployment-Ready Code.

"Operational Guide" means a document that outlines the operational procedures for interacting with Contractor Automated Operations. This document is provided to the Contractor RSS-II Maintenance and Support team during the implementation of the services.

"**Operationally-Ready Date**" means the date on which the Client Site is Operational.

"**Operationally-Ready Period**" means the period commencing on the Operational Date and ending on the Go Live Date of a Client Site.

"User(s)"means any individual accessing the Client Site described in this Contract.

********* This marks the end of Hosting and Support Services for Release 3 ********

Exhibit G

Hosting and Support Services for Release 1 and 2

Application Support

The Contractor RSS Support Staff will continue to provide support for the DNRE license sales application from Release 1 implementation through Release 3 implementation. Contractor will retain the team of experienced application development and project management resources on the RSS team. Contractor will also maintain the current dedicated technical staff to provide 24x7x365 application support.

Contractor RSS Support Staff will access these servers via EDS*Link and Web Hosting's Tarantella Servers. The Tarantella servers use Terminal Services to gain direct access to these servers. Contractor RSS Support staff will continue to have full administrative access to all the DNRE servers in the Web Hosting facility. The Contractor RSS Support team will carry a pager and the DNRE staff will contact them with application questions or production support issues. If assistance is required at a Web Hosting facility to resolve an issue, the Contractor RSS Support team will be responsible for engaging them. The Web Hosting Production Environment support coverage is 24x7x365 support The Contractor Development and QA Environment servers dedicated to testing the RSS application will run Windows 2003 with the necessary software to thoroughly test changes to the RSS application code.

The Model Office environment is designed to execute disaster recovery for the production environment it will have identical functionality and be updated with operating system and third party software upgrades or patches. This allows the DNRE staff to conduct User Formal Acceptance Tests that model what will occur in Production. At the request of the DNRE staff, the Contractor RSS support staff will refresh the database on the Model Office server.

DNRE can access the Model Office environment through a VPN tunnel that connects the region to the State of Michigan network. From their desktops, the DNRE staff will be able to perform SQL queries of the Model Office database, run the RSSWIN application, access the E-License Model Office Web site and modify input and output files used in testing. The Contractor RSS staff will assist the DNRE staff during User Formal Acceptance Testing to run batch jobs, resolve testing issues and answer questions.

Once the RSS application code changes are approved and signed off during User Formal Acceptance Testing, they are promoted to the Production environment. RSS application code changes will be made available to the Production environments by using SCP to securely transport the files.

DNRE can access the Production environment through a VPN tunnel that connects the region to the State of Michigan network. From their desktops, the DNRE staff will be able to perform SQL queries of the replicated database, and run the RSSWIN application.

1. System Operations, Maintenance, and User Support

   a. Operations and Maintenance

   1) Operational Hours. Contractor will provide normal operational support for RSS from Monday through Friday, 8 A.M. to 5 P.M., except any day that is an official State of Michigan holiday. These operational hours will be referred to as the Primary Service Window. Contractor will exercise commercially reasonable efforts to provide occasional support, as needed, outside of the Primary Service Window, unless MDNRE specifically requests special event coverage in which case Contractor and MDNRE will mutually agree beforehand to such coverage and to any additional fees, if any, for such services.

   2) Service Request Procedure. Contractor will respond to a service request within one hour when the call is placed during the Primary Service Window. A mutually agreed to code will be used to identify the call as a MDNRE service request. The MDNRE Contractor or designee(s) will use the following steps when making the call:

- Page the Contractor Systems Operator (primary contact person)
- If there is no response after 15 minutes, page again
- If there is no response after 15 minutes, page the Contractor Operations Manager (secondary contact person)
- If there is no response after 15 minutes, page again.
- If there is no response after 15 minutes, call or page the Contractor Account Manager

b. Operation and Maintenance Responsibilities

Contractor will provide the following database maintenance and support services:

- Database maintenance and support of Production, Model Office, and Inquiry RSS databases
- Security
- Backups
- Daily review of transaction log and full database backups
- Performance and tuning
- Daily review of diagnostic reports
- Weekly review of index rebuilds and database size
- Upgrades
- Restores
- Daily restore of production data to RSSINQ
- Switch over to RSS Inquiry Server in case of Production Server Failure
- Perform weekly server re-boots
- Monitor RSS Servers and correct server problems

Contractor will provide the following online and batch application support services:

- Investigate and provide software ‘fixes’ for RSS production application issues from code in Release 2.1 or greater
- Process daily upload files
- Process daily financials
- Process weekly EFT’s on the weekend
- Process daily EFT returns from SOM’s bank
- Process files from data entry of Sportcards
- Correct and process failed files and failed transactions due to application error, not agent error
- Establish and maintain schedule of batch jobs
- Implement PostalSoft monthly releases
- Archive database records and system files
- Maintain interfaces with third parties: SOS, FIA, Data entry contractors, MNB, LAW, Wildlife
- Provide ad-hoc reporting
- Develop and maintain the following user and system documentation in electronic format:
  - Operator Guide
  - Procedural Guide
  - Communication Server Utilities and System Test Configuration
  - POS Terminal Application Functional Document
  - POS DLL document
  - User Help Files
  - Entity Relationship Diagram
  - Analysis documents
  - Business Design documents
  - Technical Design documents
  - Unit Test cases

- System Test cases
- External/Internal file layouts

Contractor will provide the following user support services:

1. Develop estimates for Customer Service Requests that are fixes
2. Provide help-desk support for user assistance to MDNRE during normal business hours
3. Assist MDNRE in software release planning
4. Provide business process consulting and requirements definition
5. Provide assistance in User Acceptance Testing for software releases
6. Document, maintain, and report on database of Customer Service Requests ("CSR")
7. Assist MDNRE in developing database queries

Hosting Technical Solution

The services described in this technical solution involve the hardware infrastructure and associated services to support the Michigan Department of Natural Resources and Environment (DNRE) RSS system hosting environment (the "Automated WEB Hosting Services" or "Services") from release 1 implementation up to release 3 implementation. These services and solution as stated will not be an available offering after April 2013.

The DNRE RSS Production & Model Office/Disaster Recovery environments will continue to be hosted on dedicated hardware platforms and deployed, as of the Effective Date, at the Contractor Service Management Center (SMC) facilities.

Hardware license, maintenance, and financial agreements, operating system & SQL licenses are held and maintained by Contractor.

Application and third-party software license, maintenance, and financial agreements are held and maintained by DNRE.

DNRE will maintain financial responsibility for any vendor-imposed charges for transfer of hardware or software maintenance contracts from DNRE to the Contractor.

Production Hosting

RSS Production hosting environment is in the Tulsa SMC is illustrated in Fig. 1.

The MDNRE architectural solution is based on a dedicated custom network design. The MDNRE network is comprised of dedicated firewalls (creating a DMZ) that provide entry point's exclusive to DNRE's operations, a set of dedicated switches, and a set of web switches for load balancing and inter-VLAN distribution. In addition, there is a VPN Tunnel between the Contractor Automated Web Hosting and the State

Production Architectural Diagram

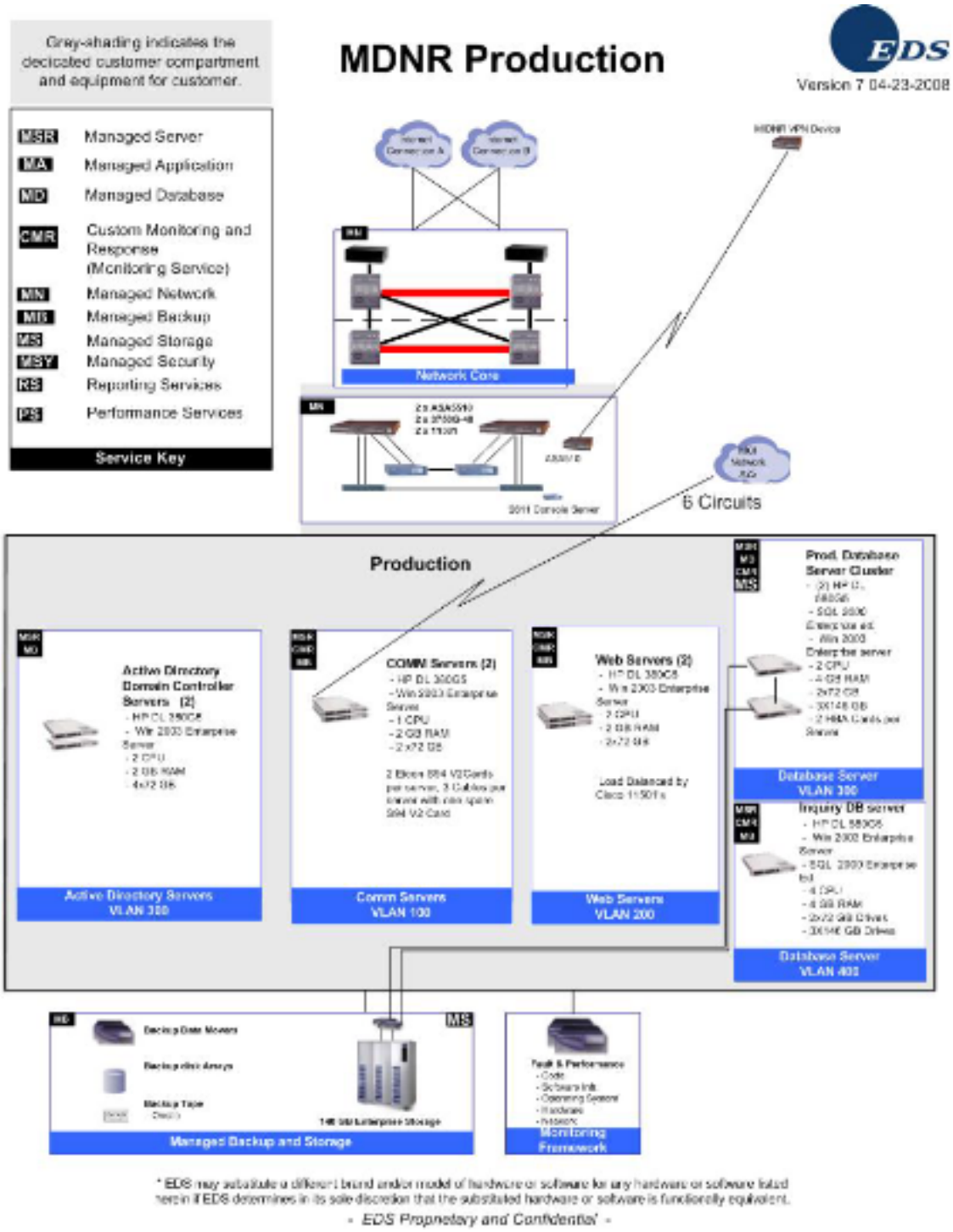

Figure 1

Hardware components.

2 – HP DL380G5 Web Servers – load balanced by Cisco 11501 devices.

This is a set of two load-balanced servers that run the production E-License Web application, which sells hunting and fishing licenses to the end-customer over the Public Internet.

2 – HP DL380G5 Communications Servers

These two servers receive and manage the calls and data from the POS terminals in the production environment. Each server has 2 Eicon S94 V2 cards and there is one spare. These cards are connected to a CSU/DSU provided by the communications carrier and to a X.25 network that connects the environment to numerous Point Of Sale devices for the MDNRE RSS application.

2 – HP DL380G5 Active Directory Domain Controller Servers

These two servers handle all domain level security for the system.

2 - HP DL580G5 in a Production database server cluster running SQL 2000.

This is a set of two clustered active/passive database servers that manage both the E-License sales transactions and control tables, and the entire active RSS database in the production environment. The cluster uses managed SAN storage

1 – Inquiry DL580G5 Inquiry database server running SQL 2000.

This is a database server in the production environment that contains an up to date copy the active RSS database and the archive RSS database. MDNRE staff run ad-hoc queries against these databases on this server, which isolates them from the production databases. This server will also contain all the RSS input and output files (e.g., EFT files, SOS files, etc.) that will be accessible by the MDNRE staff.

2 - Cisco ASA 5510 Firewalls
2 - Cisco 11501 Load Balancers
2 - Catalyst 3750-48 Switches
1 – Cisco ASA 5510 to be used as the VPN appliance
VPN Tunnel to State of Michigan Cisco VPN device.
Verizon X.25 network with 6 circuits into the compartment
1 - Cisco 2811 Integrated Services Router

Production Configuration Table.

The following configuration table describes the Services associated with the infrastructure and software requirements. Descriptions of the Services provided for each configuration are found in the Service Definitions Section.

The items denoted with ** in the configuration table Description column are owned and provided by MDNRE.

Description	Tier	Devices	Hardware	Software	Applicable Services
Network					
Dedicated Network	N/A	N/A	Catalyst 3750 48-port Switch HA Pix 11501Load Balancer ASA 5510 Firewall 2811 Console Server	N/A	Managed Network
Servers					
Web servers	Web	2	HP DL 380G5 1 CPU, 2Gb RAM; 2X72Gb Drives Load Balanced by Cisco 11501's	Windows 2003 Adv IIS SMTP ASPImage	Managed Server Managed Backup and Restore
Communication servers	Comms	2	HP DL 380G5 1 CPU, 2Gb RAM; 2X72Gb Drives 2 Eicon cards	Windows 2003 Adv	Managed Server Managed Backup and Restore
Database Servers	DB	2	HP GL 580 G5 2 CPUs, 4Gb RAM; 2X72Gb Drives; 3X146Gb Drives 140GB SAN Storage	Windows 2003 Adv SQL 2000 Enterprise Ed SMTP AdTempus **Postalsoft rsync Winzip	Managed Server Managed Backup and Restore
Inquiry Database Server	DB	1	HP DL 580G5 4 CPUs, 4Gb RAM; 2X72Gb Drives 3X146Gb Drives	Windows 2003 Adv SQL 2000 Enterprise Ed FTP OpenSSH	Managed Server Managed Backup and Restore
Active Directory Domain Controller Servers	AD	2	HP DL 380G5 2 CPUs, 2Gb RAM; 4X72Gb Drives	Windows 2003 Adv	Managed Server
Service Enhancements					
Security Enhancements					Digital Certificates Monthly Vulnerability scans 7 servers

MO/DR RSS Environment

MO/DR Architectural Diagram

The architecture in Plano SMC for the RSS MO/DR hosted environment is reflected in Figure 2 below.

The Contractor Plano Web Hosting Facility will serve as the Model Office location for the MDNRE and will execute a disaster recovery of the Web Hosting Production location in Tulsa on a limited basis. The MO/DR location provides Internet access, a single Web/app server, a single database server and a single RSS POS Communications server. This environment will receive regular shipments of production data via file transfer.

AOPS will store RSS data backups, along with copies of the most recently installed versions and patches for: Windows 2003, SQL 2000, RSS application code and Third Party Software required by RSS – for all Model Office and Production RSS servers. If there is a Model Office server failure, all software and data required to restore the Model Office service will be on-site. If a condition occurs rendering the Production facility inoperable, the Model Office facility will be reconfigured for Production – again relying on on-site storage of all required software (O/S, database environment, RSS application code, Third Party Apps.) and data to configure the Production environment. No hardware reconfiguration will be required; all changes will be data/software related.

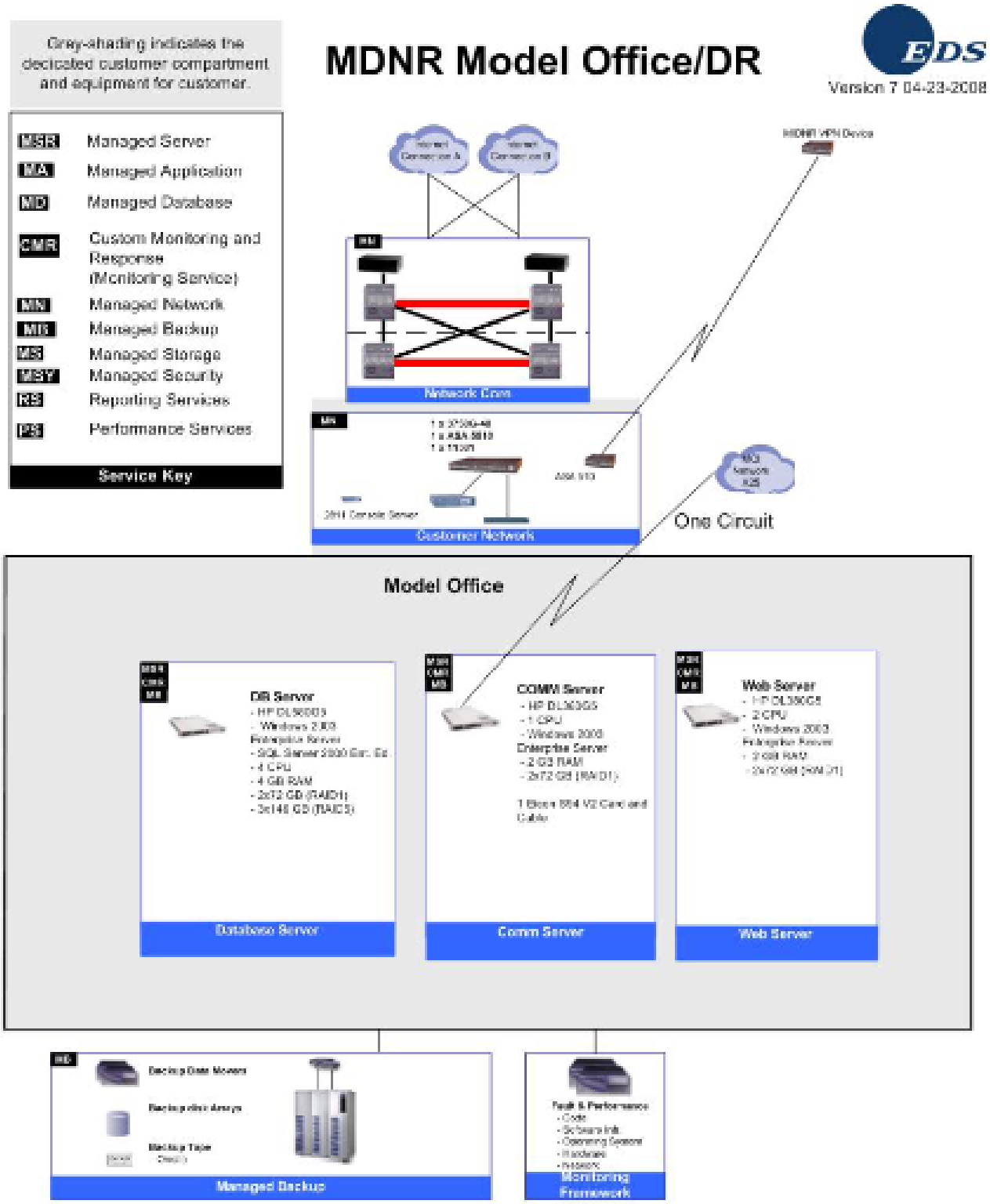
Grey-shading indicates the dedicated customer compartment and equipment for customer.
MDNR Model Office/DR
EDS
Version 7 04-23-2008
MSR Managed Server
MA Managed Application
MD Managed Database
CMR Custom Monitoring and Response (Monitoring Service)
MN Managed Network
MB Managed Backup
MS Managed Storage
MSY Managed Security
RS Reporting Services
PS Performance Services
Service Key
Network Core
Customer Network
One Circuit
Model Office
DB Server
Database Server
COMM Server
Comm Server
Web Server
Web Server
Managed Backup
Monitoring Framework
* EDS may substitute a different brand and/or model of hardware or software for any hardware or software listed herein if EDS determines in its sole discretion that the substituted hardware or software is functionally equivalent.
- EDS Proprietary and Confidential -

Figure 2

MO/DR Hardware components.

1 – HP DL380G5 Web Server – load balanced by Cisco 11501 device

This is a server that runs the Model Office E-License Web application, which sells hunting and fishing licenses to the end-customer over the Public Internet. It will be used for User Acceptance Testing. In the case of a disaster in the production environment, it will be used as the production Web application server.

1 – HP DL380G5 Communications Server

This server receives and manages the calls and data from the POS terminals in the model office environment. In the case of a disaster in the production environment, it will be used as the production Communications Server. The server has 1 Eicon S94 V2 card which is connected to a CSU/DSU provided by the communications carrier and to a X.25 network that connects the environment to test Point Of Sale devices for the MDNRE RSS application.

1 - HP DL580G5 Database server running SQL 2000 Enterprise Edition

This is a database server that manages both the E-License sales transactions and control tables, and the entire active RSS database and archive RSS database in the Model Office environment. It also serves as the repository for all the RSS input and output files (for example: EFT files, SOS files, etc.) that will be accessible by the MDNRE staff in the model office environment. In the case of a disaster in the production environment, it will be used as the production database server and input/output file server.

1 - Cisco ASA 5510 Firewall
1 - Cisco 11501 Load Balancer
1 - Cisco Catalyst 3750-48 Switch
1 – Cisco ASA 5510 to be used as the VPN appliance
VPN Tunnel to State of Michigan Cisco VPN device.
Verizon X.25 network with 1 circuit into the compartment
1 - Cisco 2811 Integrated Services Router

MO/DR Configuration Table.

The following configuration table describes the Services associated with the infrastructure and software requirements. Descriptions of the Services provided for each configuration are found in the Service Definitions Section.

The items denoted with ** in the configuration table Description column are owned and provided by DNRE.

Description	Tier	Devices	Hardware	Software	Applicable Services
Network					
Dedicated Network	N/A	N/A	Catalyst 3750 48-port Switch HA Pix 11501Load Balancer ASA 5510 Firewall 2811 Console Server	N/A	Managed Network
Servers					
Web server	Web	1	HP DL 380G5 1 CPU, 2Gb RAM; 2X72Gb Drives	Windows 2003 Adv IIS SMTP ASPImage	Managed Server Managed Backup and Restore
Communication server	Comms	1	HP DL 380G5 1 CPU, 2Gb RAM; 2X72Gb Drives 1 Eicon S94 V2 card	Windows 2003 Adv	Managed Server Managed Backup and Restore
Database Server	DB	1	HP DL 580G5 4 CPUs, 4Gb RAM; 2X72Gb Drives 3X146Gb Drives	Windows 2003 Adv SQL 2000 Enterprise Ed FTP SMTP AdTempus OpenSSH **Postalsoft rsync Winzip	Managed Server Managed Backup and Restore
Service Enhancements					
Security Enhancements					Digital Certificates Monthly Vulnerability scans 3 servers

Disaster Recovery Plan

The Contractor has developed and documented an RSS-specific Disaster Recovery Plan that covers both a single server failure, and a complete environment failure. This DR Plan was developed in the 2003 contract extension and will continue to be used to support the DNRE.

The secondary Contractor Hosting SMC in Plana will act primarily as the Model Office location for MDNRE with the ability to execute a Disaster Recovery (DR) of the Contractor AOPS Production location in Tulsa on a limited basis. This secondary Contractor AOPS location provides Internet access, a single web/app server, a single database server, and a single RSS POS Communications server. In the event a condition occurs rendering the Contractor AOPS Production Facility in Tulsa inoperable, the Model Office environment will be

reconfigured for production using only the hardware available in the Model Office environment. The DR plan for a total Production failure details action items based upon the following high level tasks. The total duration to bring the DR site up as the new RSS production site would be 96 hours.

- ◊ Contractor will own the OS and patches and rebuild the Model Office servers to the last installed Production revisions
- ◊ Contractor will execute a database environment installation. Revisions of the database will match the last Production database within 30 minutes of the failure.
- ◊ Contractor will control all of the application revisions and will be responsible for the application loads.
- ◊ Contractor will control and install all database configuration builds
- ◊ Contractor will contact Verizon to redirect the 1-800 numbers to the secondary AOPS location
- ◊ Contractor Tulsa will point the production URL to the secondary Plano facility
- ◊ Contractor will control the system test plan and test the DR environment to insure the environment is operational
- ◊ Rebuild the Web/App, Communication and database server
- ◊ Install a single Database Instance
- ◊ Re-point the DNS
- ◊ Load the data
- ◊ Load the Web/App applications
- ◊ Load the Database schemas
- ◊ Verizon redirects the 1-800 numbers
- ◊ Test the environment

Hosting Services Statement of Work

Hosting Services Overview

Contractor Automated Hosting Services cover all aspects of infrastructure management, which consists of deployment, launch, 24x7 monitoring, security, troubleshooting, and change management of DNRE's hosted environments.

Contractor will implement and perform the managed Automated Hosting Services for MDNRE to the extent and as described in this Contract. Automated Hosting Services consist of the following:

"Deployment Services" are the Build and Launch Services that take MDNRE from planning through launch of the Client Site into production or steady state.

"Managed Services" are those services that directly correspond to DNRE's infrastructure, consisting of the management and support of network devices, servers, software, storage, and other components. Services consist of the ongoing monitoring, reporting, troubleshooting, and repair services to be provided by the Contractor following the Operationally-Ready Date. Managed Services includes any "Service Enhancement Services" selected by MDNRE as uplifts and additions to the base Managed Services.

"Client Services" are those services that relate to DNRE's interaction with Contractor client support personnel such as the frequency of contact and level of support. Automated Web Hosting Operations Center support, project management, technical support, and myhosting-eds.com™ client portal are examples of Client Services.

Service Definitions

The capitalized terms are as defined in this section. Additional technical terms and acronyms are included in the Glossary in Appendix C.

"Automated Web Hosting" means the Automated Operations delivery approach provided by Automated Hosting Services.

"Change Control Process" means the approach to follow to request a change to the Client Site as defined in the Operational Guide. All agreed upon changes will be documented in a Change Request executed by MDNRE and Contractor.

"Change Request" means the written request submitted by MDNRE pursuant to the Change Control Process with sufficient details to enable Contractor to evaluate it.

"Client Compartment" means the physical infrastructure dedicated to MDNRE (server hardware, networking devices) and hosted within the Data Center.

"**Client Infrastructure Services**" means those Services directly related to the management of the physical environment within the Data Center location.

"Client Remote Location" means MDNRE premises or a premises operated by a third party for MDNRE or by the DNRE. This location is geographically distinct from the Data Center.

"**Client Site**" (or "MDNRE site") means a hosting site that Contractor will assist in managing as specified hereunder. The Client Site consists of the hardware, domain name(s) and URL(s), DNRE's business logic and applications, the content displayed on the hosting site, the data stored or processed by the hosting site, as well as any related data, software, applications, content, and other information managed by DNRE. Additional Client Sites may be added by mutual agreement.

"Data Center" means the physical locations where Contractor installs the client-hosting infrastructure. This is the raised floor at Service Management Centers or third-party data centers.

"Deployment-Ready Code" means code that MDNRE and Contractor have tested, and confirmed is ready to be rolled into MDNRE 's *production environment.*

"**Deployment Services**" means the initial services to be provided by Contractor prior to the Operationally-Ready Date to make MDNRE 's web site infrastructure Operational.

"**Automated Web Hosting Operations Center**" refers to the Contractor organization that provides 24x7 support to DNRE. This organization consists of system analysts, data center operations personnel, database administrators, and network engineers who support the DNRE's hosting environment.

"**Contractor RSS Support Staff** " refers to the Contractor organization in Lansing MI that provides 24x7 RSS Application support to DNRE. This organization consists of system analysts, database administrators, and project managers who support the DNRE's E-License, POS, Batch, RSSWIN, Database.

"**Go Live Date**" means the first date that a Client Site is Live with Deployment-Ready Code.

"**Implementation Services**" means the combination of Deployment Services and Launch Services.

"**Launch Services**" mean the Services provided by Contractor commencing on the Operationally-Ready Date and ending on the Go Live Date to assist MDNRE in preparing its code for operation within the Contractor operating environment.

"**Live**" means that MDNRE 's application code is deployed in the Contractor operating environment and the Client Site both takes requests from the public Internet and successfully serves web pages in response to those requests. RSS is fully functional for queries, RSSWIN and RSS batch applications. POS communication servers can take calls from the POS terminals.

"**Managed Services**," means the ongoing monthly monitoring, reporting, troubleshooting, and repair-or-replace services to be provided by Contractor following the Operational Date for a DNRE.

"**Operational**" means that Contractor has designed the architecture of the Client Site, installed and configured the Contractor -supplied hardware and software, and the Contractor Deployment team has been trained and is ready to receive MDNRE 's Deployment-Ready Code.

"Operational Guide" means a document that outlines the operational procedures for interacting with Contractor Automated Operations. This document is provided to the Contractor RSS Support team during the implementation of the services.

"**Operationally-Ready Date**" means the date on which the Client Site is Operational.

"**Operationally-Ready Period**" means the period commencing on the Operational Date and ending on the Go Live Date of a Client Site.

"User(s)"means any individual accessing the Client Site described in this Contract.

Deployment Services

Overview

Deployment Services comprise all the activities required to take a client from the planning stage through the site's production launch. The detailed activities associated with Deployment Services are documented in each of the sections that follow later in this Contract. The next few pages outline a set of project management and testing services that are part of DNRE's initial deployment and do not directly correspond to the management and support of the infrastructure in DNRE's environment.

Deployment Services are divided into two phases – Build and Launch.

Build Services

Build Services involve the basic build of the Client Site, comprising the hardware, Operating System (OS), security features, and software configuration of the devices in the environment to make the Client Site operational and ready to accept client applications. The completion of the Build Service is marked with the Operationally-Ready Date. Additional details specific to the deployment of the Managed Services purchased are documented in the Managed Services section of this Contract.

Automated Web Hosting Responsibilities

Contractor will perform the following tasks:

- ◊ Host a kickoff meeting with key delivery and MDNRE personnel to review the deployment plan and architecture
- ◊ Develop a project plan and prepare for services to support the deployment and ongoing operation of the hosted environment
- ◊ Communicate any service issues or deployment concerns
- ◊ Finalize requirements for the network and architecture
- ◊ Generate a hardware procurement list during project kick-off and planning build stage
- ◊ Perform tests to validate that the servers and related hardware are operational
- ◊ Conduct a final review of the deployment with MDNRE to verify that requirements have been met
- ◊ Work with MDNRE to determine Go-Live Date

MDNRE Responsibilities

MDNRE will perform the following tasks:

- ◊ Review and approve the deployment plan
- ◊ Review and approve the launch test plans
- ◊ Review and approve the final site architecture that will be deployed
- ◊ Attend the kickoff meeting, status update meetings, and final deployment review meeting
- ◊ Provide to Contractor primary and backup communication focal point contacts for service requests, security authorizations, support issues, and business continuity requirements

Service Conditions

The following service conditions apply:

- *Contractor will configure DNRE's environment as described in the Architecture Diagram*

Launch Services

Launch Services involve loading the DNRE's code to the servers and testing necessary to support the Automated Web Hosting Service Level Agreement following completion of the Build Services. Additional details specific to the Managed Services purchased are documented in the Managed Services section of the SOW. Launch Services end on the Go-Live Date.

Automated Web Hosting Responsibilities

Contractor will perform the following tasks:

- ◊ Develop a test plan for the MDNRE Site

- ◊ Perform system testing before MDNRE Site launch. Testing consists of high availability (HA) and system fail-over testing, stability testing, security testing, and monitoring configuration verification.
- ◊ Develop and execute the Domain Name Server (DNS) cutover plan and launch the MDNRE Site into production
- ◊ Assist MDNRE with loading the hosted application code and configurations

MDNRE Responsibilities

- ◊ Review and approve the deployment test plan
- ◊ Review and approve the site architecture that was deployed
- ◊ Perform application and business function testing
- ◊ Attend the final launch review meeting
- ◊ Review the DNS cutover plan and approve the Go-Live Date

Service Conditions

The following service conditions apply:

- ◊ Contractor will configure DNRE's environment as described in this Contract
- ◊ The MDNRE Site will not be activated until the servers and related functionality outlined in this Contract have been installed and are operational
- ◊ The MDNRE Site will not be activated until MDNRE environment has power access, Internet access, and communication access (power, pipe, and ping access)

Managed Services

This section is organized according to the categories of services listed below and includes a description of each type of Managed Service as well as Contractor and MDNRE responsibilities.

- ◊ Client Infrastructure
- ◊ Managed Network
- ◊ Managed Server
- ◊ Managed Database
- ◊ Managed Backup and Restore
- ◊ Enterprise Storage

Client Infrastructure

Client Infrastructure Services are those Services directly related to the management of the physical environment within the Data Center location

Facilities and Asset Management

Facilities and Asset Management are those Services, which are involved in managing Data Center facilities. Facilities Management Services are provided in an Contractor certified facility. Facilities Management Services are not available as a stand-alone offering.

Each Contractor certified facility provides processing support for Contractor's' services satisfying the business and technology requirements of multiple clients. Contractor certified facilities are constructed specifically for large-scale information technology processing and incorporate environmental systems to minimize hazards from electrical power failure, fire, or water damage, acts of nature, and unauthorized access. Each Contractor certified facility is equipped with an uninterruptible power supply, diverse power feeds, and a diesel generator backup system.

Facilities Management Services consist of the following:

Automated Web Hosting Responsibilities

Contractor will perform the following tasks:

- ◊ Maintain engineering design and facility environmental systems and manage all aspects of the Data Center, consisting of supervision of all subcontractor maintenance activities

- ◊ Provide for and maintain adequate facility environmentals, consisting of floor space, power, electrical, air conditioning, uninterruptible power supply (UPS), and diesel generator backup facilities to meet agreed-on hosting environment requirements
- ◊ Determining floor space provisions for compute environment configuration needs
- ◊ Managing and supporting infrastructure facilities to maintain or exceed leading industry standards
- ◊ Providing floor space, rack space, power, HVAC, fire suppression, motor generators, 24x7x365 facility staff, and diverse power feeds
- ◊ Supervising infrastructure and sub-contractor facilities maintenance activities
- ◊ Maintain physical security of the Data Center

MDNRE Responsibilities

MDNRE will perform the following tasks:

- *MDNRE or MDNRE representative(s) will conform to Contractor security policies during all site visits.*

Physical Security Services

Physical Security Services include controlling access to the Contractor certified facility. Authorized employees are assigned electronically encoded cards that allow access to the general work area. Areas requiring additional security, such as equipment control rooms and raised floor areas have more restricted access controls.

Automated Web Hosting Responsibilities

Contractor will perform the following tasks:

- ◊ Maintaining a secure database of access authorizations by user
- ◊ Periodic review of access logs
- ◊ Review and follow-up of any physical security violations
- ◊ Security personnel on-site 24x7x365

MDNRE Responsibilities

MDNRE will perform the following tasks:

Deployment Services

- ◊ No additional responsibilities

Managed Services

- ◊ No additional responsibilities

Managed Network Services

This section describes Services to support the dedicated network infrastructure, Managed Network Services. The dedicated network infrastructure is the set of network devices that are deployed in the Client Compartment (for example, switches, load balancers, firewalls, and/or remote access devices Managed Network Services consist of the following:

- ◊ Dedicated Network
- ◊ Secure Remote Access – VPN
- ◊ X.25 Packet-Switched Circuits
- ◊ Bandwidth
- ◊ DNS Management

Dedicated Network

Dedicated Network describes the Managed Network Services required to monitor and support the dedicated network infrastructure of firewalls, switches, and load balancers deployed for MDNRE within the Data Center, as well as the connectivity between the Dedicated Network and the Shared Networking Equipment. This

dedicated network core is connected to a shared, highly available (HA) network infrastructure in each data center, including gateway routers and switches, that provides external connectivity. The Contractor core network includes Network-based Intrusion Detection Systems (IDS) used to monitor and respond to unauthorized network access.

Automated Web Hosting Responsibilities

Contractor will perform the following tasks:

Deployment Services

- ◊ Install and configure Contractor supported network infrastructure with default configurations and connect to Contractor Data Center network
- ◊ Configure up to four separate server virtual local area networks (VLAN)s, setup virtual IP address(es) and perform up to 10 virtual IP address changes comprised of additions, modifications, and deletions to network devices
- ◊ Provision up to 14 public IP addresses for use in MDNRE Web sites and applications
- ◊ Provision up to 500 private IP addresses for server networks

Managed Services

- ◊ Monitor Contractor network and Contractor -managed network devices
- ◊ Respond to and repair problems on Contractor -managed network devices
- ◊ Respond to and repair connectivity problems over Contractor network and MDNRE compartment
- ◊ Update network device OS as necessary
- ◊ Conduct capacity planning for Contractor network and network devices
- ◊ Monitor availability and performance of network connection from Contractor Data Centers to neighboring Internet Service Provider (ISP) peers

MDNRE Responsibilities

MDNRE will perform the following tasks:

Deployment Services

- ◊ Review and approve the architecture that Contractor will deploy

Managed Services

- ◊ Submit a Change Request as needed to add or remove hardware

Secure Remote Access – VPN

Secure Remote Access – VPN is the service to manage the virtual private network (VPN) devices that provide MDNRE personnel with a secure tunnel into the Client Compartment.

Automated Web Hosting Responsibilities

Contractor will perform the following tasks:

Deployment Services

- ◊ Hardware-Based VPN – Contractor Client Compartment
  - *(a) Procure and install the Contractor -supported VPN device*
  - *(b) Install default configuration on VPN device*
  - — Define and configure standard monitors required to support VPN connectivity
- ◊ Hardware-Based VPN – Client Remote Location
  - *(c) None*

Managed Services

- ◊ Hardware-Based VPN – Contractor Client Compartment
  - *(d) Monitor Contractor -managed VPN devices installed at Contractor facilities*

(e) Respond to and repair problems on Contractor -managed VPN devices
(f) Update VPN device OS as necessary
(g) Respond to and isolate connectivity problems over Contractor -managed VPN tunnels between Client Compartment and the Client Remote Location
(h) Repair problems caused by Contractor -managed devices, networks, or Contractor service providers

MDNRE Responsibilities

MDNRE will perform the following tasks:

Deployment Services

- ◊ Hardware-based VPN – Client Remote Location
  - *(i) Procure and install the MIDNR-supported VPN device*
  - *(j) Install default configuration on VPN device*
- ◊ Define and configure standard monitors required to support VPN connectivity
  - *(k) Provide Public IP address for VPN device*
  - *(l) Physically install VPN device and integrate with corporate network in a screened subnet (DMZ) in accordance with Contractor standard VPN topology for the Client Remote Location*
  - *(m) Configure corporate firewall to perform Network Address Translation (NAT) for any VPN traffic transmitted to or from the Client Compartment*
- ◊ Verify MDNRE corporate network allows administrative and IPSec traffic from Contractor -designated IP ranges to VPN device at the Client Remote Location

Managed Services

- ◊ Hardware-based VPN Client Remote Location
  - *(n) Maintain network connectivity between VPN device at Client Remote Location and the Internet*
  - *(o) Assist Contractor to perform diagnostics, troubleshooting, and repair for connectivity problems caused by the VPN device at Client Remote Location (reboot, check cables, and so forth)*
- ◊ Install replacement hardware as necessary

X.25 Packet-Switched Circuits

X.25 Packet-Switched Circuits is the service to manage the X.25 circuits that provides MDNRE point of sale agents with access to the Contractor DSU/CSU in the Client Compartment.

Contractor will provide the following leased line circuits

- ◊ Fractional T1 with 56Kbs Bandwidth for each circuit

Automated Web Hosting Responsibilities

Contractor will perform the following tasks:

- ◊ Deployment Services
- ◊ Procure X.25 circuits to the Contractor SMC
- ◊ Procure and install Contractor-supported termination devices in MDNRE compartment in SMC
- ◊ Provide as many as two hours to consult with MDNRE to determine requirements for Contractor-side termination
- ◊ (2) Toll-free dial up numbers terminating on the X.25 circuits at the Contractor SMC

Managed Services

- ◊ Monitor Contractor-managed X.25 circuits and termination devices at the Contractor SMC
- ◊ Respond to and repair problems on Contractor -managed X.25 circuits and termination devices
- ◊ Respond to and isolate X.25 circuit connectivity problems between the Contractor SMC and the X.25 network
- ◊ Repair problems with Contractor -managed X.25 devices and network

MDNRE Responsibilities

MDNRE will perform the following tasks:

Deployment Services

- ◊ Maintain responsibility for X.25 circuit and device deployment at MDNRE point of sale agent locations

Managed Services

- ◊ Maintain responsibility for X.25 circuit and device deployment at MDNRE point of sale agent locations

Bandwidth Service

Bandwidth is the service to provide Internet connectivity between the Client Compartment and the Internet.

Automated Web Hosting Responsibilities

Contractor will perform the following tasks:

Deployment Services

- ◊ Provision bandwidth from Contractor's ISPs to Contractor Data Centers. The amount of bandwidth provided to MDNRE is 5 Mb/s
- ◊ Set up connection from Client Compartment to Contractor network in Data Center

Managed Services

- ◊ No additional responsibilities

MDNRE Responsibilities

MDNRE will perform the following tasks:

Deployment Services

- ◊ No additional responsibilities

Managed Services

- ◊ No additional responsibilities

Domain Name Service (DNS) Management

DNS is the service to direct Internet traffic to the DNRE's hosted Web site by managing MDNRE domains on Contractor domain name servers.

Automated Web Hosting Responsibilities

Contractor will perform the following tasks:

Deployment Services

- ◊ Redirect traffic from one old environment to the new environment at Go-Live

Managed Services

- ◊ Monitor and maintain primary and secondary DNS servers
- ◊ As necessary, inform MDNRE of IP or name changes for primary and secondary DNS servers
- ◊ As requested, redirect traffic from one Web address to another within the Contractor environment
- ◊ Update names and IPs for Contractor DNS servers as necessary or required

MDNRE Responsibilities

MDNRE will perform the following task:

Deployment Services

- ◊ No additional responsibilities

Managed Services

- ◊ Renew domain(s) registration

Managed Server Services

Managed Server consists of the ongoing monitoring and management Services for the hardware and OS.

Automated Web Hosting Responsibilities

Contractor will perform the following tasks:

Deployment Services

- ◊ Install and configure hardware
- ◊ Integrate hardware into Contractor monitoring environment (fault level analysis only – Internet Control Message Protocol (ICMP), CPU, disk, hardware components)
- ◊ Install cables between devices
- ◊ Provision the infrastructure-specific OS that has been certified and packaged for use by Contractor
- ◊ Install OS, Opsware™ and other Contractor required software
- ◊ Define and configure OS monitoring to (1) monitor network connectivity, network devices, or server hardware and (2) gather performance data
- ◊ Perform security review prior to site launch which consists of the following:
  - *(p) Configurations and settings check during initial server build*
  - *(q) Audit of password integrity*
  - *(r) Server hardening:*
    - *(s) Install only required OS components*
    - *(t) Install Contractor recommended vendor security patches*
  - *(u) Set passwords and access control*
  - *(v) Disable unnecessary network and system services*
  - *(w) Limit network services that run under the root account*
  - *(x) Enable account management*
  - *(y) Set up MDNRE administrator accounts*

Managed Services

- ◊ Monitor server hardware
- ◊ Repair faulty server hardware; if necessary, reinstall and restore the OS and associated patches
- ◊ Apply Contractor required patches
- ◊ Notify MDNRE of monitored OS-related events where it appears that the OS is the root cause of the problem (OS debugging is not included)
- ◊ OS security patch management
  - *(z) Monitor relevant vendor and industry bulletins for security-related patch alerts*
  - *(aa) Evaluate need for patches*
  - *(bb) Get MDNRE approval before proceeding with any service-affecting changes, except when a security hole is urgent or must be patched in a timely manner (for example, Code Red Worm)*
- ◊ Add, delete, and change Contractor accounts and update passwords
- ◊ When necessary, perform reboots of servers
- ◊ As requested by DNRE, adjust level of log creation to either increase or decrease granularity of data collection

Contractor RSS Support Staff Responsibilities

Contractor RSS Support Staff will perform the following tasks:

Deployment Services

- ◊ Configure non-OS applications

Managed Services

- ◊ Apply Contractor required patches

- ◊ Maintain responsibility for additions, deletions, and changes to MDNRE accounts using the account management tool
- ◊ When necessary, perform reboots of servers
- ◊ As requested by DNRE, modify job scheduling on a server, such modifications consist of addition, change, or deletion of jobs

MDNRE Responsibilities

MDNRE will perform the following tasks:

Deployment Services

- ◊ Review and approve architecture that Contractor will deploy

Managed Services

- ◊ Respond to Contractor inquiries regarding patch issues within one business day of notification
- ◊ Respond to Contractor request for input regarding issues of service management

Managed Database Services

The Managed Database Services consist of installation and configuration and monitoring and issue resolution of the MDNRE database servers on a 7x24x365 basis.

Automated Web Hosting Responsibilities

Contractor will perform the following tasks:

Deployment Services

- ◊ Install and license the database application
- ◊ Setup database instances
- ◊ Provision storage
- ◊ Configure fault monitoring

Managed Services

- ◊ Monitor server hardware

Contractor RSS Support Staff Responsibilities

Contractor will perform the following tasks:

Deployment Services

- ◊ Configure back-ups
- ◊ Create database
- ◊ Perform database imports
- ◊ Implement database security per Contractor standards
- ◊ Create users
- ◊ Make necessary schema changes
- ◊ Configure space management
- ◊ Configure and set the scheduled jobs
- ◊ Provide documentation for database setup procedures
- ◊ Configure clustered, High Availability (HA) environment
- ◊ Verify that database software levels in the development environments match the production environment. The architecture in the development environments should match the production environment
- ◊ Migrate existing database to suitable format for import into new environment
- ◊ Perform functional testing and correct bugs in the site that impact site stability or integration with Contractor Services
- ◊ Perform database fail-over testing

Managed Services

- ◊ Monitor faults
- ◊ Monitor space availability
- ◊ Monitor connectivity to the database
- ◊ Monitor significant exceptions in the alert logs
- ◊ Respond to and repair problems
- ◊ Backup database
- ◊ Recover database if necessary to correct problems
- ◊ Apply software security patches and major bug fixes

MDNRE Responsibilities

MDNRE will perform the following tasks:

Deployment Services

- ◊ Freeze all database changes eight business days prior to Go Live Date to allow for Contractor testing

Managed Services

- ◊ Respond to Contractor inquiries regarding patch issues within one business day of notification
- ◊ Follow Contractor change management procedures for promoting code and content changes
- ◊ Verify changes are tested in model office environment prior to pushing to production

Enterprise Storage Services – Enhanced

Enterprise Storage Enhanced Services provides Intelligent Storage with on-demand scalability in a sophisticated SAN environment designed for increased scalability, availability, and information protection. The EMC Enterprise Storage offering provides a faster more scalable solution that any locally attached storage on the market. Each server of the Database Cluster will be attached to the SAN via dual fiber channel host bus adaptor cards for high availability. Contractor will provide performance management services consisting of collecting performance data dynamically. Contractor will perform load-balancing services, so that utilization is distributed across the disk and channel infrastructure as possible based on the configuration design.

Automated Web Hosting Responsibilities

Contractor will perform the following tasks:

Deployment Services

- ◊ Provide the required storage hardware and software for Intelligent Storage and the hardware and software maintenance contracts for such hardware and software
- ◊ Install connectivity components for the storage infrastructure (SAN, network attached file server, or direct connectivity storage) and provide connectivity to the MDNRE clustered database servers.
- ◊ Document the initial and environment growth requirements to the extent possible based on due diligence information provided. Such information will address the amount in gigabytes, required start and end time frame, and number and name of platforms requiring attachment to Storage-on-Demand Service

Managed Services

- ◊ Provide integrated software, storage hardware, and managed services to provide the appropriate level of capacity, scalability, and performance for the selected services
- ◊ Provide a leveraged technical and operational monitoring staff to meet agreed-on Service Levels providing continuous support for the storage infrastructure
- ◊ Implement security practices, such as logical unit masking, preventing unauthorized storage access from an unauthorized server

Contractor RSS Support Staff Responsibilities

Contractor RSS Support Staff will perform the following tasks:

Deployment Services

- Work approve the deployment plan and test plan

Managed Services

- Complete an Intelligent Storage requirements definition document to define changes to the service requirements considering the provision of additional storage; designating connectivity of additional servers; or designating configuration changes

MDNRE Responsibilities

MDNRE will perform the following tasks:

Deployment Services

- No additional responsibilities

Managed Services

- No additional responsibilities

Managed Backup/Restore Services

Managed Backup and Restore Services provide operational support and management processes to meet OS and related system software requirements for data availability, accessibility, retention, and restoration. Services are designed to support file system and specialized applications/databases such as Oracle, SQL Server, Lotus Notes, Microsoft Exchange, SAP, and other client-specific backup requirements.

Managed backup services consist of the following:

- Operating System Backups
- Application / Client Data Backups
- Database backups
- Backup Monitoring
- Restore Services

Operating System Backups

Operating System Backups provides backup of a server's operating system and configuration files. This service uses Trivoli Storage Manager (TSM) backup and an incremental forever approach to backup the operating system and configuration files. Incremental backups are provided on a daily basis. By default seven versions of file changes are retained for 60 days.

Automated Web Hosting Responsibilities

Contractor will perform the following tasks:

Deployment Services

- Install and configure backup agents
- Add system IDs to backup server
- Schedule backups
- Test backup/restore
- Verify hardware and network

Managed Services

- Perform backup monitoring, verification, notification, and escalation of issues as necessary for application data, operating system, and related system software backups
- Update backup plans as new components are added to the system
- Maintain the tape library, media, and expendable supplies
- Backup operating system

- ◊ Conduct a full backup the first time a MDNRE file system is backed up. Thereafter, only daily incremental backups occur.
- ◊ Retain seven versions (1 active + 6 inactive) of operating system data within the Contractor SMC and ship seven versions of data off-site to a secure facility. Inactive versions are retained for 60 days. When an inactive version eclipses its retention period it is expired and it is no longer available. The active version is never expired as long as the file remains on the server from which it was backed-up.

Contractor RSS Support Staff Responsibilities

Contractor will perform the following tasks:

Deployment Services

- ◊ Specify directories on file system to backup

Managed Services

- ◊ Advise Contractor when new components, application files or directories need backing up or old components, application files, or directories no longer require backing up

MDNRE Responsibilities

MDNRE will perform the following tasks:

Deployment Services

- ◊ No additional responsibilities

Managed Services

- ◊ No additional responsibilities

Application / Client Data Backup

Application /Client Data Backup provides backup of a server's application and client data and configuration files. Web Hosting Backup Service uses TSM backup and incremental forever approach. Incremental backups are provided on a daily basis.

Automated Web Hosting Responsibilities

Contractor will perform the following tasks:

Deployment Services

- ◊ Install and configure backup agents
- ◊ Add system IDs to backup server
- ◊ Schedule backups
- ◊ Test backup/restore
- ◊ Verify hardware and network

Managed Services

- ◊ Perform backup monitoring, verification, notification, and escalation of issues as necessary for application data, operating system, and related system software backups
- ◊ Update backup plans as new components are added to the system
- ◊ Maintain the tape library, media, and expendable supplies
- ◊ Backup applications
- ◊ Conduct a full backup the first time a MDNRE server application and configuration files are backed up. Thereafter, only daily incremental backups occur.
- ◊ Retain 14 versions (1 active + 13 inactive) of application data within the Contractor SMC and ship 14 versions of data off-site to a secure facility. Inactive versions are retained for 60 days. When an inactive

version eclipses its retention period it is expired and is no longer available. The active version is never expired as long as the file remains on the server from which it was backed-up.

Contractor RSS Support Staff Responsibilities

Contractor will perform the following tasks:

Deployment Services

- ◊ Specify application files and directories to backup

Managed Services

- ◊ Advise when new components, application files, or directories need backing up or old components, application files, or directories no longer require backing up

MDNRE Responsibilities

MDNRE will perform the following tasks:

Deployment Services

- ◊ No additional responsibilities

Managed Services

- ◊ No additional responsibilities

Database Backup

Database Backups are saved as files on the local server. These files are included in daily file backup on each system.

Contractor RSS Support Staff Responsibilities

Contractor will perform the following tasks:

Deployment Services

- ◊ Setup initial database backup schedule

Managed Services

- ◊ Maintain Database Backup schedule

MDNRE Responsibilities

MDNRE will perform the following tasks:

Deployment Services

- ◊ No additional responsibilities

Managed Services

- ◊ No additional responsibilities

Backup Monitoring

Backup Monitoring is a standard service that provides failure monitoring for the backup processes and procedures for a successful backup of the shared hosting compute environment.

Contractor Responsibilities

Contractor will perform the following tasks:

Managed Services

- ◊ Perform monitoring, verification, notification, and escalation of issues as necessary for application data, operating systems, and related system software backups
- ◊ Update backup plans as new components are added to the system

MDNRE Responsibilities

MDNRE will perform the following tasks:

Deployment Services

- ◊ No additional responsibilities

Managed Services

- ◊ No additional responsibilities

Restore Services

Restore Services consist of the services required to restore an operating system, application, and data file system and/or database content upon request by DNRE.

Automated Web Hosting Responsibilities

Contractor will perform the following tasks:

Managed Services

- ◊ File restores provide restoration of a file internal disk to the server to a point in time (within the granularity of the backup schedule). MDNRE will be charged a fixed fee, under Technical Support Services, for file restores.
- ◊ Full restores (full operating systems, applications and data, file systems, and database contents) when requested, allows MDNRE to request full restoration of a disk environment to a point in time (within the granularity of the backup schedule). MDNRE will be charged on a time and materials basis for full restores.

MDNRE Responsibilities

MDNRE will perform the following tasks:

Managed Services

- ◊ Specify file or disk system to restore

Service Enhancements

The Service Enhancements Section describes Managed Services that have been be ordered by MDNRE in addition to the Contractor's standard Automated Hosting Services (the "Service Enhancements").

The Service Enhancements selected by MDNRE are listed below:

- ◊ Mail Services
- ◊ Security Enhancements

Mail Services – Outbound Mail

Outbound Mail Relay Service (the "Outbound Mail Relay Service") enables the delivery of outbound Simple Mail Transfer Protocol (SMTP) e-mail messages using relay servers to the Internet. Mail relay servers are part of the shared environment, segregated by firewall from the dedicated client compartment.

Automated Web Hosting Responsibilities

Contractor will perform the following tasks:

- ◊ Own, engineer, operate, and administer hardware and software required to provide this service
- ◊ Monitor the system 24x365
- ◊ Provide notification of partial or full service outages to designated Contractor Account and MDNRE contacts
- ◊ Troubleshoot system problems and repair or replace system components
- ◊ Multiple redundant servers at multiple locations to provide load balance and high availability

Contractor RSS Support Staff Responsibilities

Contractor will perform the following tasks:

- ◊ Provide at least two Contractor client contacts for each client domain/address
- ◊ Make certain that sender addresses are valid and deliverable
- ◊ Make certain that all SMTP DNS domains include a valid, functioning postmaster address that delivers to a person
- ◊ Make certain that receiving servers accept messages in a timely manner. Servers that consistently back up or cause delays on the mail relays must be upgraded to meet capacity.

MDNRE Responsibilities

MDNRE will perform the following tasks:

Deployment Services

- ◊ No additional responsibilities

Managed Services

- ◊ No additional responsibilities

Service Conditions

The following service conditions apply:

- ◊ To allow e-mail routing through the Outbound Mail Relay servers, the sender address, or domain must be provided to Messaging Services by DNRE.
- ◊ The sender's address or domain must be accessible as a destination domain, and should not use the eds.com domain.
- ◊ Clients of the Outbound Mail Relay Service are expected to make certain that recipients have requested all messages delivered using this Service.
- ◊ Clear and easy-to-follow instructions for removal from the distribution must be included in the message.
- ◊ A maximum per-message size of 512 KB is implemented for the Outbound Mail Relay Service and messages larger than the maximum size will be rejected.
- ◊ Contractor reserves the right to restrict distribution of any messages at contractor's' sole discretion.
- ◊ Use of this service requires both the sender and the recipient to have valid SMTP formatted addresses to send and receive SMTP mail.
- ◊ For the purposes of this document, availability of the Outbound Mail Relay Service is a state in which at least one mail relay service server is operational, connected to the network, with the means necessary to send and receive data in Internet Protocol formats, and accepting properly formed SMTP messages.
- ◊ The Outbound Mail Relay Service is implemented with redundant mail relay servers at redundant locations with redundant network connections.
- ◊ Contractor does not guarantee the availability of servers supporting destination domains nor the network infrastructure used to reach those servers, as these devices and networks are typically outside the control of Contractor.
- ◊ Message delivery times may be longer than normal during partial service interruptions where the overall e-mail system is still available.
- ◊ Mail delivery is the ability of Contractor mail relay servers to relay the messages accepted to the next hop to the destination domain. This ability depends on the responsiveness of the destination mail system and the network infrastructure to connect to that destination. Delivery will be attempted periodically for up to three days. After one day, the systems are configured to send a delay notification identifying that delivery attempts will continue. After three days any undeliverable messages will be returned to the envelope sender address.
- ◊ Problem resolution means the actions required to identify, repair, and resolve system problems that affect the level of service.
- ◊ Automated monitoring tools and manual processes are used to detect events that could potentially affect the Outbound Mail Relay Service and alert the support team.

Security Enhancement Services

Contractor Security Enhancements consist of the following options to allow clients additional technology and security services beyond the base security described in other services purchased:

- ◊ Digital Certificates
- ◊ Vulnerability Analysis and Reporting
- ◊ SAS70 reports

Digital Certificates

Contractor will order digital certificates, register MDNRE servers, and install and configure certificates to enable SSL communication.

Automated Web Hosting Responsibilities

Contractor will perform the following tasks:

Deployment Services

- ◊ Order digital certificates and register MDNRE server accordingly
- ◊ Install certificates to enable SSL communications on DNRE's server

Managed Services

- ◊ Process and implement certificate renewals prior to expiration

MDNRE Responsibilities

MDNRE will perform the following tasks:

Deployment Services

- ◊ Provide required information in a timely fashion to enable Contractor to order certificates

Vulnerability Analysis and Reporting

System Level Vulnerability detection is the preventive process of examining, prioritizing and resolving vulnerabilities on system hosts.

Automated Web Hosting Responsibilities

Contractor will perform the following tasks:

Managed Services

- ◊ Perform vulnerability checks through pre-defined scan policies to identify violations to the Contractor established security policies. Current scan polices calls for scans to be done twice a year, at no additional charge to the customer. Results are used internally by Contractor to access and improve the security process. This Contract includes an additional service of monthly scans done on every production server with reports provided to DNRE.
- ◊ Maintain a vulnerability correction process to resolve any vulnerability detected through server scanning
- ◊ Review government and vendor bulletins (CERT, CIAC, SANS, NIPC) and take action to mitigate risk

MDNRE Responsibilities

MDNRE will perform the following tasks:

Managed Services

- ◊ Review Contractor recommendations
- ◊ Initiate Change Control Process if interested in applying Contractor's recommendations

Service Conditions

The following service conditions apply:

- Information security is a dynamic area. MDNRE acknowledges that not all threats and vulnerabilities are currently understood or identified, that any security solution is subject to being compromised or circumvented in a variety of manners, and that new and unexpected threats and vulnerabilities can be expected to arise in the future. MDNRE understands that as a provider of information security services Contractor does not provide a guaranteed identification of all possible threats and vulnerabilities or guaranteed protection against all risks, threats and vulnerabilities.
- It is understood and agreed that Contractor is not assuming responsibility for any losses that may occur as a result of the failure to identify all possible threats or vulnerabilities, that Contractor is not acting in the capacity or taking on the responsibility of an insurer and is not charging a price that would allow it to do so, and that it is the responsibility of MDNRE to obtain insurance, if any, covering damages to MDNRE or third parties.
- MDNRE is responsible for obtaining any consent necessary for Contractor to access the systems as required to perform these security Services, prior to Contractor commencing performance.

SAS70 Reports

Contractor performs SAS70 audits on its total SMC hosting environment on a periodic basis and these reports are available to the State during the 4th quarter of 2008 and the 4th quarter of 2009. SAS70 reports are restricted to existing Contractor clients and their auditors.

Automated Web Hosting Responsibilities

Contractor will perform the following tasks:

Managed Services

- Order SAS70 reports for Plano and Tulsa
- Provide MDNRE with the SAS70 reports in the 4th quarter of 2008 and 2009

MDNRE Responsibilities

MDNRE will perform the following tasks:

Deployment Services

- The MDNRE shall restrict use of the Proprietary Material to its employees and independent auditors who are involved in the evaluation of the Proprietary Material.
- MDNRE Agrees to comply with SAS 70 Non Disclosure Statement:
  It is agreed that, in consideration for Electronic Data Systems Corporation's disclosure of this SAS70 Report (hereinafter referred to as the Proprietary Material), the Customer agrees that the Proprietary Material is, and shall at all times remain, the property of Electronic Data Systems Corporation and shall be used solely by the Customer and the independent auditors of the Customer in connection with the services performed or proposed to be performed by Electronic Data Systems Corporation for the Customer. The Customer will not copy, reproduce, sell, assign, license, market, transfer, or otherwise dispose of or give the Proprietary Material to any person, firm or corporation. The Customer shall keep the Proprietary Material confidential and shall not disclose the Proprietary Material to another party without first obtaining written permission from a duly authorized officer of Electronic Data Systems Corporation.

Client Services

Contractor Client Services provides MDNRE with 24x365 support, account management and key technical resources for support of DNRE's operations. A project manager will be assigned to MDNRE to perform account support and act as an escalation point to expedite the resolution of account issues. Additionally, the service allows for the review of account action items, and their associated follow-up activities on MDNRE behalf.

Client services consist of the following:

- ◊ Technical Support Portal
- ◊ Automated Operations Center Support
- ◊ Site Outage Reporting

myhosting-eds.com™ portal

The portal is utilized for system reporting, operational ticket initiation/review, viewing site documentation, and ordering Technical Support Services.

Technical Support Services are a set of DNRE-initiated requests for ad hoc additional Services that are outside the scope of the on-going Services contained within this Contract.

Automated Web Hosting Responsibilities

Contractor will perform the following tasks:

- ◊ Provide Contractor RSS Support Staff access to the myhosting-eds.com™ portal
- ◊ Provide Contractor RSS Support Staff with administrative privileges and the ability to create user

Contractor RSS Support Staff Responsibilities

- ◊ Monitor and control user access privileges and access code usage on myhosting-eds.com™ client portal by DNRE's employees or other third parties

MDNRE *Responsibilities*

MDNRE will perform the following tasks:

- ◊ Designate the individuals of the Contractor RSS Support Staff who will be designated to have administrative privileges

Service Conditions

The following service conditions apply:

- ◊ MDNRE will not share usernames, passwords, or other access credentials that allow the client to access Contractor resources with any third-party including contractors, agents, and delegates without Contractor's express written permission.
- ◊ MDNRE agrees that use of valid access codes to order Technical Support Services shall be an authorized act upon which Contractor may rely in providing the services requested.
- ◊ All Technical Support Services orders placed using permitted access codes shall, for all purposes, be deemed to be in writing and signed by MDNRE and will be admissible as between MDNRE and Contractor to the same extent and under the same conditions as other business records obtained and maintained in documentary form.

Automated Operations Center Support

The Automated Operations Center is the entry point for resolving system-related problems, and initiating change within DNRE's environment. The Automated Operations Center also serves as the front line of technical support – in effect, this center provides both initial documentation of problems and their resolution.

Automated Web Hosting Responsibilities

Contractor will perform the following tasks:

- ◊ Provide support services to respond to requests for assistance related to the services
- ◊ Facilitate the receipt and processing of valid requests

- ◊ Receive, track, and own the request to closure
- ◊ Accept and respond to authorized submitters, trouble requests that relate to the selected Contractor services, or the related system configurations
- ◊ Redirect any requests from non-authorized submitters to the DNRE-identified authorized submitters
- ◊ Enter information obtained as a service request or trouble ticket into the request management system. The request management system will then notify the client using e-mail or pager of the request or alert
- ◊ Provide impact statements for all Severity Level 1 problems describing actions to resolve

MDNRE Responsibilities

MDNRE will perform the following tasks:

- ◊ Provide in writing a list of authorized submitters that are mutually agreed on by MDNRE and Contractor
- ◊ Provide an ongoing updated list of primary and backup contacts for interaction with Contractor
- ◊ Provide such information as requested by Contractor to perform the services
- ◊ Annually review the list of authorized request submitters and change approvers so that authorized MDNRE representatives approve all changes performed by Contractor

Service Conditions

The following service conditions apply:

- ◊ Although the service or problem may be referred to second-level support groups, third-party maintainers, or the Contractor RSS Support Staff Help Desk for resolution, the Automated Operations Center, as the owner of the issue, is responsible for coordinating problem resolution until the problem is resolved.
- ◊ A complete, authenticated request will be considered received once it has been logged into the request management system and assigned.
- ◊ A request is not considered complete unless all information has been provided and appropriate authorizations and all prerequisite activities are complete.

Site Outage Reporting

Contractor provides automated reporting if MDNRE 's site experiences an outage.

Automated Web Hosting Responsibilities

Contractor will perform the following tasks:

- ◊ Contractor RSS Support Staff will be alerted from the ticketing system if an outage occurs

MDNRE Responsibilities

MDNRE will perform the following tasks:

- ◊ Provide Contractor with an up-to-date notification list for Network outages and Application Outages.

Description	Coverage	Service Level
Level 1: Critical Impact Serious failures that cause MDNRE Web site to be offline. Examples: failure of Contractor operated routers, system disk failures in non-replicated server, and so on	24x7x365	Estimated time to repair Contractor Services will be provided to authorized submitter within 30 minutes of call from authorized submitter to Contractor.
Level 2: Major Impact Faults where users may notice a degraded system performance. Examples: failures in Contractor access lines to the Internet, Contractor operated routers, failed disk in array, and so on	24x7x365	Estimated time to repair Contractor Services will be provided to authorized submitter within 30 minutes of call from authorized submitter to Contractor.

Level 3: Moderate Impact Faults that MDNRE may not notice and cause little disruption of service. Examples: Rebooting a server or router, memory short-runs and restarting aborted processes.	24x7x365	Estimated time to repair Contractor Services will be provided to authorized submitter within 1 hour of call from authorized submitter to Contractor.
Level 4: Minor Impact Non-outage situations and are usually requests for information. Example: Request for the version of software on a server.	Regular Business Hours 8 a.m. – 5 p.m. Central Standard Time, Monday - Friday	Authorized submitter will be contacted with 8 business hours of the initial request.

Appendix A – Service Levels

Service Levels Overview

Service Level Agreements. Contractor offers Service Level Agreements (SLAs) to Client for the Automated Hosting Managed Services provided by Contractor. The SLAs set forth herein specify the availability commitments for each Automated Hosting Managed Services component that MDNRE requires, and the performance and responsiveness of Contractor for each such component. The performance against SLAs described herein shall be measured by each SLA.

Architecture Diagram Components. Each Client Site component managed and supported by Contractor is identified and classified on the Architecture Diagram as receiving one or more of the Automated Hosting Managed Services.
All SLAs apply 7 x 24 (excluding Scheduled Maintenance), except for Managed Backup and Restore SLAs and Managed Enterprise Application and Database SLAs on Non-Production servers which only apply from 7AM to 7PM local Data Centre time.

Committed Response Times

Contractor provides commitments for the total time required to repair. Each such Service Interruption incident has a different Time To Repair (TTR), defined as the total time, measured in minutes, that elapses between the beginning and the end of a single event. For the purpose of calculating the Time To Repair, the start time for a production event shall not be more than 30 minutes before the time the first trouble ticket for that event is created. The end of the event is defined as the cessation of the Service Interruption and resumption of normal service. The following tables summarize the Committed Time To Repair (CTTR) for each event type.

Committed Time To Repair Client Notification. In addition to the commitments set forth below, Contractor will notify Client within 30 minutes of any incident impacting the availability of Client Site components covered by the SLA.

Component	Committed Time To Repair
Dedicated Network	Repair: 4 hours
VPN Secure Remote Access	Failure at Contractor Data Center. Repair: 4 hours
Bandwidth Services	Bandwidth Services shared infrastructure configuration is HA by default. Fail-Over: 15 minutes Repair: 4 hours (if connectivity on both lines is interrupted)
Managed Server	Repair: 4 hours
Managed AOPS Web and Application Server or Managed AOPS Database Server	Repair: 8 hours
SAN Management	Repair: 6 hours
Mail Services	Repair: 15 minutes

TABLE 1 – COMMITTED TIME TO REPAIR

Requirements and Limitations

The SLAs provided by Contractor are subject to the following requirements and limitations:

No SLA during Operationally-Ready Period. For each Client Site, the SLAs do not apply during the Operationally-Ready Period. During the Operationally-Ready Period, Contractor will provide limited support to Client between 9:00 AM and 5:00 PM (Client's facility local time zone), Monday through Friday. Contractor will respond within one (1) business day to requests for assistance within the scope of the Services. For each Client Site, the SLAs commence on the Client Site Go Live Date.

Scheduled Maintenance. Contractor and its subcontractors reserve regularly scheduled maintenance windows in order to maintain and upgrade infrastructure. The SLAs do not include or cover such regularly scheduled or any Client-requested maintenance windows ("Scheduled Maintenance"). Contractor shall make commercially reasonable efforts to provide Client with prior notification of all scheduled and emergency maintenance procedures.

Stress Testing. The Parties may agree from time to time to conduct stress testing and/or load testing of a Client Site. To the extent that Client agrees to proceed with such testing, any resulting interruption or impairment of the Client Site is not included in or covered by the SLAs.

Third Party Events. Contractor cannot control events or services outside the Contractor operational environment, including actions or inactions of third parties (except for third parties acting on behalf or under the direction of Contractor and to the extent that is expressly set forth in the SLA's set forth in this Schedule) that impair Client's connections to the Internet including, by way of example, viruses or other intrusions ("Third Party Events"). Accordingly the SLAs do not include or cover any interruption or degradation in service due to such Third Party Events.

Force Majeure Events. Contractor shall not be liable for SLAs to the extent that Contractor non-performance is excused due to a force majeure event or for such other events for which performance is excused under the Agreement.

Client Responsibility. The SLAs do not include or cover Service Interruptions, outages, or any performance degradation caused by Client or by its clients, service providers or contractors; by applications not managed by Contractor on Managed Servers; by Client's hardware, applications or code within the Client Compartment; or by changes to the Client's applications or code, content, database schema, or Client's site configuration, originated either (i) directly by Client, (ii) by Contractor if Client has requested or approved the change to take place outside of Contractor Maintenance Windows; by lack of necessary monitoring information from Client; or by Client's failure to comply with operating procedures and documentation provided to Client from time to time. Client will assist Contractor in defining certain operating procedures which are specific to the Client Site such as Client contact information and contact methods.

Monitoring. In order to monitor the availability of components for which Contractor provides uptime and Time To Repair commitments, Contractor implements pre-defined standard monitors on hardware, OS, software application components and software processes. Whenever custom monitors are implemented to monitor specifically the availability of application components which are specific to the Client Site, Client is responsible for assisting Contractor in designing and implementing such monitors. While in general all monitors are designed to be as independent as possible from Client's code, content, third party data sources or off-net dependencies (since those dependencies are always excluded from uptime and Time To Repair commitments); in some cases Contractor relies on monitors that include such dependencies. However, this does not mean that Contractor is responsible for uptime on Client's content, code, third party, off-net dependencies, or any application, software, URL components that are not included in the list of items to be monitored, as defined in the monitoring configuration document.

Client Provided Hardware. The SLA commitments described herein apply, provided that Contractor supplies the hardware components. For all hardware components supplied by Client, the definitions shall be amended to exclude failures related to such hardware components. For each hardware failure, Contractor will require authorization to buy replacement parts and will charge Client for the parts and labor to complete the replacement or repair.

Supported Technologies. The SLAs described herein are only applicable to hardware and software components managed by Contractor and selected from the then current Contractor Automated Hosting Managed Services supported technologies list.

Ground Rules and Assumptions

The following assumptions are being considered for this Contract.

Any deviation from the assumptions set forth below or elsewhere in this Contract may affect Contractor's performance and may result in changes to the schedule, fees and/or expenses, deliverables, and level of effort required to perform the Services described in this Contract.

1. *Cookie-session persistence is required for a client to apply for a hunting or fishing license.*
2. *A VPN (Virtual Private Network) will continue to be used to provide State of Michigan employees access to the RSS Web Hosting environment – to support SQL ad hoc queries to the Inquiry DB and RSSWIN access to the RSS/E-License Primary DB. Only DNRE-approved IP addressing and protocols will be allowed connections over this tunnel. Strong encryption (168-bit 3DES) will protect data traversing the Public Internet via the DNRE-dedicated VPN tunnel. The VPN tunnel, and therefore data encryption, terminates on a firewall at the perimeter of the State's enterprise network, and at the perimeter of the DNRE-dedicated network in the Web Hosting environment.*
3. *Any State agent (MDNRE or otherwise) approved by MDNRE to provide data to RSS, or distribute data created by RSS, will need to do so via direct access to RSSINQ. The VPN tunnel described above will serve this purpose.*
4. *In the event the VPN Internet Bandwidth solution does not meet the needs of DNRE, MDNRE has the option to convert to a dedicated circuit. MDNRE will bear the cost of this change.*
5. *Contractor reserves the right to rotate Contractor personnel supporting the DNRE's hosted environment.*
6. *Contractor will provide additional resources on a time and material basis if service level thresholds defined in the Service Condition sections exceed the defined number quantities set forth in this Contract.*

General Technical Glossary

Term	Definition
archive log	Records that are backed-up dynamically using a file system threshold that, when reached, triggers a standard backup process
cluster	Two or more computers that operate independently but work collectively to provide uninterrupted computing service, higher performance, or both
DBMS	Database Management System
dedicated	A resource that is unique to the Client Site and not shared with other Contractor Clients
E-commerce	Doing business online, typically through the Internet
firewall	A set of related hardware and programs that protects the resources of a private network from users from other networks
FTP	File transfer protocol; a simple method of transferring information over a TCP/IP network
IDS	Intrusion Detection System
IP	Internet protocol
IP Address	Address of a computer attached to an IP network
ISP	Internet Service Provider
LDAP	Lightweight Directory Access Protocol
load balancing	Fine tuning a computer system, subsystem, or network to more evenly distribute data, network traffic, or processing across available resources
Mbps	Mega-bits per second
ping	TCP/IP utility used to determine whether a computer is connected to the Internet
platform	Particular hardware or software architecture
port	Logical connection place and, specifically, using the Internet's protocol, TCP/IP, the way a client program specifies a particular server program on a computer in a network
OS	Operating system
reboot	To restart a computer's operating system
SMTP	Simple Mail Transfer Protocol
SNMP	Simple Network Management Protocol
SQL	SQL (Structured Query Language) is a standard interactive and programming language for getting information from and updating a database.
SQL Server	Microsoft SQL server technology
socket	One endpoint of a two-way communication link between two programs running on the network. A socket is bound to a port number so that the TCP layer can identify the application that data is being sent.
SSL	Secured sockets layer; a program layer for managing the security of message transmissions in a network. SSL uses the public-and-private key encryption system that also involves the use of a digital certificate

Term	Definition
URL	Uniform resource locator; universal resource locator; the address defining the route to a file on the Internet
VPN	Virtual Private Network
WAN	Wide Area Network

Out-Of-Scope Security Enhancements

The Contractor provides a comprehensive set of security capabilities to enable clients to tailor an appropriate security solution to fit their business needs. MDNRE currently has the following security uplifts requested in the RSS hosting environments as described in detail in the Service Enhancement Section:

- ◊ ***Digital Certificates***
- ◊ ***Vulnerability Report***
- ◊ ***SAS70***

Besides the security services that are part of the basic MDNRE Infrastructure, Managed Server and Managed Network offering, Contractor offers the following Security Enhancements services that are currently out-of-scope for this Contract:

Contractor Security Enhancements consist of the following enhancement options to allow clients additional technology and security services beyond the base security described in other services purchased:

Network-Based Intrusion Detection *– Contractor will install and configure filters for a dedicated Network Intrusion Detection System to monitor network traffic in the client compartment. As required, Contractor will update the attack signatures and respond to alerts.*

Host-Based Intrusion Detection *– To enable host-based IDS, select devices are configured to generate alerts. Contractor will monitor and respond to alerts as well as update attack-alerting filters.*

Intrusion Detection Report *– The analysis includes a detailed report of the latest scans, probes, and intrusion attempts directed at client's site over a month period. Contractor will recommend specific course of actions to address any identified security exposures.*

A client may also select from the Contractor Security and Privacy Consulting Services described below. These services as provided as part of a scoped engagement.

Penetration Testing *– The client can request consulting services to conduct penetration testing. Penetration testing simulates an adversary's activity; using the same automated tools a hacker would employ to gain unauthorized access to client organization's networks and systems. Contractor will identify weaknesses in the environment and suggest corrective action.*

Application Attack Simulation – *Through a simulated attack, Contractor will identify, analyze, and help mitigate security vulnerabilities and exposures related to the application architecture, authentication, connection management, configuration, patching, and coding practices. This service is available as a one-time service or as a subscription service.*

Application Code Review *– The Contractor Code Review Service verifies that all client applications are developed and coded following secure programming procedures. Contractor will work with the client development teams to identify and mitigate potential security risks in the software development lifecycle before the application is deployed.*

********* This marks the end of Hosting and Support Services for Release 1 and 2 ********

Exhibit H

Cost Tables

The Contractor has provided fixed-price costs for Release 1 and estimated fixed-price costs for Release 2 and 3 based upon project schedules that overlap each other, providing the most cost-efficient use of subject matter expert resources and continuity for the entire multi-release development period.

As Release 1 ramps down in development effort into the later testing and implementation phases, Release 2 ramps up utilizing partial allocations of the same resources. The costs of these Releases are therefore predicated on the ability to overlap the releases and efficiently fully allocate resources, resulting in the most efficient and cost-effective solution. If Release 2 cannot be started as indicated in the preliminary project schedule, resulting in partially allocated resources that cannot be made productive in other RSS-II development or support capacities, the Contractor will attempt to adjust the task responsibilities and staffing plan of Release 1 to minimize partial allocations. The State agrees to compensate the Contractor for any remaining partial allocations required up to implementation of Release 1.

As Release 2 ramps down in development effort into the later testing and implementation phases, Release 3 ramps up utilizing partial allocations of the same resources. The costs of these Releases are therefore predicated on the ability to overlap the releases and efficiently fully allocate resources, resulting in the most efficient and cost-effective solution. If Release 3 cannot be started as indicated in the preliminary project schedule, resulting in partially allocated resources that cannot be made productive in other RSS-II development or support capacities, the Contractor will attempt to adjust the task responsibilities and staffing plan of Release 2 to minimize partial allocations. The State agrees to compensate the Contractor for any remaining partial allocations required up to implementation of Release 2.

Release 1 Payment Schedule

Table 1: Phased Deliverables of Release 1 Application Development

	June	July	August	Sept	Oct	Nov	Dec	Jan	Feb	March	
Contracted services in RSS-II Rewrite RFP Release 1	**2010**	**2010**	**2010**	**2010**	**2010**	**2010**	**2010**	**2011**	**2011**	**2011**	**Contract Total Release 1 Appl. Dev.**
Release 1 App Dev (Invoice based on Phase Deliverable acceptance by SOM)											
Release 1 Phase 1		$211,857									**$211,857**
Release 1 Phase 2			$211,857								**$211,857**
Release 1 Phase 3						$211,857					**$211,857**
Release 1 Phase 4								$211,857			**$211,857**
Release 1 Phase 5									$211,857		**$211,857**
Release 1 Phase 6										$211,857	**$211,857**
Release 1 Phase 7										$211,857	**$211,857**

Release 1 Payment Schedule - Continued
Table 2: Services

	March	April	May	June	July 2011 through June 2012	July	August	Sept	Oct	Nov
Contracted services in RSS-II Rewrite RFP Release 1	**2011**	**2011**	**2011**	**2011**	**Monthly payment**	**2012**	**2012**	**2012**	**2012**	**2012**
POS communications 7% management fee (RSS-II up to Release 3 Implementation)	*$9,566*	*$9,566*	*$9,566*	*$9,566*	$9,566	$8,000	$8,000	$5,000	$5,000	$5,000
RSS-II hosting (RSS-II up to Release 3 Implementation (w/scans)	*$44,785*	*$44,785*	*$44,785*	*$44,785*	$44,785	$44,785	$44,785	$44,785	$44,785	$44,785
RSS-II Operations and Support	*$108,979*	*$108,979*	*$108,979*	*$108,979*	$112,248	$115,615	$115,615	$115,615	$115,615	$115,615

Table 2: Services - Continued

	Dec	Jan	Feb	March	April 2013 through June 2013	July 2013 through June 2014	July 2014 through May 2015	
Contracted services in RSS-II Rewrite RFP Release 1	**2012**	**2013**	**2013**	**2013**	**Monthly payment**	**Monthly payment**	**Monthly payment**	**Contract Total Release 1 Services**
POS communications 7% management fee (RSS-II up to Release 3 Implementation)	$5,000	$2,000	$2,000					**$193,056**
RSS-II hosting (RSS-II up to Release 3 Implementation (w/scans)	$44,785	$44,785	$44,785	$44,785				**$1,119,625**
RSS-II Operations and Support	$115,615	$115,615	$115,615	$115,615	$115,615	$119,083	$122,655	**$5,948,473**
Contracted fixed price sub-total	**Dec**	**Jan**	**Feb**					**$8,744,153**
Reserved pool of up to 20,000 T&M hours for future scope of work up to $2,401,825.00 based upon the rate card provided below.	**2012**	**2013**	**2013**					***$2,401,825***
Total Contracted Value Release 1	$5,000	$2,000	$2,000					**$11,145,978**

Release 2:
A Cost Table for Release 2 includes an estimated fixed-price cost for a planned release according to the preliminary project plan in Exhibit A, or a pool of hours to be used for Release 2 requirements under a Time and Materials process. POS installation and maintenance are provided for Release 2. Contractor will present a firm fixed-price for Release 2 once the Contractor and State has agreed to Scope and project schedule.

Per Instance Pricing for Release 2 POS services:
Contractor is proposing per-instance costing for POS work order “pick fee” and shipping costs.

Per shipping fee
Consumable storage per skid $25.00
Consumable pick fee $15.00
Hot Swap Pick fee per order $15.00
As-Needed POS Installation (T&M)
Zone 1 $110.00 Flat fee per instance
Zone 2 $220.00 Flat fee per instance
Zone 3 $440.00 Flat fee per instance
Zone 4 $660.00 Flat fee per instance

Release 2 Payment Schedule

Table 3: Services and Reserve for Release 2

	Dec	Jan	Feb	March	April	May	June 2012 through Sept 2012	Oct 2012 through Jan 2013	Feb 2013 through May 2015	
Optional services (Non-Binding Budgetary pricing)	**2011**	**2011**	**2011**	**2011**	**2011**	**2012**	**Monthly payment**	**Monthly payment**	**Monthly payment**	**Contract Total Release 2 Services**
Release 2 *(Application Dev, Online Help, Training, Agent manual)* ***Estimated Fixed price reserve for Release 2 Scope of Work per the proposed Project Schedule estimated at $2,975,700. Revision of SOW or Project Schedule may result in change of total cost of Release 2. Reserved budget may alternatively fund approximately 24,000 hours of T&M work, however, actual hours will vary based upon the type and rate of resource utilization as outlined in the rate card provided below.***										***$2975,700***
POS Rollout and Maintenance Support	*$325*	*$1,900*	*$8,900*	*$9,600*	*$10,300*	*$11,000*	*$12,500*	*$7,000*	*$5,800*	***$282,425***
Total Projected Value Release 2										***$3,258,125***

Release 3:
A Cost Table for Release 3 includes an estimated fixed-price cost for a planned release according to the preliminary project plan in Exhibit A, or a pool of hours to be used for Release 3 requirements under a Time and Materials process. Hosting fees for the Release 3 configuration are fixed-price monthly cost. Contractor will present a firm fixed-price for Release 3 once the Contractor and State has agreed to Scope and project schedule.

Release 3 Payment Schedule

Table 4: Services and Reserve for Release 3

	Sept 2012 through May 2015	
Optional services (Non-Binding Budgetary pricing)	**Monthly payment**	**Contract Total Release 3 Services**
Release 3 *(Application Dev, Online Help, Training, and hosting install)* ***Estimated Fixed price reserve for Release 3 Scope of Work per the proposed Project Schedule estimated at $3,500,000. Revision of SOW or Project Schedule may result in change of total cost of Release 3. Reserved budget may alternatively fund approximately 28,000 hours of T&M work, however, actual hours will vary based upon the type and rate of resource utilization as outlined in the rate card provided below.***		***$3,500,000***
RSS-II V3 hosting (w/scans and Network, SANS: no PCI)	*$65,000*	***$2,145,000***
Total Projected Value Release 3		***$5,645,000***

Future Enhancement Professional Services Rates:

Job Classification	Hourly Cost
1 Project Manager	$178
2 Business Analyst	$115
3 Technical Lead	$150
4 Architect	$150
5 Senior Developer	$125
6 Programmer	$85
7 Technical Writer	$95

Extensions:
Contractor is not able to provide the price for the contract options years (years six through ten) since our commodity vendors will not commit to pricing due to changes in technology. Contractor will provide pricing for option years 180 days prior to the execution of such option for the States consideration and acceptance. The SOM should expect that the hardware that Contractor is proposing would require a refresh after 5 years of use in order to maintain the maintenance, support, and availability requirements for the RSS-II application.

Exhibit I – RESERVED (CEPAS INTEGRATION GUIDE)

Exhibit J – RESERVED (Staffing Plan Matrix)

Exhibit K – RESERVED (Personnel Resume Template)