

Form No. DMB 234A (Rev. 1/96)
 AUTHORITY: Act 431 of 1984
 COMPLETION: Required
 PENALTY: Failure to deliver in accordance with Contract
 terms and conditions and this notice, may be considered
 in default of Contract

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 4, 2008

CHANGE NOTICE NO. 8
TO
CONTRACT NO. 071B1001258
between
THE STATE OF MICHIGAN
and

NAME & ADDRESS OF VENDOR		TELEPHONE Jeff Arbour (517) 349-2300
Unisys Corporation 2290 Science Parkway Okemos, MI 48864-2599 jeffrey.arbour@unisys.com		VENDOR NUMBER/MAIL CODE
		BUYER/CA (517) 241-7233 Joann Klasko
Contract Compliance Inspector: Patty Bogard Computer Consultants to provide maintenance, technical services & support for the ASSIST project – Family Independence Agency		
CONTRACT PERIOD: From: January 1, 2001		To: December 31, 2009
TERMS	N/A	SHIPMENT N/A
F.O.B.	N/A	SHIPPED FROM N/A
MINIMUM DELIVERY REQUIREMENTS N/A		

NATURE OF CHANGE (S):

Effective immediately, this contract is hereby EXTENDED to December 31, 2009 and INCREASED by \$3,815,760.00. See attached hourly rates for staff. All other terms, conditions, specifications and pricing remain unchanged.

AUTHORITY/REASON:

Per DIT/DHS, DMB and vendor concurrence and the approval of the Administrative Board on 6/3/2008

INCREASE: \$3,815,760.00

TOTAL REVISED ESTIMATED CONTRACT VALUE: \$59,963,693.77

unisys

May 2, 2008

Ms. Joanne Klasko, DMB Buyer
DMB Purchasing Operations
Mason Building, 2nd Floor
530 W. Allegan St.
Lansing, MI 48933

Dear Joanne:

This letter is to confirm Unisys pricing for extension of the application maintenance services for both the ASSIST and SWSS teams. This pricing covers an eighteen (18) month period from 7/1/2008 through 12/31/2009. We agree to maintain the time and materials rates for the next eighteen (18) months at the current level under the terms and conditions of existing contract #071B1001258. The rates for our personnel break down, by team, as follows:

ASSIST

Mike Darnell	\$123/hr
Rebekah Darnell	\$152/hr
Robert Geers	\$123/hr
Ted Michaels	\$118/hr
William Packer	\$123/hr
Peter George	\$123/hr
John Kale	\$123/hr
Pam Rasher	\$123/hr

SWSS

Mary Ann Jensen	\$112/hr
Tom Wing	\$103/hr

Please contact me if you have any questions or need any additional information regarding this pricing. Thanks.

Sincerely,



Jeffrey J. Arbour
Client Account Executive

cc: Patty Bogard, DIT

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

March 29, 2007

CHANGE NOTICE NO. 7
 TO
 CONTRACT NO. 071B1001258
 between
 THE STATE OF MICHIGAN
 and

NAME & ADDRESS OF VENDOR		TELEPHONE Jeff Arbour (517) 349-2300
Unisys Corporation 2290 Science Parkway Okemos, MI 48864-2599 jeffrey.arbour@unisys.com		VENDOR NUMBER/MAIL CODE
		BUYER/CA (517) 241-7233 Joann Klasko
Contract Compliance Inspector: Patty Bogard Computer Consultants to provide maintenance, technical services & support for the ASSIST project – Family Independence Agency		
CONTRACT PERIOD: From: January 1, 2001		To: June 30, 2008
TERMS	N/A	SHIPMENT N/A
F.O.B.	N/A	SHIPPED FROM N/A
MINIMUM DELIVERY REQUIREMENTS N/A		

NATURE OF CHANGE (S):

Effective immediately, this contract is hereby EXTENDED to June 30, 2008.

All other terms, conditions, specifications and pricing remain unchanged.

AUTHORITY/REASON:

Per DIT and vendor concurrence.

TOTAL ESTIMATED CONTRACT VALUE REMAINS: \$56,147,933.77

Form No. DMB 234A (Rev. 1/96)
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STATE OF MICHIGAN
 DEPARTMENT OF MANAGEMENT AND BUDGET
 ACQUISITION SERVICES
 P.O. BOX 30026, LANSING, MI 48909
 OR
 530 W. ALLEGAN, LANSING, MI 48933

October 21, 2005

CHANGE NOTICE NO. 6
TO
CONTRACT NO. 071B1001258
between
THE STATE OF MICHIGAN
and

NAME & ADDRESS OF VENDOR		TELEPHONE Jeff Arbour (517) 349-2300
Unisys Corporation 2290 Science Parkway Okemos, MI 48864-2599 jeffrey.arbour@unisys.com		VENDOR NUMBER/MAIL CODE
		BUYER/CA (517) 241-7233 Joann Klasko
Contract Compliance Inspector: Mike Scieszka Computer Consultants to provide maintenance, technical services & support for the ASSIST project – Family Independence Agency		
CONTRACT PERIOD: From: January 1, 2001		To: December 31, 2007
TERMS	N/A	SHIPMENT N/A
F.O.B.	N/A	SHIPPED FROM N/A
MINIMUM DELIVERY REQUIREMENTS N/A		

NATURE OF CHANGE (S):

Effective January 1, 2006, this contract is hereby EXTENDED through December 31, 2007 and INCREASED by \$2,312,184.00. This is to fund 4 staff on the Services Worker Support System (SWSS) application from 1/1/06 through 12/13/06 and 8 staff on the Automated Social Services Information System (ASSIST) application from 1/1/06 to 12/31/07. The two staff on the Desktop services area have previously been EXTENDED from 1/1/06 to 12/31/06.

All other terms, conditions, specifications and pricing remain unchanged.

Pricing for the ASSIST staff was REDUCED by 5%. See attached rates. The rates for the SWISS staff remain the same as FY2005.

AUTHORITY/REASON:

Per DIT and vendor concurrence.

INCREASE: \$2,312,184.00

TOTAL REVISED ESTIMATED CONTRACT VALUE: \$56,147,933.77

Form No. DMB 234A (Rev. 1/96)
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 DEPARTMENT OF MANAGEMENT AND BUDGET
 ACQUISITION SERVICES
 P.O. BOX 30026, LANSING, MI 48909
 OR
 530 W. ALLEGAN, LANSING, MI 48933

August 9, 2005

CHANGE NOTICE NO. 5
TO
CONTRACT NO. 071B1001258
between
THE STATE OF MICHIGAN
and

NAME & ADDRESS OF VENDOR		TELEPHONE Jeff Arbour (517) 349-2300
Unisys Corporation 2290 Science Parkway Okemos, MI 48864-2599 jeffrey.arbour@unisys.com		VENDOR NUMBER/MAIL CODE
		BUYER/CA (517) 241-7233 Joann Klasko
Contract Compliance Inspector: Mike Scieszka Computer Consultants to provide maintenance, technical services & support for the ASSIST project – Family Independence Agency		
CONTRACT PERIOD: From: January 1, 2001		To: December 31, 2006
TERMS	N/A	SHIPMENT N/A
F.O.B.	N/A	SHIPPED FROM N/A
MINIMUM DELIVERY REQUIREMENTS N/A		

NATURE OF CHANGE (S):

Effective January 1, 2006, this contract is hereby EXTENDED through December 31, 2006 and INCREASED by \$404,352.00 to include two staff in the Desktop Services area only, per the attached work statement of work.

All other terms, conditions, specifications and pricing remain unchanged.

AUTHORITY/REASON:

Per DIT and vendor concurrence.

INCREASE: \$404,352.00

TOTAL REVISED ESTIMATED CONTRACT VALUE: \$53,835,749.77



DEPARTMENT OF INFORMATION TECHNOLOGY IT SERVICES STATEMENT OF WORK

Project Title: Contract 071B1001258 - Extension for COTS Conversion Request FY06	Period of Coverage: 1.1.06 - 12.31.06
Requesting Department: DIT/Desktop Services	Date: re. 6/15/05
Requesting Department Project Manager: Michael Binkley	Phone M- 517.335-4371,
DIT Contract Consultant: Dave Reicosky	Phone 517.241.3472

BACKGROUND:

Unisys has assisted DIT and DHS staff over the years with desktop management services as well as other application and technical services. The continuance of the services provided by the Unisys consultants is necessary for DIT to migrate the desktop support to state staff under a new desktop management system. Nine of the Unisys staff will be replaced with state staff as part of the contractor conversions. These replacements will occur during FY2005. The plan is to move to a COTS solution supported by state staff. However, when the new state staff are onboard, limited contractual services are still necessary for the various migration activities to continue. This extension request for two staff is for the period period of January 1, 2006 through December 31, 2006 to complete the migration. The state recently completed the technical design that set the direction for the desktop management solution. The state was not in the position to complete the migration in 2005.

PROJECT OBJECTIVE:

In order to continue the services for DHS and the State of Michigan, DIT needs to maintain two of the Unisys' staff as indicated:

- Two consultants for Model Office support, and support transition of in-house desktop management systems to a standardized COTS solution. At this time the State of Michigan is planning on converting the in-house developed desktop management system to the Microsoft SMS desktop solution to meet the direction of Microsoft's active directory design.
- The State of Michigan currently has approximately 17,000 desktops on the in-house developed desktop management system. The system is known as the Michigan Workstations Management System (MWMS). The agencies that are using the MWMS system are DHS, FOC and PA as part of CSES.

SCOPE OF WORK:

DIT is requesting a one year extension to continue the contractual services provided by Unisys in assisting the Department of Information Technology staff in:

- Providing assistance to DIT's staff in the migration from the in-house desktop management programs to the new Microsoft COTS technical infrastructure. This includes assisting DIT Desktop Services staff in the evaluation, planning and implementation of the new COTS system.

TASKS:

Technical support is required to assist with the following tasks:

Desktop Services Tasks:

Under the direction of DIT management, the Unisys primary responsibilities will be as follows:

- Perform services to complete tasks/projects assigned by DIT. Prepare associated documentation as requested. DIT management will be responsible for task assignments.
- Support DIT in the ongoing migration of its statewide desktop infrastructure. This support may include but is not limited to programming, service requests, trouble tickets, and alarms. The utilization of the workstations, servers and LAN equipment will be monitored using tools supplied by the State to determine potential trouble areas and/or resource issues.

- Desktop Services/Support – Model Office support
- Desktop Services/Support –support transition of in-house Desktop Management Systems to a standardized COTS solution
- Support DIT/DHS/FOC/PAs ongoing operations of its infrastructure.

DELIVERABLES:

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

1. Transition in-house desktop management system to standardized COTS solution.

PROJECT CONTROL AND REPORTS:

A bi-weekly progress report must be submitted to the Agency Project Manager throughout the life of this project. This report may be submitted with the billing invoice. Each bi-weekly progress report must contain the following:

1. Hours. Indicate the number of hours expended during the past two weeks and the cumulative total to date for the project. Also state whether the remaining hours are sufficient to complete the project.
2. Accomplishments. Indicate what was worked on and what was completed during the current reporting period.
3. Funds. Indicate the funds expended during the past month, and the cumulative total to date for the project.

All reports and deliverables will be delivered to the Agency Project Manager and must be inspected by the consultant for accuracy and adequacy prior to delivery.

SPECIFIC DEPARTMENT STANDARDS:

Agency standards if any, in addition to DIT standards.

PAYMENT SCHEDULE:

Payment will be made on a *Time and Materials* basis. DIT will pay CONTRACTOR upon receipt of properly completed invoices which shall be submitted to the Project Manager not more often than monthly. All invoices should reflect actual work completed by payment date, and must be approved by the Agency Project Manager prior to payment. The invoices shall describe and document to the Project Manager's satisfaction a description of the work performed, the progress of the project, and fees. When expenses are invoiced, provide a detailed breakdown of each type.

Payment shall be considered timely if made by the DIT within thirty (30) days after receipt of properly completed invoices.

PROJECT CONTACTS:

The designated Agency contact is:
 Michael Binkley
 Department of Information Technology
 Desktop Services
 Grand Tower Bldg, 3rd Floor
 235 S. Grand Avenue
 Lansing, MI 48909
 Phone: 517.335.4371
 BinkleyM@michigan.gov

AGENCY RESPONSIBILITIES ASSUMPTIONS:

Larry V. Ruble- Integration and Implementation Division in Desktop Services, will act as Project Manager. Staff will be available to assist the consultants and migration activities as needed. The Agency will provide necessary on-site office accommodations with necessary equipment (PC, printer and copier) access and privileges granted for data access.

RIGHT TO OWNERSHIP:

All data, materials, documentation and other things developed by the contractor for this project shall belong exclusively to the State. This includes, but is not limited to, source code *and documentation*. The State shall also own and retain intellectual property rights covering technology developed as part of the services described herein.

Response Attached	Response Denied
Date:	
Reason for Denying:	
Signature of Contractor:	

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

December 14, 2004

CHANGE NOTICE NO. 4
TO
CONTRACT NO. 071B1001258
between
THE STATE OF MICHIGAN
and

NAME & ADDRESS OF VENDOR		TELEPHONE Jeff Arbour (517) 349-2300
Unisys Corporation 2290 Science Parkway Okemos, MI 48864-2599 jeffrey.arbour@unisys.com		VENDOR NUMBER/MAIL CODE
		BUYER/CA (517) 241-1647 Irene Pena
Contract Compliance Inspector: Mike Scieszka Computer Consultants to provide maintenance, technical services & support for the ASSIST project – Family Independence Agency		
CONTRACT PERIOD: From: January 1, 2001		To: December 31, 2005
TERMS	N/A	SHIPMENT N/A
F.O.B.	N/A	SHIPPED FROM N/A
MINIMUM DELIVERY REQUIREMENTS N/A		

NATURE OF CHANGE (S):

Effective January 1, 2005, this contract is hereby **EXTENDED** through December 31, 2005 and **INCREASED** by \$3,321,795.77. Also, the attached work is hereby incorporated into this contract.

All other terms, conditions, specifications and pricing remain unchanged.

AUTHORITY/REASON:

Per agency (Joann Klasko) and vendor (Jeff Arbour) agreement on 10/25/04 and DMB/Acquisition Services approval.

INCREASE: \$3,321,795.77

TOTAL ESTIMATED REVISED CONTRACT VALUE: \$53,431,397.77



DEPARTMENT OF INFORMATION TECHNOLOGY IT SERVICES STATEMENT OF WORK

Project Title: Contract 071B1001258 – CCN Request FY05 Unisys/SWSS/ASSIST, Desktop Services/ Technical Services	Period of Coverage: 1.1.05 – 12.31.05
Requesting Department: DIT/FIA	Date: re. 9.2.04
Requesting Department Project Manager: Nancy Presocki /Mike Binkley/ Rich Reasner	Phone N - 517.335.3872, M- 517.636.6502, R- 517.373.0086
DIT Contract Liaison: Joann Klasko	Phone 517.241.7233

BACKGROUND:

Unisys has assisted DIT and FIA staff over the years with the ASSIST Application maintenance, SWSS development/maintenance, Desktop Services and Technical Services. The continuance of the services provided by the Unisys consultants is necessary for these projects as DIT doesn't have staff or staff with the expertise needed to support the projects. Nine of the Unisys staff on SWSS and ASSIST will be replaced with state staff as part of the contractor conversions once the hiring freeze is lifted. These replacements will occur during FY2005. Technical Services and Desktop Services have also requested state staff positions for their respective areas. However, without the new state staff are onboard, the contractual services are still necessary for the various projects to continue. This extension is for the period of January 1, 2005 through December 31, 2005.

PROBLEM:

In order to continue the services for FIA and the State of Michigan, DIT needs to maintain the Unisys' staff as indicated for the various projects :

- Five consultants for SWSS development/maintenance
- Fourteen consultants for ASSIST application development/maintenance
- Two consultants for Technical Services
- Thirteen consultants for Desktop Services

PROJECT OBJECTIVE:

DIT is requesting a one year extension to continue the contractual services provided by Unisys in assisting the Department of Information Technology staff in:

- Providing maintenance and development of the **Service Workers Support System (SWSS)** - which includes continuation of support for the Foster Care Adoption and Juvenile Justice (FAJ) System and the continued development of the second phase of FAJ, migrate Mapper-based SWSS Children's Protective Services application to a VB/Oracle platform as SWSS-CPS is developed and incorporated into SWSS-FAJ. Continued support of the Mapper-based SWSS Children's Protective Service System until the new SWSS-CPS is completed and rolled out.
- Providing technical and operational support of the **ASSIST** Application Software programs, hardware and database environment. Also provide transfer of knowledge of the ASSIST application and hardware environment to state staff, as well as providing support for these major Design Software Support Tracks: Application Registration, Data Collect, Batch Processing, Assignment Reassignment, Transfer, Online Policy, Online Help, Interfaces, Parameters, Potal Soft, General Support Services and Common Modules.
- Providing assistance to DIT **Technical Services** staff in supporting FIA's NT/Windows 2000 server infrastructure. Assisting in administration of approximately 155 statewide and central office NT/Windows 2000 servers. They assist with implementation, maintenance and enhancements of FIA's NT/Windows 2000 server operating system and all the OS (operating system) level support software for various applications on these servers. Maintain the anti-virus environment on all FIA Windows 2000 servers through a centralized administration console.
- Providing assistance to enhance DIT's technical infrastructure. This includes assisting DIT **Desktop Services** and

Field Services staff review, implement and transition changes to DIT's statewide enterprise environment, provide research and development services as well as testing and implementation tasks. Unisys staff will continue to provide support in the following areas: Desktop Services, Management Depot Operations, Client Service Center Support/Remedy System, Integration and Implementation Services. This includes the following: Migrating all agencies to a standard XP Desktop, Michigan Workstation Management System, Statewide XP migration planning; statewide inventor collection/reporting; implemented wireless technology; qualify new hardware workstations, laptops, printers, etc; design & create software packages; evaluate new Desktop software for desktop suitability. Also the consultants will continue to support the DIT statewide infrastructure, architecture and applications base.

TASKS:

Technical support is required to assist with the following tasks:

SWSS Tasks performed under state supervision:

- Ongoing assistance with maintenance of the current SWSS system as well as development, testing and implementation of preparation and documentation of service/case plans.
- Migration of Children's Protective Services application to VB/Oracle platform. The new Children's Protective Services application (SWSS-CPS) will be incorporated with SWSS/FAJ and assistance will be needed with development, testing and implementation. SWSS-CPS will include, but is not limited to; collecting and recording of referral information, evaluation of intake information, investigation, risk assessments and determination of needed services.

NON-SACWIS related Tasks performed under state supervision:

- Maintain the existing statewide Mapper-based SWSS Children's Protective Services application until conversion to the new system.

ASSIST Application/Maintenance Tasks:

- Support problem identification and resolution with appropriate techniques to define root cause identification, recommend solutions, prepare solution and verify / test the planned solution.
- Document Applications Software changes and effected procedures.
- Work with staff to revise portions of the ASSIST application.
- Work directly with DIT/FIA development staff to provide them on the job training.
- Provide the requested application modifications to support DIT/FIA's initiatives.
- Provide second and third level ASSIST Help Desk support of FIA local office problem resolution.
- See other items listed on Unisys proposal

Technical Services Tasks:

- Perform services to complete tasks/projects as assigned by DIT/FIA. Prepare associated documentation as requested.
- Support DIT's ongoing operations of FIA's infrastructure.
- See other tasks listed on Unisys proposal for FIA

Desktop and Field Services Tasks:

Under the direction of DIT management, the Unisys primary responsibilities will be as follows:

- Perform services to complete tasks/projects assigned by DIT. Prepare associated documentation as requested. DIT management will be responsible for task assignments.
- Support DIT in the ongoing operations of its statewide infrastructure. This support may include but is not limited to service requests, trouble tickets, and alarms. The utilization of the workstations, servers and LAN equipment will be monitored using tools supplied by the State to determine potential trouble areas and/or resource issues.
- Desktop Services/Support – see items listed to on Unisys proposal
- Depot Operations – see items listed to on Unisys proposal
- Client Serve Center Support – See items listed to on Unisys proposal

- Integration and Implementation Services – See items listed on Unisys proposal

DELIVERABLES:

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

1. None stated at this time.

SKILL SET/EXPERIENCE REQUIRED:

See Unisys proposal for each contractor skill set.

SCHEDULE OF WORK:

Time period for this extension is 1/1/05 through 12/31/05, Monday through Friday, unless time is preauthorized.

PROJECT CONTROL AND REPORTS:

A bi-weekly progress report must be submitted to the Agency Project Manager throughout the life of this project. This report may be submitted with the billing invoice. Each bi-weekly progress report must contain the following:

1. Hours. Indicate the number of hours expended during the past two weeks and the cumulative total to date for the project. Also state whether the remaining hours are sufficient to complete the project.
2. Accomplishments. Indicate what was worked on and what was completed during the current reporting period.
3. Funds. Indicate the funds expended during the past month, and the cumulative total to date for the project.

All reports and deliverables will be delivered to the Agency Project Manager and must be inspected by the consultant for accuracy and adequacy prior to delivery.

SPECIFIC DEPARTMENT STANDARDS:

Agency standards if any, in addition to DIT standards

PAYMENT SCHEDULE:

Payment will be **made monthly, on a "time and materials" basis** and submitted to the DIT Contract Administrator. All invoices should reflect actual work completed by payment date, and must be approved by **the various Project Managers** prior to payment.

Payment will be made on an ongoing basis based on the number of hours expended if the Agency Project Manger deems work is progressing satisfactorily.

In the event it is necessary for contractual staff to travel on behalf of the agency for this project, prior approval must be obtained by the project manager. Travel charges will only be reimbursed at current state-authorized rates as outlined by DMB guidelines and when accompanied by actual receipts Travel time will not be reimbursed.

PROJECT CONTACTS:

The designated Agency Project Manager for ASSIST is:

Pat Willett
Department of Information Technology
Grand Tower Bldg., Suite 615
235 S. Grand Avenue
Lansing, MI 48909
Phone 517.335.3837
Fax 517.335.3720
Willett@p@michigan.gov

The designated Agency Project Manager for SWSS Application is:

Daniel Klodt
Department of Information Technology
Agency Services
Grand Tower, 8th Floor,
235 S. Grand Avenue, Suite 802
Lansing, MI 48909
Phone: 517.373.8054
Fax: 517.335.3720
Klodtd@michigan.gov

The designated Agency Project Manager for Desktop Services is:

Mike Binkley
Department of Information Technology
Desktop Services
Grand Tower Bldg, 3rd Floor
235 S. Grand Avenue
Lansing, MI 48909
Phone: 517.241.5094
Binkleym@michigan.gov

The designated Agency Project Manager for Technical Services is:

Rich Reasner
Department of Information Technology
Technical Services
Lewis Cass Bldg., Lower Level, North-end
320 S. Walnut
Lansing, MI 48909
Phone: 517.373.0308
Reasnerr@michigan.gov

The DIT contract administrator for this project is:

Joann Klasko
Michigan Department of Information Technology
Contract Administrator
Grand Tower Bldg. 9th floor
235 S. Grand Avenue, Suite 914
Lansing, MI 48909
Phone: 517.241.7233
Fax: 517.335.3720
Klaskoj@michigan.gov

AGENCY RESPONSIBILITIES/ASSUMPTIONS:

Dan Klodt – SWSS, Pat Willett - Application Maintenance; Rich Reasner – Technical Services and Mike Binkley – Desktop Services, will act as Project Managers. Staff will be available to assist the consultants as needed. The Agency will provide necessary on-site office accommodations with necessary equipment (PC, printer and copier) access and privileges granted for data access.

RIGHT TO OWNERSHIP:

All data, materials, documentation and other things developed by the contractor for this project shall belong exclusively to the State. This includes, but is not limited to, source code *and documentation*. The State shall also own and retain intellectual property rights covering technology developed as part of the services described herein.

Response Attached	Response Denied	Date:
Reason for Denying:		
Signature of Contractor:		

**State of Michigan
Department of Information Technology**

Services Workers Support System (SWSS)

Unisys Consulting Proposal

September 16, 2004

Introduction

The Family Independence Agency (FIA) and the State of Michigan Department of Information Technology (DIT) currently contract Unisys information services consultants to provide maintenance and development of the Services Workers Support System (SWSS). The Unisys consultants provide support where specific resources are required but are not available within the current organization. These consultants provide DIT and FIA with the unique skills and institutional knowledge required to help support DIT in providing quality information technology services to DIT and FIA, FIA's field staff, and its clients.

This proposal is for a one-year contract from January 1, 2005 through December 31, 2005 under the terms and conditions of Agreement #071B1001258. The proposed consultancy services are based upon the five (5) Unisys consultants currently providing services under the direction of DIT/FIA. Since all five Unisys consultants live in the Lansing area, the only travel being proposed in this contract is travel required from their primary worksite located at the Grand Tower to other state offices throughout the State of Michigan. Unisys and the State will mutually agree via a change order to any changes to the travel reimbursement proposed herein. This document includes: statements of work for each services category, personnel listings with job classifications, skills descriptions for each consultant, and pricing models for each services category.

This proposal is presented for information purposes only. It is not intended to be a legally binding document. The only legally binding document that shall pertain to the products and services described in this proposal shall be a mutually acceptable order for the services proposed herein under the terms and conditions of Agreement 071B001258, supplemented by the terms and conditions of this proposal.

This proposal contains confidential information of the Unisys Corporation ("Unisys"). In consideration of the receipt of this document, the State agrees not to reproduce or make this information available in any manner to persons outside the group directly responsible for evaluation of its contents without the express written permission of Unisys.

This proposal has been prepared in accordance with Unisys' understanding of your requirements based on the information provided by the State. All descriptions, timings, organizations, roles and tasks, and related information contained in the Unisys proposal represent Unisys' best estimates based on our understanding of your requirements. However, it is understood that if the Unisys assumptions require change, including those related to our understanding of your requirements, or those related to your service requirements, etc., Unisys reserves the right to modify its proposal accordingly.

All prices and conditions in this proposal are valid for 90 days from the date of proposal submission unless extended in writing.

I. **Statement of Work for SWSS**

For calendar year 2005, it is our understanding the Department of Information Technology (DIT) and the Family Independence Agency (FIA) will continue the support of the Foster Care Adoption and Juvenile Justice (FAJ) System and the development of the second phase of FAJ. DIT will continue their efforts to migrate the Mapper-based SWSS Children's Protective Services application to a Visual Basic/Oracle platform as they develop the new SWSS Children's Protective Services System (SWSS-CPS). DIT will also continue to support the statewide Adult Services application.

Unisys has a team of five individuals ("the Team") currently under contract by the State assisting DIT in these efforts. These five individuals have extensive working knowledge in both the Child Welfare Environment and in FIA's development tools (past and present), Mapper, Oracle and Visual Basic. These five individuals represent over 90 years of experience in Michigan's Child Welfare programs. The purpose of this statement of work (SOW) is to continue providing DIT/FIA with these application development and support services, thereby allowing the State to leverage this extensive knowledgebase.

Unisys proposes to extend the current contracted Unisys personnel to provide application development services under the direction of DIT/FIA management through December 31, 2005. Under this proposal, Unisys will continue to provide the current Unisys SWSS contract staff to support DIT's efforts in the maintenance, testing, development, and implementation of the SWSS applications. This support will be provided on a time and material basis. The Unisys staff selected to work at DIT/FIA have in-depth knowledge of DIT development tools such as Oracle and Visual Basic. Under the direction of DIT management, their primary responsibilities will be as follows:

- i. Ongoing assistance with maintenance of the current SWSS-FAJ system as well as development, testing, and implementation of preparation and documentation of service/case plans.
- ii. Assist in the migration of current Mapper based Children's Protective Services application to the VB/Oracle platform. The new Children's Protective Services application (SWSS-CPS) will be incorporated with SWSS/FAJ and assistance will be needed with development, testing and implementation. SWSS-CPS will include collecting and recording of referral information, evaluation of intake information, investigation, risk assessments and determination of needed services, and other support as mutually agreed upon between the parties.
- iii. Maintain the existing statewide Mapper-based SWSS Children's Services applications.

Assigned Labor Categories & Personnel Skills for SWSS

Personnel by Labor Categories

Name	Position
Jensen, Mary Ann	System Design Specialist 2
Hadick, Mary	Senior System Analyst 1
Lee, Joseph	Senior System Analyst 1
Thelen, Tom	Senior System Analyst 1
Wing, Tom	Senior System Analyst 1

SWSS Personnel Skills

Ms. Mary Ann Jensen is proposed to fill a System Design Specialist 2 position. Mary Ann was a dedicated FIA employee for nearly 32 years serving FIA in numerous policy development and leadership capacities including the Director of the Children's Foster Care Policy Division. Since her retirement in 1998, she has served the SWSS project as a team leader in charge of ensuring that the Foster Care, Adoption and Juvenile Justice (FAJ) system is developed in accordance with FIA policy. Mary Ann is a vital leader in evaluating and approving nearly all change requests for the FAJ application. Mary Ann's knowledge of children's foster care policy, and her decision making skills, are of great value to the SWSS team in developing and enhancing the FAJ application.

Ms. Mary Hadick is proposed to fill a Senior Systems Analyst 1 position. Mary has more than 19 years experience as a computer professional. She has extensive experience in application design, development, implementation, documentation, and end user support. Mary has devoted nearly all of her 19 years with Unisys working in the area of Children's Services systems development. She has assisted the FIA SWSS team in their Children's Services efforts for over seven years. Mary is currently supporting FIA's statewide children's protective services application, is assisting in developing requirements for the SWSS-CPS System and is assisting FIA in preparing SWSS-CPS to run in the impending XP environment. This application will use a Visual Basic presentation layer, SQL and PL/SQL, coupled with an Oracle database. She is proficient in each of these areas and has extensive skills in MAPPER as well. Mary's knowledge of children's services practices and FIA's internal policy are of extreme benefit to the SWSS development team.

SWSS Personnel Skills – continued

Mr. Joseph Lee is proposed to fill a Senior Systems Analyst 1 position. Joe has over 11 years experience as a computer professional with experience in system design, development, implementation, and support. Joe is proficient in a multitude of development tools including Visual Basic, SQL and PL/SQL, and Oracle. Prior to joining the FIA SWSS development team, Joe has designed systems for William Beaumont Hospital, Electronic Data Systems (EDS), and countless other clients as an independent systems consultant. Joe's technical knowledge, aptitude, problem-solving skills, and team approach, have made him a valuable asset to the FIA SWSS development team.

Mr. Tom Thelen is proposed to fill a Senior Systems Analyst 1 position. Tom was a dedicated FIA employee for 30 years serving FIA as a children's services worker, systems analyst, systems development manager, and as the FIA implementation manager for ASSIST. Since his retirement in 1998, he has served the SWSS project as a team leader in charge of ensuring that the Foster Care, Adoption and Juvenile Justice (FAJ) system is developed in accordance with FIA policy. Tom has been a vital leader in developing requirements for, and in testing, the FAJ application to assure concurrence with FIA internal policy. Tom's knowledge of children's foster care business practices, as well as FIA internal systems, are of great value to the SWSS team in developing and implementing the FAJ and other FIA applications.

Mr. Tom Wing is proposed to fill a Senior Systems Analyst 1 position. Tom has over 10 years experience in the data processing industry, working as a system analyst and a development specialist. He has experience in application design, development, system testing, and implementation. Tom has worked with FIA in various capacities for over three years, and is proving to be quite valuable to the SWSS project as well. Tom is proficient in many development tools and databases, including Visual Basic, SQL, PL/SQL, and Oracle.

IV. Additional terms and Conditions

1. The terms in this section supplement the terms and conditions in contract #071B1001258. Contract #071B1001258 is to be extended for one year (January 1, 2005 through December 31, 2005).
2. The Team will provide support to permanent DIT/FIA staff members by assisting in their training and direct on the job training to provide a solid knowledge base transfer.
3. The Team assigned to the contract by Unisys are employees of Unisys or sub-contractors to Unisys, and as such, it is the mutual intention of the parties that the Unisys Team not be deemed employees of the State. Unisys will be the primary contractor and will be responsible for any of its subcontractors they use.
4. The Contractor is responsible to the extent the negligent acts of its employees and subcontractors result in injury to persons or damage to tangible property during the performance of work under the contract.
5. The staff that is listed in this agreement has been approved by the State. The State of Michigan reserves the right to interview and approve replacements to the Team members. Unisys will provide resumes of all proposed replacement staff for approval prior to them beginning work. The State of Michigan may reject any proposed staff member and request another. The State may cancel the services of an individual by providing Unisys written notice of such cancellation 30 days prior to the effective date of cancellation. The State will pay for services rendered until the effective date of cancellation.
6. Unisys is to provide replacement Team members, when feasible, within 10 business days of a member's cessation to be on the Team.
7. A 40-hour workweek will be standard for each Team member. Any excess hours will be billed at a 5% premium rate. While the majority of the work will be done during normal business hours, 8:00 AM to 5:00 PM. Monday through Friday, excluding State of Michigan holidays, the Team may, subject to mutual agreement of the parties, work non-standard hours or weekends to meet the needs of the State of Michigan.
8. The Team members may be required to participate in on-call responsibilities (available via beeper or cell phone) and will be compensated based on one hour at the standard rate for every five on-call hours. A call completed in less than one-hour will be considered a one-hour call. In addition, if on-site duty is required during this on-call period, the normal hourly rate, or if applicable, the premium rate would apply. The State of Michigan and Unisys Corporation will mutually agree upon the extent of the on-call requirement of Unisys employees or sub-contractors of Unisys.

9. The supplied Team members will operate under the direction of DIT/FIA management. All assignments are at the discretion of DIT/FIA management.
10. All the work will be performed in a State of Michigan facility unless otherwise agreed by both parties.
11. The Team members will be eligible for reimbursement (State rates) of parking, mileage, hotel, and meal expenses if they are required to travel to a location other than their primary facility (Grand Tower).
12. Unisys will submit DIT/FIA timesheets for DIT/FIA approval by DIT/FIA and will submit monthly invoices for payment based upon approved timesheets for this billing period.
13. This is not a fixed-price contract, but a time and materials contract. Invoicing will be monthly, based on the hours worked at the rates described herein and travel.
14. This contract may be cancelled per paragraph I-T.2 of existing contract #071B1001258, without cause with a 30-day notice from the State. Unisys will be paid for all services rendered and expenses incurred until the effective date of cancellation.
15. This contract is extendable at one-year increments at the option of DIT. Unisys will be allowed to apply up to a 7% cap on labor rates for annual increases for Team members on the first day of January, each year of this contract.

Project Responsibilities

State of Michigan Responsibilities

1. Provide appropriate office space within the State of Michigan for Unisys personnel.
2. Provide conference room space when sufficient notice is given and space is available.
3. Provide telephones for calls originating from the State of Michigan that are contract related only.
4. Provide duplicating service and facsimile equipment access for contract related work only.

Unisys Responsibilities

1. Provide staff with the appropriate skill set to meet contract requirements. DIT management must approve these staff members. Such approval will not be reasonably withheld.
2. Phone calls not related to the contract will be charged to Unisys.
3. Copy machines, fax machines, personal computers and telephones provided by DIT, to Team Members, will be used for DIT contract work only.
4. The time the Team members are attending Unisys training, Unisys corporate meetings, on annual vacation or sick leave is not billed to the State of Michigan.

**State of Michigan
Family Independence Agency
Estimated Hours and Costs for SWSS
1/1/2005 through 12/31/2005**

January 1, 2005 - September 30, 2005 (39 Weeks)

Labor Category	Rate Per Hour	Hours Per Person	Cost Per Person	Number of Staff	Estimated Cost
System Design Specialist 1	\$ 138.00	0	\$ -	0	\$ -
System Design Specialist 2	\$ 125.00	1050	\$131,250.00	1	\$ 131,250.00
Senior Systems Analyst 1	\$ 114.00	1327.5	\$151,335.00	4	\$ 605,340.00
Senior Systems Analyst 2	\$ 98.00	0	\$ -	0	\$ -
Systems Analyst	\$ 80.00	0	\$ -	0	\$ -
Total				5	\$ 736,590.00

October 1, 2005 - December 31, 2005 (13 Weeks)

Labor Category	Rate Per Hour	Hours Per Person	Cost Per Person	Number of Staff	Estimated Cost
System Design Specialist 1	\$ 138.00	0	\$ -	0	\$ -
System Design Specialist 2	\$ 125.00	350	\$ 43,750.00	1	\$ 43,750.00
Senior Systems Analyst 1	\$ 114.00	442.5	\$ 50,445.00	4	\$ 201,780.00
Senior Systems Analyst 2	\$ 98.00	0	\$ -	0	\$ -
Systems Analyst	\$ 80.00	0	\$ -	0	\$ -
Total				5	\$ 245,530.00

Totals

January 1, 2005 - December 31, 2005 (52 Weeks)

Labor Category	Rate Per Hour	Hours Per Person	Cost Per Person	Number of Staff	Estimated 3 Month Cost
System Design Specialist 1	\$ 138.00	0	\$ -	0	\$ -
System Design Specialist 2	\$ 125.00	1400	\$175,000.00	1	\$ 175,000.00
Senior Systems Analyst 1	\$ 114.00	1770	\$201,780.00	4	\$ 807,120.00
Senior Systems Analyst 2	\$ 98.00	0	\$ -	0	\$ -
Systems Analyst	\$ 80.00	0	\$ -	0	\$ -
Total				5	\$ 982,120.00

**State of Michigan
Department of Information Technology**

Michigan Family Independence Agency

**Application Maintenance
ASSIST/CIMS
Unisys Consulting Proposal**

September 16, 2004

Introduction

The Family Independence Agency (FIA) and the State of Michigan Department of Information Technology (DIT) currently contract Unisys information services consultants to provide maintenance and development of ASSIST application. The Unisys consultants provide support where specific resources are required but not available within the current organization. These consultants provide DIT and FIA with the unique skills and institutional knowledge required to help support DIT in providing quality information technology services to FIA in the areas of Application Maintenance and development for the ASSIST and CIMS applications.

This proposal is for a one-year contract from January 1, 2005 through December 31, 2005 under the terms and conditions of Agreement #071B1001258. The proposed consultancy services are based upon the fourteen (14) Unisys consultants currently providing services under the direction of DIT/FIA. Since all fourteen Unisys consultants live in the Lansing area, the only travel being proposed in this contract is travel required from the teams primary work location at the Grand Tower to other state offices throughout the State of Michigan. Unisys and the State will mutually agree via a change order to any changes to the travel reimbursement proposed herein. This document includes: statements of work for each services category, personnel listings with job classifications, skills descriptions for each consultant, and pricing models for each services category.

This proposal is presented for information purposes only. It is not intended to be a legally binding document. The only legally binding document that shall pertain to the products and services described in this proposal shall be a mutually acceptable order for the services proposed herein under the terms and conditions of Agreement 071B001258, supplemented by the terms and conditions of this proposal.

This proposal contains confidential information of the Unisys Corporation ("Unisys"). In consideration of the receipt of this document, the State agrees not to reproduce or make this information available in any manner to persons outside the group directly responsible for evaluation of its contents without the express written permission of Unisys.

This proposal has been prepared in accordance with Unisys' understanding of your requirements based on the information provided by State. All descriptions, timings, organizations, roles and tasks, and related information contained in the Unisys proposal represent Unisys best estimates based on our understanding of your requirements. However, it is understood that if the Unisys assumptions require change, including those related to our understanding of your requirements, or those related to your service requirements, etc., Unisys reserves the right to modify its proposal accordingly.

All prices and conditions in this proposal are valid for 90 days from the date of proposal submission unless extended in writing.

III. Statement of Work for the CIMS and ASSIST Application

For calendar year 2005, the Family Independence Agency (FIA) and the State of Michigan Department of Information Technology (DIT) will require technical and operational support to be provided by Unisys to support the ASSIST Application Software Programs and to assist the State in knowledge transfer of- the ASSIST functionality and the operations of the Unisys Clearpath system.

The major Application Software Design Tracks to be supported are Application Registration, Data Collect, Batch Processing, Online Policy, Online Help, Interfaces, Parameters, General Support Services and Common Modules (Architecture, Menu and Application). The ASSIST database also requires support as changes may be made in the Application Software or CIMS Systems.

There will be a Unisys team of 14 individuals (the "Team") assigned to support DIT/FIA in maintaining the ASSIST Application Software. This is based on four key factors that are driving the workload considerations:

- The metrics of this very large sophisticated, integrated and documented software system.
- The potential number of changes to ASSIST/CIMS Systems due to Federal and State policy changes.
- Ongoing transfer of knowledge to DIT/FIA development staff.
- The State of Michigan's desire to implement an integrated Public Assistance application.

Under the direction of DIT/FIA management, the Team member's typical responsibilities will be as follows:

- a. Support problem identification and resolution with appropriate techniques to define root cause identification, recommend solutions, prepare solution and verify / test the planned solution.
- b. Document Applications Software changes and affected procedures.
- c. Work with staff to revise portions of the ASSIST application.
- d. Work directly with DIT/FIA development staff to provide them on the job training.
- e. Provide the requested application modifications to support DIT/FIA's initiative to provide one common user interface to field staff as well as providing application modifications to support other DIT/FIA's initiatives.
- f. Provide second and third level ASSIST Help Desk support of FIA local office problem resolution.
- g. Provide Configuration Management for CIMS, ASSIST, LASR, SWSS, CMT, ASCAP
- h. Provide process improvement for software development
- i. Design and maintain PostalSoft Program (Interface between Postal Soft server and ASSIST application)
- j. Provide architectural input for systems development

Assigned Labor Categories & Personnel Skills

Personnel by Labor Categories

Name	Position
Black, William	Applications Analyst 1
Darnell, Mike	Applications Analyst 1
Darnell, Rebekah	Database Administrator
Geers, Bob	Applications Analyst 1
George, Peter	Applications Analyst 1
Johnson, Darin	Applications Analyst 1
Kale, John	Applications Analyst 1
Marshall, Darrell	Database Analyst 1
Michaels, Ted	Database Analyst 1
Packer, William	Application Analyst 1
Range, Steve	Application Analyst 1
Rugar, Dottie	Training Specialist
Sells, Joe	Training Team Leader
Verzwyvelt, Gary	Applications Analyst 1

Personnel Skills Matrix

Name	Data Synchronization	ASSIST Mods	Interface (logical)	Application Registration	Data Collect	General System Support - Security/Alerts/ Assgn/Reasgn	Parameters	Online Manuals	Batch Processing	System Architecture	Common Modules	VPS & DTPs	Database (Design, utilities, logical loads & unloads)	Interface (physical)	Configuration Management (Version control, Code Promotion, Dep-Con)	Conversion	APS	Online Help/Err Msgs	Online Policy Text Promotion	User Training	Postal Soft	ClearPath	SIMAN
Black, William			X							X			X	X	X	X							X
Darnell, Mike			X							X	X			X	X	X							X
Darnell, Rebekah	X		X	X	X	X	X	X	X	X	X	X	X	X		X							
Geers, Bob	X		X	X	X											X							
George, Peter	X		X		X																		
Johnson, Darin				X									X			X							
Kale, John	X								X	X	X	X											
Marshall, Darrell									X		X												
Michaels, Ted	X											X	X			X							
Packer, William	X			X																			
Range, Steve						X	X	X	X														
Rugar, Dottie				X	X															X			
Sells, Joe				X	X															X			
Verzwyvelt, Gary	X		X	X	X												X						



IV. Additional terms and Conditions

1. The terms in this section supplement the terms and conditions in contract #071B1001258. Contract #071B1001258 is to be extended for one year (January 1, 2005 through December 31, 2005).
2. The Team will provide support to permanent DIT/FIA staff members by assisting in their training and direct on the job training to provide a solid knowledge base transfer.
3. The Team assigned to the contract by Unisys are employees of Unisys or sub-contractors of Unisys, and as such, it is the mutual intention of the parties that the Unisys Team not be deemed employees of the State. Unisys will be the primary contractor and will be responsible for any of its subcontractors they use.
4. The Contractor is responsible to the extent the negligent acts of its employees and subcontractors result in injury to persons or damage to tangible property during the performance of work under the contract.
5. The staff that is listed in this agreement has been approved by the State. The State of Michigan reserves the right to interview and approve replacements to the Team members. Unisys will provide resumes of all proposed replacement staff for approval prior to them beginning work. The State of Michigan may reject any proposed staff member and request another. The State may cancel the services of an individual by providing Unisys written notice of such cancellation 30 days prior to the effective date of cancellation. The State will pay for services rendered until the effective date of cancellation.
6. Unisys is to provide replacement Team members, when feasible, within 10 business days of a member's cessation to be on the Team.
7. A 40-hour workweek will be standard for each Team member. Any excess hours will be billed at a 5% premium rate. While the majority of the work will be done during normal business hours, 8:00 AM to 5:00 PM. Monday through Friday, excluding State of Michigan holidays, the Team may, subject to mutual agreement of the parties, work non-standard hours or weekends at the premium rates to meet the needs of the State of Michigan.
8. The Team members may be required to participate in on-call responsibilities (available via beeper or cell phone) and will be compensated based on one hour at the standard rate for every five on-call hours. A call completed in less than one hour will be considered a one-hour call. In addition, if on-site duty is required during this on-call period, the normal hourly rate, or if applicable, the premium rate would apply. The State of Michigan and Unisys Corporation will mutually agree upon the extent of the on-call requirement of Unisys employees or sub-contractors of Unisys.

9. The supplied Team members will operate under the direction of DIT/FIA management. All assignments are at the discretion of DIT/FIA management.
10. All the work will be performed in a State of Michigan facility unless otherwise agreed by both parties.
11. The Team members will be eligible for reimbursement (State rates) of parking, mileage, hotel, and meal expenses if they are required to travel to a location other than their primary facility (Grand Tower).
12. Unisys will submit DIT/FIA timesheets for DIT/FIA approval by DIT/FIA and will submit monthly invoices for payment based upon approved timesheets for this billing period.
13. This is not a fixed-price contract, but a time and materials contract. Invoicing will be monthly, based on the hours worked at the rates described herein and travel.
14. This contract may be cancelled per paragraph I-T.2 of existing contract #071B1001258, without cause with a 30-day notice from the State. Unisys will be paid for all services rendered and expenses incurred until the effective date of cancellation.
15. This contract is extendable at one-year increments at the option of DIT. Unisys will be allowed to apply up to a 7% cap on labor rates for annual increases for Team members on the first day of January, each year of this contract.

Project Responsibilities

State of Michigan Responsibilities

1. Provide appropriate office space within the State of Michigan for Unisys personnel.
2. Provide conference room space when sufficient notice is given and space is available.
3. Provide telephones for calls originating from the State of Michigan that are contract related only.
4. Provide duplicating service and facsimile equipment access for contract related work only.

Unisys Responsibilities

1. Provide staff with the appropriate skill set to meet contract requirements. DIT management must approve these staff members. Such approval will not be reasonably withheld.
2. Phone calls not related to the contract will be charged to Unisys.
3. Copy machines, fax machines, personal computers and telephones provided by DIT, to Team Members, will be used for DIT contract work only.
4. The time the Team members are attending Unisys training, Unisys corporate meetings, on annual vacation or sick leave is not billed to the State of Michigan.

**State of Michigan
Family Independence Agency
Estimated Hours and Costs for Application Maintenance
1/1/2005 through 12/31/2005**

January 1, 2005 - September 30, 2005 (39 Weeks)

Labor Category	Rate Per Hour	Hours Per Person	Cost Per Person	Number of Staff	Estimated Cost
Application Team Leader	\$ 178.00	1395	\$ 248,310.00	0	\$ -
Application Analyst 1	\$ 143.00	1395	\$ 199,485.00	9	\$ 1,795,365.00
Application Analyst 2	\$ 83.00	1395	\$ 115,785.00	0	\$ -
Database Administrator	\$ 178.00	1395	\$ 248,310.00	1	\$ 248,310.00
Database Analyst 1	\$ 138.00	1395	\$ 192,510.00	2	\$ 385,020.00
Training Team Leader	\$ 162.00	1395	\$ 225,990.00	1	\$ 225,990.00
Training Specialist	\$ 147.00	1395	\$ 205,065.00	1	\$ 205,065.00
Estimated Travel Expenses					\$ 50,000.00
Total				14	\$ 2,909,750.00

October 1, 2005 - December 31, 2005 (13 Weeks)

Labor Category	Rate Per Hour	Hours Per Person	Cost Per Person	Number of Staff	Estimated Cost
Application Team Leader	\$ 178.00	465	\$ 82,770.00	0	\$ -
Application Analyst 1	\$ 143.00	465	\$ 66,495.00	9	\$ 598,455.00
Application Analyst 2	\$ 83.00	465	\$ 38,595.00	0	\$ -
Database Administrator	\$ 178.00	465	\$ 82,770.00	1	\$ 82,770.00
Database Analyst 1	\$ 138.00	465	\$ 64,170.00	2	\$ 128,340.00
Training Team Leader	\$ 162.00	465	\$ 75,330.00	1	\$ 75,330.00
Training Specialist	\$ 147.00	465	\$ 68,355.00	1	\$ 68,355.00
Estimated Travel Expenses					\$ 20,000.00
Total				14	\$ 973,250.00

Totals

January 1, 2005 - December 31, 2005 (52 Weeks)

Labor Category	Rate Per Hour	Hours Per Person	Cost Per Person	Number of Staff	Estimated 3 Month Cost
Application Team Leader	\$ 178.00	1860	\$ 331,080.00	0	\$ -
Application Analyst 1	\$ 143.00	1860	\$ 265,980.00	9	\$ 2,393,820.00
Application Analyst 2	\$ 83.00	1860	\$ 154,380.00	0	\$ -
Database Administrator	\$ 178.00	1860	\$ 331,080.00	1	\$ 331,080.00
Database Analyst 1	\$ 138.00	1860	\$ 256,680.00	2	\$ 513,360.00
Training Team Leader	\$ 162.00	1860	\$ 301,320.00	1	\$ 301,320.00
Training Specialist	\$ 147.00	1860	\$ 273,420.00	1	\$ 273,420.00
Estimated Travel Expenses					\$ 70,000.00
Total				14	\$ 3,883,000.00

**State of Michigan
Department of Information Technology
Family Independence Agency**

Technical Services

**Unisys Consulting and Professional Information
Server Support Proposal**

September 8, 2004

Introduction

The State of Michigan Department of Information Technology (DIT) and Family Independence Agency (FIA) currently contracts Unisys information services consultants to provide support for the DIT Technical Services / Family Independence Agency's NT/Window 2000 server infrastructure. The Unisys consultants provide support where specific resources are required but not available within the current organization. These consultants provide DIT/FIA with the unique skills and institutional knowledge required to help support DIT/FIA in providing quality information technology services to its clients.

This proposal is for a one-year contract from January 1, 2005 through December 31, 2005 under the terms and conditions of Agreement #071B1001258. The proposed consultancy services are based upon the two (2) Unisys consultants currently providing services under the direction of DIT. Since the two Unisys consultants are from the local Unisys Okemos Michigan Office, the only travel being proposed in this contract is travel required by the state from their current Lansing state worksite to state offices throughout the State of Michigan. Unisys and the State will mutually agree via a change order to any modifications to the travel reimbursement proposed herein. This document includes: statements of work, personnel listings with job classifications, skills descriptions for each consultant, and a pricing model.

This proposal is presented for information purposes only. It is not intended to be a legally binding document. The only legally binding document that shall pertain to the products and services described in this proposal shall be a mutually acceptable order for the services proposed herein under the terms and conditions of Agreement 071B001258, supplemented by the terms and conditions of this proposal.

This proposal contains confidential information of the Unisys Corporation ("Unisys"). In consideration of the receipt of this document, the State agrees not to reproduce or make this information available in any manner to persons outside the group directly responsible for evaluation of its contents without the express written permission of Unisys.

This proposal has been prepared in accordance with Unisys' understanding of your requirements based on the information provided by the State. All descriptions, timings, organizations, roles and tasks, and related information contained in the Unisys proposal represent Unisys best estimates based on our understanding of your requirements. However, it is understood that if the Unisys assumptions require change, including those related to our understanding of your requirements, or those related to your service requirements, etc., Unisys reserves the right to modify its proposal accordingly.

All prices and conditions in this proposal are valid for 90 days from the date of proposal submission unless extended in writing.

I. II. Statement of Work for DIT Infrastructure Services

The Department of Information Technology and Family Independence Agency are continuing to enhance and consolidate the State of Michigan's NT/Windows 2000 server infrastructure.

As part of reviewing and implementing DIT/FIA's enhancements and making transitional changes to DIT/FIA's statewide enterprise environment, additional resources are necessary to perform research and development, testing, and implementation tasks. The need for additional resources is expected for a period of time until standard server management procedures are implemented and infrastructure enhancements and transitional changes are in place and operational. The specific technical support team identified in this proposal is required because of their knowledge base of both DIT/FIA's current infrastructure, business operations, and support tools as well as their in-depth knowledge and participation in developing the standard server management process currently being implemented by DIT/FIA.

The Unisys individuals identified in this proposal ("the Team") have been involved in recent statewide implementation projects for FIA. The team recently migrated the FIA server environment to Windows AD native mode, which greatly improved the ease of user sign-on while traveling between FIA offices. Additional FIA projects involved supporting the implementation of a standard desktop configuration for all FIA employees including PA and FOC employees, standardizing a set of hardware models supporting the FIA software configuration, and establishing standard server and printing services and procedures. Standardizing the business support function on FIA desktops allowed for network and server consolidation to begin, in addition to the consolidation and transition of the CSES technical support into the DIT Desktop Services areas. The Team is also currently contributing to several major DIT projects, including the Active Directory design for the Michigan 1 initiative related to FIA.

As part of the NT/Win2000 Server Support Unit, the Team assists in the administration of approximately 180 statewide and central office NT/Win2000 servers. The Team is responsible for the implementation, maintenance, and enhancements of FIA's NT/Win2000 server operating system and all the OS level support software for various applications on these servers. They provide technical support for NT/Win2000 servers to resolve complex problems reported by the Client Service Center. This Team is the primary support for maintaining the anti-virus environment on all Win2000 servers through a centralized administration console. They are also the primary contact for maintaining the FIA remote offices' backup environment and the administration of the Children Protective Services MAPPER database in the distributed environment, as well as planning, implementing and supporting centralized application development servers for FIA.

With the completion of the various infrastructure enhancements and transitional activities for FIA and DIT, the Team is available to provide ongoing technical support, architectural & integration planning, information management and project implementation support to DIT/FIA staff on a time and materials basis for DIT/FIA statewide environment. The Team, based on their firsthand knowledge and broad years of experience, can provide extensive support knowledge and work in synergy with DIT/FIA to provide the imperative daily support for maximizing user productivity as well as necessary support for continuous improvement in the DIT/FIA enterprise environment.

In addition, the Unisys Team will continue to support DIT/FIA's statewide infrastructure, architecture and application base. This support will be provided on a time and material basis. Unisys is proposing a staffing level of two (2) Technical Support Specialists.

The two Technical Support Specialists proposed to fill these positions have significant years of experience working with FIA and other State agencies, and possess a broad proficiency in system integration, application development, software/product support with extensive experience in Microsoft products, as well as information management. The Team has developed a strong working relationship based on providing reliable quality service. The Unisys staff selected to work at DIT/FIA have in-depth knowledge of the DIT/FIA infrastructure including workstations, servers, printers, LAN/WAN equipment, Microsoft tools and software, and Windows NT/2000/XP.

Under the direction of DIT/FIA management, the Unisys primary responsibilities will be as follows:

- i. Perform services to complete tasks/projects assigned by DIT/FIA. Prepare the associated documentation as requested by DIT/FIA. DIT/FIA management will be responsible for task assignments.
- ii. Support DIT/FIA in the ongoing operations of its statewide infrastructure. This support is for service requests, trouble tickets, and alarms, and other support as mutually agreed upon between the parties. The utilization of the workstations, servers and LAN equipment will be monitored using tools supplied by the State to determine potential trouble areas and/or resource issues.

Included below are some of the tasks that may also be requested by DIT/FIA to be performed by members of the Team under the direction and approval of DIT/FIA management:

Server Services / Support

- o Manage the current Active Directory Structure
- o Manage DNS and Active Directory for Windows 2000 servers, performing updates and maintenance as necessary

- Provide third-level support of Windows NT/Windows 2000 servers and centralized application servers
- Develop standard Windows NT/Windows 2000 server configuration and build process
- Assist in the configuration and updates of the server infrastructure
- Install, configure and monitor enterprise wide Norton Anti-Virus protection on Windows NT/2000 server platform
- Perform hardware and software troubleshooting and maintenance
- Resolve accessibility issues at the local office level involving DNS, DHCP, and passwords
- Assist in the development of the migration plan to move some of the Novell server functions to Windows 2000
- Recommend and implement security measures on the Windows 2000 network
- Evaluate and resolve server performance issues
- Develop backup scripts and procedures for Windows 2000 enterprise
- Provide emergency On-site support to the field in the event of a catastrophic server failure

A list of potential projects (as otherwise may be mutually agreed upon) that DIT/FIA may request Unisys to provide technical support under the direction of DIT/FIA follows:

1. Migration Plan of FIA Novell Server functions

Assist in the development of the migration plan to move the Novell server functions to Windows 2000.

2. Assess the Existing FIA Domain Structure for migration to the SOM Domain

Assist in the development of the migration plan to move the FIA domains into the SOM Domain. Contribute to the design of the AD organizational unit for FIA.

3. Third Level Enterprise Support

Continue to provide third-level support for servers and printers for the State's integrated technical infrastructure.

4. Transition FIA Servers to Native Mode

Develop a transition plan and procedures for migrating the FIA servers to native mode. The change to native mode will provide a more flexible environment to support users that access the server environment from multiple offices.

Assigned Labor Categories & Personnel Skills

Personnel by Labor Categories

Name	Position	Organization
Wojan, Greg	Technical Support Specialist	DIT Technical Services
Michalik, Roy	Technical Support Specialist	DIT Technical Services

Server Support Personnel Skills

Mr. Greg Wojan is proposed to fill a Technical Support Specialist position. Greg has a broad range of experience in the IT industry ranging from software development to network engineering and support. He has extensive experience in the areas of PC and server support and configuration. Greg assisted in the planning, configuration and implementation of the Windows 2000 server consolidation project for FIA. Greg currently is assigned to the DIT/FIA support team responsible for FIA's local office Windows 2000 servers and the centralized application servers. Greg has developed software professionally using Visual Basic, BASIC, C, and C++. He has extensive experience with Windows NT 3.5x, 4.0 and Windows 2000 and advanced knowledge in Windows XP. Greg has extensive experience installing network structured cabling solutions, basic premise wiring, and administration of IP networks. He is a Microsoft Certified Systems Engineer (MCSE) and is currently pursuing MCSE certification for Windows XP. Greg has over 19 years of experience in the IT industry.

Mr. Roy Michalik is proposed to fill a Technical Support Specialist position. Roy specializes in supporting Windows NT 4.0 / Windows 2000 Server and Workstation Operating Systems, and is currently assigned to the DIT/FIA support team responsible for FIA's local office Windows 2000 servers and centralized application servers. Roy's has demonstrated outstanding capabilities for trouble shooting a wide range of technical problems both at the server and desktop level. Roy has extensive experience in FIA's enterprise environment and has been a Team Lead and Support Lead on several major FIA technology upgrades in the past four years. Roy played a key role in FIA's Windows 2000 server consolidation project. Roy has over seven years experience in the IT industry and is a Microsoft Certified Systems Engineer (MCSE) in both Windows NT 4.0, and Windows 2000, Windows 2003 and is beginning his Windows XP certification. Roy continues to broaden his range of experience and has begun to build programming knowledge by taking a Visual Basic application development class.

IV. Additional terms and Conditions

1. The terms in this section supplement the terms and conditions in contract #071B1001258. Contract #071B1001258 is to be extended for one year (January 1, 2005 through December 31, 2005).
2. The Team will provide support to permanent DIT/FIA staff members by assisting in their training and direct on the job training to provide a solid knowledge base transfer.
3. The Team assigned to the contract by Unisys are employees of Unisys, and as such, it is the mutual intention of the parties that the Unisys Team not be deemed employees of the State of Michigan. Unisys will be the primary contractor and will be responsible for any of its subcontractors they use.
4. The Contractor is responsible to the extent the negligent acts of its employees and subcontractors result in injury to persons or damage to tangible property during the performance of work under the contract.
5. The staff that is listed in this agreement has been approved by the State. The State of Michigan reserves the right to interview and approve replacements to the Team members. Unisys will provide resumes of all proposed replacement staff for approval prior to them beginning work. The State of Michigan may reject any proposed staff member and request another. The State may cancel the services of an individual by providing Unisys written notice of such cancellation 30 days prior to the effective date of cancellation. The State will pay for services rendered until the effective date of cancellation.
6. Unisys is to provide replacement Team members, when feasible, within 10 business days of a member's cessation to be on the Team.
7. A 40-hour workweek will be standard for each Team member. Any excess hours will be billed at a 5% premium rate. While the majority of the work will be done during normal business hours, 8:00 AM to 5:00 PM. Monday through Friday, excluding State of Michigan holidays, the Team may, subject to mutual agreement of the parties, work non-standard hours or weekends at the premium rates to meet the needs of the State of Michigan.
8. The Team members may be required to participate in on-call responsibilities (available via beeper or cell phone) and will be compensated based on one hour at the standard rate for every five on-call hours. A call completed in less than one hour will be considered a one-hour call. In addition, if on-site duty is required during this on-call period, the normal hourly rate, or if applicable, the premium rate would apply. The State of Michigan and Unisys Corporation will mutually agree upon the extent of the on-call requirement of Unisys employees or sub-contractors of Unisys.

9. The supplied Team members will operate under the direction of DIT/FIA management. All assignments are at the discretion of DIT management.
10. All the work will be performed in a State of Michigan facility unless otherwise agreed by both parties.
11. The Team members will be eligible for reimbursement (State rates) of parking, mileage, hotel, and meal expenses if they are required to travel to a location other than their primary work facility.
12. Unisys will submit DIT/FIA timesheets for DIT/FIA approval by DIT/FIA and will submit monthly invoices for payment based upon approved timesheets for this billing period.
13. This is not a fixed-price contract, but a time and materials contract. Invoicing will be monthly, based on the hours worked at the rates described herein and travel.
14. This contract may be cancelled per paragraph I-T.2 of existing contract #071B1001258, without cause with a 30-day notice from the State. Unisys will be paid for all services rendered and expenses incurred until the effective date of cancellation.
15. This contract is extendable at one-year increments at the option of DIT. Unisys will be allowed to apply up to a 7% cap on labor rates for annual increases for Team members on the first day of January, each year of this contract.

Project Responsibilities

State of Michigan Responsibilities

1. Provide appropriate office space within the State of Michigan for Unisys personnel.
2. Provide conference room space when sufficient notice is given and space is available.
3. Provide telephones for calls originating from the State of Michigan that are contract related only.
4. Provide duplicating service and facsimile equipment access for contract related work only.

Unisys Responsibilities

1. Provide staff with the appropriate skill set to meet contract requirements. DIT management must approve these staff members. Such approval will not be reasonably withheld.
2. Phone calls not related to the contract will be charged to Unisys.
3. Copy machines, fax machines, personal computers and telephones provided by DIT, to Team Members, will be used for DIT contract work only.

4. The time the Team members are attending Unisys training, Unisys corporate meetings, on annual vacation or sick leave is not billed to the State of Michigan.



State of Michigan
Department of Information Technology
Estimated Hours and Costs for DPO Server Support Services
1/1/2005 through 12/31/2005

January 1, 2005-September 30, 2005 39 Weeks

Labor Category	Rate Per Hour	Hours Per Person	Cost Per Person	Number of Staff	Estimated Cost
Technical Support Specialist	\$143.00	1482	\$211,926.00	2	\$423,852.00
Installation Specialist	\$75.00	0		0	
Estimated Travel Expenses					\$5,000.00
Total				2	\$428,852.00

October 1, 2005-December 31, 2005 13 Weeks

Labor Category	Rate Per Hour	Hours Per Person	Cost Per Person	Number of Staff	Estimated Cost
Technical Support Specialist	\$143.00	494	\$70,642.00	2	\$141,284.00
Installation Specialist	\$75.00	0		0	
Estimated Travel Expenses					\$1,500.00
Total				2	\$142,784.00

Totals

January 1, 2005 -December 31, 2005 52 Weeks

Labor Category	Rate Per Hour	Hours Per Person	Cost Per Person	Number of Staff	Estimated Cost
Technical Support Specialist	\$143.00	1976	\$282,568.00	2	\$565,136.00
Installation Specialist	\$75.00	0		0	
Estimated Travel Expenses					\$6,500.00
Total				2	\$571,636.00

**State of Michigan
Department of Information Technology**

Desktop Services

**Unisys Consulting and Professional Information
Desktop Services Proposal**

September 30, 2004

Introduction

The Michigan Department of Information Technology (DIT) currently contracts Unisys information services consultants to provide architectural and integration planning, information management, project management/implementation support, and technical support for the State's Desktop Services Division. The Unisys consultants provide support where specific resources are required but not available within the current organization. These consultants provide DIT with the unique skills and institutional knowledge required to help support DIT in providing quality information technology services to the State and its clients.

This proposal is for a one-year contract from January 1, 2005 through December 31, 2005 under the terms and conditions of Agreement #071B1001258. The proposed consultancy services are based upon the thirteen (13) Unisys consultants currently providing services under the direction of DIT. Since the thirteen Unisys consultants are from the local Unisys Okemos Michigan Office, the only travel being proposed in this contract is travel required from their assigned Lansing state worksites to state offices located at other cities throughout the State of Michigan. Unisys and the State will mutually agree via a change order to any modifications to the travel reimbursement proposed herein. This document includes: statements of work, personnel listings with job classifications, skills descriptions for each consultant, and a pricing model.

This proposal is presented for information purposes only. It is not intended to be a legally binding document. The only legally binding document that shall pertain to the products and services described in this proposal shall be a mutually acceptable order for the services proposed herein under the terms and conditions of Agreement 071B001258, supplemented with the terms and conditions of this proposal.

This proposal contains confidential information of the Unisys Corporation ("Unisys"). In consideration of the receipt of this document, the State agrees not to reproduce or make this information available in any manner to persons outside the group directly responsible for evaluation of its contents without the express written permission of Unisys.

This proposal has been prepared in accordance with Unisys' understanding of your requirements based on the information provided by the State. All descriptions, timings, organizations, roles and tasks, and related information contained in the Unisys proposal represent Unisys best estimates based on our understanding of your requirements. However, it is understood that if the Unisys assumptions require change, including those related to our understanding of your requirements, or those related to your service requirements, etc., Unisys reserves the right to modify its proposal accordingly.

All prices and conditions in this proposal are valid for 90 days from the date of proposal submission unless extended in writing.

II. Statement of Work for DIT Infrastructure Services Desktop Services

The Department of Information Technology (DIT) is continuing to enhance the State's technical infrastructure as well as make these capabilities available on a statewide basis to offer improved overall service levels and reduce costs.

As part of reviewing and implementing enhancements and making transitional changes to DIT's statewide enterprise environment, additional resources are necessary to perform research and development, testing, planning and implementation tasks. The need for additional resources is expected for a period of time until standard desktop procedures are implemented and infrastructure enhancements and transitional changes are in place and operational. The specific desktop services team identified in this proposal is required because of their knowledge base of the State's current infrastructure, business operations and support tools as well as their in-depth knowledge and participation in developing the standard desktop and desktop management process currently being implemented by DIT.

The Unisys individuals identified in this proposal ("the Team") are currently performing key work in DIT's MICHIGAN1 initiative for migrating all Michigan agencies to a standard managed Windows XP Desktop. The Team is providing the architectural lead in the development of the State XP base Image along with the development of the agency layered images and desktop management process, as well as, working directly with each Agency in defining and building Agency specific software / configuration objects for the Agency's managed XP desktop. The Team is also responsible for the development, maintenance, and enhancements of several key desktop management tools that are part of the Michigan Workstation Management System (MWMS) framework. In addition the team has been contributing to other major DIT activities for DIT Desktop Services and Field Services, which include Statewide XP migration planning, implementation of the Governor's Family Resource Center in Michigan schools, Help Desk consolidation to the Client Service Center, enhancements and change control to the Remedy Action Request system, statewide inventory collection/reporting and analyzing issues with the State's implemented wireless technology.

With the completion of the various infrastructure enhancements and transitional activities within DIT, this same Team is available to provide ongoing technical support, architectural and integration planning, information management and project management, as well as, implementation support to DIT staff on a time and materials basis for State of Michigan's statewide environment. The Team, based on their firsthand knowledge and broad years of experience, can provide extensive support knowledge and work in synergy with DIT and their clients to provide the imperative daily support for maximizing user productivity as well as the necessary support for continuous improvement in the DIT enterprise environment.

In addition, the Team will continue to support DIT statewide infrastructure, architecture and application base. This support will be provided on a time and material basis.

Unisys is proposing a staffing level of eleven individuals, one (1) Senior Architect, one (1) Architect, and the nine (11) Senior Analysts. The thirteen (13) Unisys staff proposed to fill these positions has significant years of experience working with the State of

Michigan and possess a broad proficiency in system integration, application development, software/product support with extensive experience in Microsoft products, as well as expertise in system architectural design and support, information management and project management. The Team has developed a strong working relationship based on providing reliable quality service. The Unisys staff selected to work at DIT have in-depth knowledge of the DIT infrastructure including workstations, servers, printers, LAN/WAN equipment, Windows NT/2000/XP, Novell NetWare.

Under the direction of DIT management, the Unisys primary responsibilities will be as follows:

- i. Perform services to complete tasks/projects assigned by DIT. Prepare the associated documentation as requested by DIT. DIT management will be responsible for task assignments.
- ii. Support DIT in the ongoing operations of its statewide infrastructure. This support is for service requests, trouble tickets, and alarms, and other support as mutually agreed upon between the parties. The utilization of the workstations, servers and LAN equipment will be monitored using tools supplied by the State to determine potential trouble areas and/or resource issues.

Included below are some of the tasks that may also be requested by DIT to be performed by members of the Unisys Desktop Services team under the direction and approval of DIT management:

Desktop Services / Support

- o Architect the design for the State of Michigan (SOM) XP standard image and workstation management process
- o Develop the SOM XP image
- o Maintain the XP image and existing Windows 2000 and NT images with the latest security patches and configuration updates
- o Design and enhance/maintain the workstation automated configuration process (AfterBld) used to make site specific and agency specific modifications to workstations (e.g. Norton Antivirus Parent Server)
- o Design and maintain a process to provide remote workstation build functionality
- o Qualify new hardware workstations, laptops, printers, scanners and wireless devices before purchase from vendors
- o Develop special project desktop configurations and implementation procedures (i.e., Family Resource Center – FRC, Families First)
- o Design and maintain/enhance the MWMS Software Distribution tool (Distributes software packages, software updates and performs distribution verification)
- o Design and maintain/enhance the MWMS Install Manager tool (Automatic software request/authorization/installation control program)
- o Design and create software installation packages for installing new business/development software packages through Install Manager (Currently supporting over 600+ packages)

- Provide transitional training and advanced assistance for software package creation
- Design and enhance/maintain the MWMS Install Keys Program used for Software Authorizations
- Develop and maintain MWMS automated workstation inventory process
- Develop and maintain web-based inventory reporting interface to workstation inventory process
- Design and enhance/maintain MWMS NTCLIENT (Software support program used for automating updates to installed business applications)
- Provide software distribution functions including after hours distributions
- Create desktop management process and procedure documentation
- Research and evaluate existing and emerging desktop technology
- Participate in the evaluation of new desktop software (such as anti-virus, print screen utilities, reasonable accommodation requests; Zoom Text, Magic, Dragon Naturally Speaking) analyzing it for its suitability for implementation within the standard desktop environment
- Provide support for special project needs such as: adapting packages to different unmanaged desktop environments, creating cloning process for unmanaged desktops, configuring and testing dial-up access, and advanced application troubleshooting.
- Provide third-level support for desktop issues
- Provide on-site support to resolve local office desktop issues

Client Service Center Support / Remedy System

- Lead change control activities for the Remedy Team
- Assist in the transition and merger of various agency's Help Desks and Remedy systems to the Client Service Center
- Create Client Service Center support tools such as Admin Helper, Custom Build Disk, Diskless Remote Rebuild, and Software Direct which allows Client Service Center staff to perform administrative support tasks remotely on workstations such as: reset passwords, check workstation inventory, authorize software, remotely rebuild workstations and push down software packages

Field Services / Support

- Develop procedural templates for standardizing Field Service operations
- Provide implementation planning for Charter Projects

Integration, Implementation, Project Management Services

- Aid in the desktop design of the SOM active directory through the Michigan 1 workshop and ongoing planning meetings
- Architect an enterprise desktop management framework
- Provide project planning and implementation management services
- Develop security interface for LEIN access from secured workstations

A list of potential projects (as otherwise may be mutually agreed upon) that DIT may request Unisys to provide technical services under the direction of DIT follows:

1. Migrate State Desktops to a standard managed Windows XP desktop
Provide technical support and leadership in converting FIA and other agencies to a standard XP desktop. Activities would include:
 - Develop a Windows XP Image that would work on all hardware models of workstations, laptops/docking stations
 - Deployment and implementation procedures
 - Upgrade support toolset
 - Develop process for automatic Flash BIOS update needed when moving to XP
 - Update support documentation
 - Test and qualify software install packages against Windows XP.
 - Develop and implement process to perform automatic workstation XP OS patch/hotfix update
 - Develop Agency specific application packages to layer on top the standard SOM base XP Image
 - Provide overall project management and project coordination for all agencies.
2. Coordinate and plan migration activities for LGNet implementation
Assist in the project coordination and migration planning to move County connectivity to the State LGNet. Identify desktop migration tasks and develop procedures to support the migration.
3. Support transition activities generated by the formation of DIT
Assist in the evaluation of the various agencies environments and technology needs and help develop integration methods and implementation strategies.
4. Migration Plan of FIA Novell Server functions
Assist in the development of the migration plan to move desktop support functions (e.g. file and print services) from the Novell servers to the Windows 2000 servers.

5. Third Level Enterprise Support

Continue to provide third-level support for workstations, laptops, printers, and wireless technology for the State's integrated technical infrastructure.

6. Desktop Inventory Collection and Reporting

Develop program for collecting inventory data from state desktops. Facilitate the implementation and reporting activities for the enterprise wide project.

7. Common Desktop Management Tools

Assist in the evaluation, testing, and enhancement of desktop management tools to standardize the toolset for performing desktop software distribution, desktop remote support, desktop software packaging and authorization.

8. Support Child Support Enforcement Gen 2.4 Statewide Deployment

Provide support for the desktop environment and special implementation needs for the Gen 2.4 statewide deployment.

Assigned Labor Categories & Personnel Skills

Personnel by Labor Categories

Name	Position	Organization
Branch, Gerry	Senior Architect	DIT Desktop Services
Odett, Judy	Architect	DIT Desktop Services
Alger, Jim	Senior Analyst	DIT Desktop Services
Branch, Becky	Senior Analyst	DIT Desktop Services
Coulter, Steve	Senior Analyst	DIT Desktop Services
Davis, Mike	Senior Analyst	DIT Desktop Services
Jennings, Brain	Senior Analyst	DIT Desktop Services
Kutcher, Greg	Senior Analyst	DIT Desktop Services
Open Position	Senior Analyst	DIT Desktop Services
Panda, Sudip	Senior Analyst	DIT Desktop Services
Rasher, Pam	Senior Analyst	DIT Desktop Services
Rook, Geoffrey	Senior Analyst	DIT Desktop Services
Shields, Kevin	Senior Analyst	DIT Desktop Services

Desktop Services Team Personnel Skills

Mr. Gerry Branch is proposed to fill a Senior Architect position. Mr. Branch is currently working in the Desktop Model Office dealing with desktop architecture design issues in the new managed Windows XP statewide environment. Gerry's expertise focuses on enterprise wide workstation and server platform integration and architecture. Gerry has been providing architecture planning and information management support, as well as technical support to the State of Michigan for the past seven years. Gerry also has extensive experience with mainframe environments, specifically in the area of extracting data from "legacy" systems for presentation at the workstation level. Gerry was instrumental in developing the software distribution process and desktop management process currently used by DIT. Gerry has over 30 years of experience in the IT industry and serving Michigan state government. Gerry is a Microsoft Certified Systems Engineer (MCSE), Microsoft Certified Solution Developer (MCSD), Microsoft Certified Visual Basic Programmer, and has attended several certification classes in Microsoft .Net. He has completed many hours of training on Oracle and Web development courses.

Ms. Judy Odett is proposed to fill an Architect position. Ms. Odett is currently working directly for the director of Desktop Services dealing with special projects and taking a lead role in project management planning for the migration of the state's desktop environment to Windows XP. Judy has over 20 years experience as an IT professional serving Michigan State government. Judy's expertise focuses on workstations and printers, desktop management and IT implementation projects. Judy has provided project management and technical planning services for several of the State of Michigan's major desktop migration and technology replacement projects, the most recent one being the DIT workstation replacement project for the Child Support Enforcement - Friend of the

Court offices. She was responsible for the planning and technical support of FIA's 2001 Printer Replacement project and continues to act in the roll of printer specialist for DIT. Judy is frequently assigned to oversee Executive Management special projects and used to resolve client dissatisfaction issues. Judy has attended multiple Microsoft Windows certified classes, Novell certified classes and UNIX classes. Judy has completed the Unisys Project Management certification curriculum, and is currently working towards certification as a project manager by Project Management Institute, and teaches Project Management courses for Unisys.

Mr. Jim Alger is proposed to fill a Senior Analyst position. Mr. Alger is currently assigned to Field Services working in the area of project management and implementation issues. Jim has over 19 years experience as a computer systems professional with extensive experience in project management, state government consulting, coordinating system design, development, implementation, and support. Jim's application development experience covers a wide range of technologies from large system development to most recently, client server application development. Jim is proficient in tools such as Oracle, SQL, PL/SQL, Visual Basic, and MAPPER. Jim has created, coordinated and managed several project teams for Unisys and the State of Michigan, demonstrating his leadership and team-building abilities. Jim is certified as a Project Management Professional by the Project Management Institute (PMI).

Ms. Becky Branch is proposed to fill a Senior Analyst position. Ms. Branch is currently assigned to the Model Office performing a wide variety of desktop development efforts such as testing new desktop equipment, building desktop deployment packages and software image development. Becky has over three years of experience in the IT industry covering software development, testing, and technical support. Becky is currently assigned to the DIT Model Office and is involved in implementing the managed Windows XP desktop standard. In addition to her regular activities in the Model Office, Becky has acted as mentor for new team members and been assigned as primary contact for an agencies during the first stage of integration into the managed environment. Becky consistently exceeds expectations and assumes responsibilities beyond her assigned roles. She has served as lead developer as well as primary technical contact for several project teams. Becky has played an integral part in software and solution design and displays strong documentation skills. Becky has developed software using Visual Basic 6.0 and .NET, C, C++, and C# and is skilled in technologies such as Biztalk, SQL, XML, and HTML. She has experience with the Windows 95/98, NT 4.0, 2000, and XP operating systems. Becky continues to develop her skills through online and instructor-led training courses and is currently pursuing a masters degree in Computer and Information Science from the University of Michigan.

Desktop Services Team Personnel Skills – continued

Mr. Steve Coulter is proposed to fill a Senior Analyst position. Mr. Coulter is currently assigned to the Model Office performing a wide variety of desktop development efforts such as testing new desktop equipment, building desktop deployment packages and software image development. Mr. Coulter has over six years in the IT industry including desktop support, software development, documentation, testing, and client interface. Mr. Coulter has been an integral team member on past assignments having served in capacities such as application developer, assistant network administrator, quality assurance expert, and team leader. He has extensive knowledge of software development tools such as Oracle PL/SQL, PowerBuilder 8.0, Visual Basic 6.0, and Jaguar 4.1. In addition, Mr. Coulter has experience with Netware 4.1 and NT Server 4.0 as well as Windows 95/98/ME, NT 4.0, 2000, and XP operating systems. Mr. Coulter is an effective communicator, problem-solver, and works well in a team-oriented environment or individually. Mr. Coulter continues to build on his skill-set through instructor led courses and well as self-study.

Mr. Mike Davis is proposed to fill a Senior Analyst position. Mr. Davis is currently assigned to the Model Office performing a wide variety of desktop development efforts such as testing new desktop equipment, building desktop deployment packages and software image development. Mike has 5 years IT experience on a wide variety of technical platforms and applications. His hardware experience includes PC assembly and maintenance, and he has been CompTia A+ Certified since 2000. His network experience includes general Local Area Network support, including a Cisco Network Associate certification (CCNA). Supplementing his hardware and network understanding, Mike is familiar with Microsoft SQL Server 7, earning his Microsoft Certified Database Administrator certificate (MCDBA). In addition Mike has experience with the following operating systems: Windows 95, NT4.0, Windows2000 and XP and holds MCSE certifications on NT4 and Windows2000. Mike's programming experience involves writing and maintaining Informix 4GL code while supporting the Florida child Support Disbursement system, writing and maintaining Informix 4GL code while supporting the Florida Traffic Citation System (TCATS), Visual Basic support for the Duval County Clerk's Office Traffic Citation System, and Visual Basic support for the Florida DHSMV. He has earned his Microsoft Certified Solutions Provider certificate for Visual Basic 6, and is currently pursuing his Visual Basic.net certification. Mike also has experience with the following: JAWS 5.0, Crystal Reports 8.5, PowerBuilder 7.0 training, HTML and ASP support.

Desktop Services Team Personnel Skills - continued

Mr. Brian Jennings is proposed to fill a Senior Analyst position. Mr. Jennings is currently reporting directly to the director of Desktop Services dealing with project management and special projects in the statewide migration to a managed Windows XP desktop environment. Brian's expertise focuses on Project Management, Help Desk processes and procedures, and the Client Service Center Remedy Action Request Software. Brian was instrumental in helping consolidate the various State of Michigan Agency Help Desk Remedy systems for DIT. He also has conducted classes for the users and managers on the use of the DIT Help Desk Remedy system and serves on the Remedy Change Control Board. Prior to being assigned to work at DIT Brian served as a Client Service Center Manager for a Unisys Help Desk.

Brian has expertise in providing technical support on NT servers and workstations, as well as planning and managing technical implementation projects. Brian was responsible for coordinating a proof-of-concept project for FIA, which tested the feasibility of migrating FIA's SWSS MAPPER applications from UNIX to a Windows 2000 platform, and assisted in the management and planning of a Windows 2000 server consolidation project. Brian also has been performing 3rd level support for DIT desktop environment. Brian has over 19 years of experience in the IT industry, serving Michigan state government for the past 17 years. Brian has attended multiple Windows NT certification classes, and is a certified Project Manager with Unisys and the Project Management Institute and teaches Project Management courses for both the State of Michigan and Unisys.

Mr. Greg Kutcher is proposed to fill a Senior Analyst position. Mr. Kutcher is currently assigned to the Model Office performing a wide variety of desktop development efforts such as testing new desktop equipment, building desktop deployment packages and software image development. Greg is assigned to the DIT Model Office to assist in package development and desktop standardization for Windows XP. Greg has three year Information Technology experience in Public Sector, which includes projects for the states of Massachusetts, Colorado, California and Michigan, where he was responsible for requirements gathering; testing design, performance and management; application design and development; and technical support. Greg has substantial knowledge of third party testing tools, Microsoft Internet Manager Services, Microsoft SQL Server, Microsoft .Net IDE, Asp.Net, VB.Net, XML and Windows XP. He is currently pursuing separate Masters' degrees in both Software Engineering and Business Administration at the University of Michigan in Dearborn.

Open Position

Desktop Services Team Personnel Skills – continued

Mr. Sudip Panda is proposed to fill a Senior Analyst position. Mr. Sudip is currently assigned to the Model Office performing a wide variety of desktop development efforts such as testing new desktop equipment, building desktop deployment packages and software image development. Sudip's expertise focuses on the workstation, laptop/tablet and server platforms. Sudip is very instrumental in helping advance the standard desktop management process. He has extensive working experience in the administration and configuration of Microsoft Windows NT/2000/XP, and various levels of Novell NetWare and GroupWise. Sudip is currently employed as a Windows specialist working for DIT in the Desktop Services Model Office. He has advanced Microsoft Windows and Novell NetWare skills and has attended multiple Windows certified classes, Novell NetWare certified classes and Cisco certified classes. Sudip holds certifications as a Novell CNE, Microsoft MCSE and Cisco Certified Network Associate (CCNA). Sudip has over 15 years of experience in the IT industry.

Ms. Pam Rasher is proposed to fill a Senior Analyst position. Ms. Rasher is currently reporting directly to the director of Desktop Services dealing with project management and special projects in the statewide migration to a managed Windows XP desktop environment. Pam's experience focuses on technical support and software integration. She is currently providing desktop support for DIT in the Desktop Services Model Office. Her recent experience prior to this assignment includes .NET development, data analysis and conversion, quality assurance, implementation management, software design and development, and project management. Pam has many years of experience with mainframe software support and development, as well as with client/server and web-based systems that interface with mainframe systems. Pam has provided technical support and consulting services to Public Sector clients, including the state governments of Michigan, Florida, Illinois, Indiana, Pennsylvania and New York for 20 years, with a total of 30 years of experience in the IT industry. Her recent training includes courses on XML, Rational and web development.

Mr. Geoff Rook is proposed to fill a Senior Analyst position Geoff currently is assigned to the DIT Model Office and has been instrumental in helping develop the desktop standard for Windows XP. Geoff is often assigned as lead for developing special need solutions and resolving critical problems. Geoff has over 20 years of experience in the IT industry covering a broad range of experiences from software development to network engineering and technical project management. Geoff developed software professionally using C, C++ and FORTRAN for 6 years and has had formal Visual Basic and VB.NET training. He has extensive knowledge in autodialer and PBX systems in large call center environments. Geoff also has hands-on experience installing and administering Exchange 5.5, Cisco PIX Firewall, Cisco routers and switches, cabling, and network troubleshooting. He has solid experience with OS/2, Windows 95/98, NT 4.0, Windows 2000, Windows XP and AIX. Geoff is a Microsoft Certified Systems Engineer for NT 4.0. He is currently pursuing Cisco CCNA certification and MCSE Windows 2000 certification, and had previously held a Certified Novell Engineer certification.

Desktop Services Team Personnel Skills – continued

Mr. Kevin Shields is proposed to fill a Senior Analyst position. Mr. Shields is currently assigned to the Model Office performing a wide variety of desktop development efforts such as testing new desktop equipment, building desktop deployment packages and software image development. Kevin has 14+ years of experience in the IT industry spanning a broad range of disciplines including application development, software and process engineering and configuration management.

Currently Kevin is assigned to the DIT Model Office. His affiliation with the Model Office goes back to 1998, when he served as a member of the End User Computing Integration Lab. During his two-year-tenure with the EUC Lab, he was instrumental in helping establish the infrastructure for a Windows NT project. Kevin has recently returned to the DIT Model Office from DIT Agency Services, where he led configuration management operations. Kevin has several years experience with various source control tools suites and was a technical product representative for the MERANT/Serena suite. Kevin has developed software using C, C++, Visual Basic and COBOL. Many of the tools the DIT/FIA CM team uses to package and distribute software releases were written by Kevin. He currently holds a Microsoft Certified Systems Engineer certification and a MCP+I (Microsoft Certified Professional + Internet). In addition to seeking other Microsoft certifications, he is preparing for the PMI Project Manager Professional exam.

IV. Additional terms and Conditions

1. The terms in this section supplement the terms and conditions in contract #071B1001258. Contract #071B1001258 is to be extended for one year (January 1, 2005 through December 31, 2005).
2. The Team will provide support to permanent DIT staff members by assisting in their training and direct on the job training to provide a solid knowledge base transfer.
3. The Team members assigned to the contract by Unisys are employees of Unisys or sub-contractors of Unisys, and as such, it is the mutual intention of the parties that the Unisys Team not be deemed employees of the State. Unisys will be the primary contractor and will be responsible for any of its subcontractors they use.
4. The Contractor is responsible to the extent the negligent acts of its employees and subcontractors result in injury to persons or damage to tangible property during the performance of work under the contract.
5. The staff that is listed in this agreement has been approved by the State. The State of Michigan reserves the right to interview and approve replacements to the Team members. Unisys will provide resumes of all proposed replacement staff for approval prior to them beginning work. The State of Michigan may reject any proposed staff member and request another. The State may cancel the services of an individual by providing Unisys written notice of such cancellation 30 days prior to the effective date of cancellation. The State will pay for services rendered until the effective date of cancellation.
6. Unisys is to provide replacement Team members, when feasible, within 10 business days of a member's cessation to be on the Team.
7. A 40-hour workweek will be standard for each Team member. Any excess hours will be billed at a 5% premium rate. While the majority of the work will be done during normal business hours, 8:00 AM to 5:00 PM. Monday through Friday, excluding State of Michigan holidays, the Team may, subject to mutual agreement of the parties, work non-standard hours or weekends at the premium rates to meet the needs of the State of Michigan.
8. The Team members may be required to participate in on-call responsibilities (available via beeper or cell phone) and will be compensated based on one hour at the standard rate for every five on-call hours. A call completed in less than one hour will be considered a one-hour call. In addition, if on-site duty is required during this on-call period, the normal hourly rate, or if applicable, the premium rate would apply. The State of Michigan and Unisys Corporation will mutually agree upon the extent of the on-call requirement of Unisys employees or sub-contractors of Unisys.

9. The supplied Team members will operate under the direction of DIT management. All assignments are at the discretion of DIT management.
10. All the work will be performed in a State of Michigan facility unless otherwise agreed by both parties.
11. The Team members will be eligible for reimbursement (State rates) of parking, mileage, hotel, and meal expenses if they are required to travel to a location other than their primary facility.
12. Unisys will submit DIT timesheets for DIT approval by DIT and will submit monthly invoices for payment based upon approved timesheets for this billing period.
13. This is not a fixed-price contract, but a time and materials contract. Invoicing will be monthly, based on the hours worked at the rates described herein and travel.
14. This contract may be cancelled per paragraph I-T.2 of existing contract #071B1001258, without cause with a 30-day notice from the State. Unisys will be paid for all services rendered and expenses incurred until the effective date of cancellation.
15. This contract is extendable at one-year increments at the option of DIT. Unisys will be allowed to apply up to a 7% cap on labor rates for annual increases for Team members on the first day of October, each year of this contract.

Project Responsibilities

State of Michigan Responsibilities

1. Provide appropriate office space within the State of Michigan for Unisys personnel.
2. Provide conference room space when sufficient notice is given and space is available.
3. Provide telephones for calls originating from the State of Michigan that are contract related only.
4. Provide duplicating service and facsimile equipment access for contract related work only.

Unisys Responsibilities

1. Provide staff with the appropriate skill set to meet contract requirements. DIT management must approve these staff members. Such approval will not be reasonably withheld.
2. Phone calls not related to the contract will be charged to Unisys.
3. Copy machines, fax machines, personal computers and telephones provided by DIT, to Team Members, will be used for DIT contract work only.
4. The time the Team members are attending Unisys training, Unisys corporate meetings, on annual vacation or sick leave is not billed to the State of Michigan.

State of Michigan
Department of Information Technology
Estimated Hours and Costs for Desktop Services
1/1/2005 through 12/31/2005

January 1, 2005 - September 30, 2005 (39 Weeks)

Labor Category	Rate Per Hour	Hours Per Person	Cost Per Person	Number of Staff	Estimated Cost
Senior Architect	\$170.00	1404	\$238,680.00	1	\$238,680.00
Architect	\$160.00	1404	\$224,640.00	1	\$224,640.00
Senior Analyst	\$150.00	1404	\$210,600.00	11	\$2,316,600.00
Estimated Travel Expenses					\$16,000.00
Total				13	\$2,795,920.00

October 1, 2005 - December 31, 2005 (13 Weeks)

Labor Category	Rate Per Hour	Hours Per Person	Cost Per Person	Number of Staff	Estimated Cost
Senior Architect	\$170.00	468	\$79,560.00	1	\$79,560.00
Architect	\$160.00	468	\$74,880.00	1	\$74,880.00
Senior Analyst	\$150.00	468	\$70,200.00	11	\$772,200.00
Estimated Travel Expenses					\$4,000.00
Total				13	\$930,640.00

Totals January 1, 2005 - December 31, 2005 (52 Weeks)

Labor Category	Rate Per Hour	Hours Per Person	Cost Per Person	Number of Staff	Estimated Cost
Senior Architect	\$170.00	1872	\$318,240.00	1	\$318,240.00
Architect	\$160.00	1872	\$299,520.00	1	\$299,520.00
Senior Analyst	\$150.00	1872	\$280,800.00	11	\$3,088,800.00
Estimated Travel Expenses					\$20,000.00
Total				13	\$3,726,560.00

**State of Michigan
Family Independence Agency
Estimated Hours and Costs for SWSS
1/1/2005 through 12/31/2005**

January 1, 2005 - September 30, 2005 (39 Weeks)

Labor Category	Rate Per Hour	Hours Per Person	Cost Per Person	Number of Staff	Estimated Cost
System Design Specialist 1	\$ 138.00	0	\$ -	0	\$ -
System Design Specialist 2	\$ 125.00	1050	\$131,250.00	1	\$ 131,250.00
Senior Systems Analyst 1	\$ 114.00	1327.5	\$151,335.00	4	\$ 605,340.00
Senior Systems Analyst 2	\$ 98.00	0	\$ -	0	\$ -
Systems Analyst	\$ 80.00	0	\$ -	0	\$ -
Total				5	\$ 736,590.00

October 1, 2005 - December 31, 2005 (13 Weeks)

Labor Category	Rate Per Hour	Hours Per Person	Cost Per Person	Number of Staff	Estimated Cost
System Design Specialist 1	\$ 138.00	0	\$ -	0	\$ -
System Design Specialist 2	\$ 125.00	350	\$ 43,750.00	1	\$ 43,750.00
Senior Systems Analyst 1	\$ 114.00	442.5	\$ 50,445.00	4	\$ 201,780.00
Senior Systems Analyst 2	\$ 98.00	0	\$ -	0	\$ -
Systems Analyst	\$ 80.00	0	\$ -	0	\$ -
Total				5	\$ 245,530.00

Totals

January 1, 2005 - December 31, 2005 (52 Weeks)

Labor Category	Rate Per Hour	Hours Per Person	Cost Per Person	Number of Staff	Estimated 3 Month Cost
System Design Specialist 1	\$ 138.00	0	\$ -	0	\$ -
System Design Specialist 2	\$ 125.00	1400	\$175,000.00	1	\$ 175,000.00
Senior Systems Analyst 1	\$ 114.00	1770	\$201,780.00	4	\$ 807,120.00
Senior Systems Analyst 2	\$ 98.00	0	\$ -	0	\$ -
Systems Analyst	\$ 80.00	0	\$ -	0	\$ -
Total				5	\$ 982,120.00

State of Michigan
Family Independence Agency
Estimated Hours and Costs for Application Maintenance
1/1/2005 through 12/31/2005

January 1, 2005 - September 30, 2005 (39 Weeks)

Labor Category	Rate Per Hour	Hours Per Person	Cost Per Person	Number of Staff	Estimated Cost
Application Team Leader	\$ 178.00	1395	\$ 248,310.00	0	\$ -
Application Analyst 1	\$ 143.00	1395	\$ 199,485.00	9	\$ 1,795,365.00
Application Analyst 2	\$ 83.00	1395	\$ 115,785.00	0	\$ -
Database Administrator	\$ 178.00	1395	\$ 248,310.00	1	\$ 248,310.00
Database Analyst 1	\$ 138.00	1395	\$ 192,510.00	2	\$ 385,020.00
Training Team Leader	\$ 162.00	1395	\$ 225,990.00	1	\$ 225,990.00
Training Specialist	\$ 147.00	1395	\$ 205,065.00	1	\$ 205,065.00
Estimated Travel Expenses					\$ 50,000.00
Total				14	\$ 2,909,750.00

October 1, 2005 - December 31, 2005 (13 Weeks)

Labor Category	Rate Per Hour	Hours Per Person	Cost Per Person	Number of Staff	Estimated Cost
Application Team Leader	\$ 178.00	465	\$ 82,770.00	0	\$ -
Application Analyst 1	\$ 143.00	465	\$ 66,495.00	9	\$ 598,455.00
Application Analyst 2	\$ 83.00	465	\$ 38,595.00	0	\$ -
Database Administrator	\$ 178.00	465	\$ 82,770.00	1	\$ 82,770.00
Database Analyst 1	\$ 138.00	465	\$ 64,170.00	2	\$ 128,340.00
Training Team Leader	\$ 162.00	465	\$ 75,330.00	1	\$ 75,330.00
Training Specialist	\$ 147.00	465	\$ 68,355.00	1	\$ 68,355.00
Estimated Travel Expenses					\$ 20,000.00
Total				14	\$ 973,250.00

Totals

January 1, 2005 - December 31, 2005 (52 Weeks)

Labor Category	Rate Per Hour	Hours Per Person	Cost Per Person	Number of Staff	Estimated 3 Month Cost
Application Team Leader	\$ 178.00	1860	\$ 331,080.00	0	\$ -
Application Analyst 1	\$ 143.00	1860	\$ 265,980.00	9	\$ 2,393,820.00
Application Analyst 2	\$ 83.00	1860	\$ 154,380.00	0	\$ -
Database Administrator	\$ 178.00	1860	\$ 331,080.00	1	\$ 331,080.00
Database Analyst 1	\$ 138.00	1860	\$ 256,680.00	2	\$ 513,360.00
Training Team Leader	\$ 162.00	1860	\$ 301,320.00	1	\$ 301,320.00
Training Specialist	\$ 147.00	1860	\$ 273,420.00	1	\$ 273,420.00
Estimated Travel Expenses					\$ 70,000.00
Total				14	\$ 3,883,000.00

State of Michigan
Department of Information Technology
Estimated Hours and Costs for DPO Server Support Services
1/1/2005 through 12/31/2005

January 1, 2005-September 30, 2005 39 Weeks

Labor Category	Rate Per Hour	Hours Per Person	Cost Per Person	Number of Staff	Estimated Cost
Technical Support Specialist	\$143.00	1482	\$211,926.00	2	\$423,852.00
Installation Specialist	\$75.00	0		0	
Estimated Travel Expenses					\$5,000.00
Total				2	\$428,852.00

October 1, 2005-December 31, 2005 13 Weeks

Labor Category	Rate Per Hour	Hours Per Person	Cost Per Person	Number of Staff	Estimated Cost
Technical Support Specialist	\$143.00	494	\$70,642.00	2	\$141,284.00
Installation Specialist	\$75.00	0		0	
Estimated Travel Expenses					\$1,500.00
Total				2	\$142,784.00

Totals

January 1, 2005 -December 31, 2005 52 Weeks

Labor Category	Rate Per Hour	Hours Per Person	Cost Per Person	Number of Staff	Estimated Cost
Technical Support Specialist	\$143.00	1976	\$282,568.00	2	\$565,136.00
Installation Specialist	\$75.00	0		0	
Estimated Travel Expenses					\$6,500.00
Total				2	\$571,636.00

**State of Michigan
 Department of Information Technology
 Estimated Hours and Costs for Desktop Services
 1/1/2005 through 12/31/2005**

January 1, 2005 - September 30, 2005 (39 Weeks)

Labor Category	Rate Per Hour	Hours Per Person	Cost Per Person	Number of Staff	Estimated Cost
Senior Architect	\$170.00	1404	\$238,680.00	1	\$238,680.00
Architect	\$160.00	1404	\$224,640.00	1	\$224,640.00
Senior Analyst	\$150.00	1404	\$210,600.00	11	\$2,316,600.00
Estimated Travel Expenses					\$16,000.00
Total				13	\$2,795,920.00

October 1, 2005 - December 31, 2005 (13 Weeks)

Labor Category	Rate Per Hour	Hours Per Person	Cost Per Person	Number of Staff	Estimated Cost
Senior Architect	\$170.00	468	\$79,560.00	1	\$79,560.00
Architect	\$160.00	468	\$74,880.00	1	\$74,880.00
Senior Analyst	\$150.00	468	\$70,200.00	11	\$772,200.00
Estimated Travel Expenses					\$4,000.00
Total				13	\$930,640.00

Totals January 1, 2005 - December 31, 2005 (52 Weeks)

Labor Category	Rate Per Hour	Hours Per Person	Cost Per Person	Number of Staff	Estimated Cost
Senior Architect	\$170.00	1872	\$318,240.00	1	\$318,240.00
Architect	\$160.00	1872	\$299,520.00	1	\$299,520.00
Senior Analyst	\$150.00	1872	\$280,800.00	11	\$3,088,800.00
Estimated Travel Expenses					\$20,000.00
Total				13	\$3,726,560.00

**State of Michigan
Family Independence Agency
Estimated Hours and Costs for SWSS
10/1/2004 through 12/31/2004**

October 1, 2004 - December 31, 2004 (13 Weeks)

Labor Category	Rate Per Hour	Hours Per Person	Cost Per Person	Number of Staff	Estimated Cost
System Design Specialist 1	\$ 138.00	0	\$ -	0	\$ -
System Design Specialist 2	\$ 125.00	450	\$ 56,250.00	1	\$ 56,250.00
Senior Systems Analyst 1	\$ 114.00	450	\$ 51,300.00	4	\$ 205,200.00
Senior Systems Analyst 2	\$ 98.00	0	\$ -	0	\$ -
Systems Analyst	\$ 80.00	0	\$ -	0	\$ -
Total				5	\$ 261,450.00

State of Michigan
Department of Information Technology
Estimated Hours and Costs for SWSS
1/1/2004 through 12/31/2004

January 1, 2004 - September 30, 2004 (39 Weeks)

Labor Category	Rate Per Hour	Hours Per Person	Cost Per Person	Number of Staff	Estimated Cost
System Design Specialist 1	\$ 138.00	0		0	
System Design Specialist 2	\$ 125.00	1300	\$162,500.00	1	\$ 162,500.00
Senior Systems Analyst 1	\$ 114.00	1380	\$157,320.00	7	\$ 1,101,240.00
Senior Systems Analyst 2	\$ 98.00	0		0	
Systems Analyst	\$ 80.00	0		0	
Total				8	\$ 1,263,740.00

October 1, 2004 - December 31, 2004 (13 Weeks)

Labor Category	Rate Per Hour	Hours Per Person	Cost Per Person	Number of Staff	Estimated Cost
System Design Specialist 1	\$ 138.00	0		0	
System Design Specialist 2	\$ 125.00	433	\$ 54,125.00	1	\$ 54,125.00
Senior Systems Analyst 1	\$ 114.00	460	\$ 52,440.00	7	\$ 367,080.00
Senior Systems Analyst 2	\$ 98.00	0		0	
Systems Analyst	\$ 80.00	0		0	
Total				8	\$ 421,205.00

Totals

January 1, 2004 - December 31, 2004 (52 Weeks)

Labor Category		Hours Per Person	Cost Per Person	Number of Staff	Estimated 3 Month Cost
System Design Specialist 1	\$ 138.00	0		0	
System Design Specialist 2	\$ 125.00	1733	\$216,625.00	1	\$ 216,625.00
Senior Systems Analyst 1	\$ 114.00	1840	\$209,760.00	7	\$ 1,468,320.00
Senior Systems Analyst 2	\$ 98.00	0		0	
Systems Analyst	\$ 80.00	0		0	
Total				8	\$ 1,684,945.00

State of Michigan
Department of Information Technology
Estimated Hours and Costs for Application Maintenance
1/1/2004 through 12/31/2004

January 1, 2004 - September 30, 2004 (39 Weeks)

Labor Category	Rate Per Hour	Hours Per Person	Cost Per Person	Number of Staff	Estimated Cost
Application Team Leader	\$ 178.00	1406	\$ 250,268.00	0	\$ -
Application Analyst 1	\$ 143.00	1406	\$ 201,058.00	15	\$ 3,015,870.00
Application Analyst 2	\$ 83.00	1406	\$ 116,698.00	2	\$ 233,396.00
Database Administrator	\$ 178.00	1406	\$ 250,268.00	1	\$ 250,268.00
Database Analyst 1	\$ 138.00	1406	\$ 194,028.00	3	\$ 582,084.00
Training Team Leader	\$ 162.00	1406	\$ 227,772.00	1	\$ 227,772.00
Training Specialist	\$ 147.00	1406	\$ 206,682.00	1	\$ 206,682.00
Technical Support Specialist	\$ 142.00	1406	\$ 199,652.00	1	\$ 199,652.00
Estimated Travel Expenses					\$ 36,000.00
Total				24	\$ 4,751,724.00

October 1, 2004 - December 31, 2004 (13 Weeks)

Labor Category	Rate Per Hour	Hours Per Person	Cost Per Person	Number of Staff	Estimated Cost
Application Team Leader	\$ 178.00	469	\$ 83,482.00	0	\$ -
Application Analyst 1	\$ 143.00	469	\$ 67,067.00	15	\$ 1,006,005.00
Application Analyst 2	\$ 83.00	469	\$ 38,927.00	2	\$ 77,854.00
Database Administrator	\$ 178.00	469	\$ 83,482.00	1	\$ 83,482.00
Database Analyst 1	\$ 138.00	469	\$ 64,722.00	3	\$ 194,166.00
Training Team Leader	\$ 162.00	469	\$ 75,978.00	1	\$ 75,978.00
Training Specialist	\$ 147.00	469	\$ 68,943.00	1	\$ 68,943.00
Technical Support Specialist	\$ 142.00	469	\$ 66,598.00	1	\$ 66,598.00
Estimated Travel Expenses					\$ 12,000.00
Total				24	\$ 1,585,026.00

Totals January 1, 2004 - December 31, 2004 (52 Weeks)

Labor Category	Rate Per Hour	Hours Per Person	Cost Per Person	Number of Staff	Estimated 3 Month Cost
Application Team Leader	\$ 178.00	1875	\$ 333,750.00	0	\$ -
Application Analyst 1	\$ 143.00	1875	\$ 268,125.00	15	\$ 4,021,875.00
Application Analyst 2	\$ 83.00	1875	\$ 155,625.00	2	\$ 311,250.00
Database Administrator	\$ 178.00	1875	\$ 333,750.00	1	\$ 333,750.00
Database Analyst 1	\$ 138.00	1875	\$ 258,750.00	3	\$ 776,250.00
Training Team Leader	\$ 162.00	1875	\$ 303,750.00	1	\$ 303,750.00
Training Specialist	\$ 147.00	1875	\$ 275,625.00	1	\$ 275,625.00
Technical Support Specialist	\$ 142.00	1875	\$ 266,250.00	1	\$ 266,250.00
Estimated Travel Expenses					\$ 48,000.00
Total				24	\$ 6,336,750.00

State of Michigan
 Department of Information Technology
Estimated Hours and Costs for DPO Server Support Services
 1/1/2004 through 12/31/2004

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January 1, 2004-September 30, 2004 39 Weeks

Labor Category	Rate Per Hour	Hours Per Person	Cost Per Person	Number of Staff	Estimated Cost
Technical Support Specialist	\$143.00	1404	\$200,772.00	2	\$401,544.00
Installation Specialist	\$75.00	0		0	
Estimated Travel Expenses					\$5,000.00
Total				2	\$406,544.00

October 1, 2004-December 31, 2004 13 Weeks

Labor Category	Rate Per Hour	Hours Per Person	Cost Per Person	Number of Staff	Estimated Cost
Technical Support Specialist	\$143.00	468	\$66,924.00	2	\$133,848.00
Installation Specialist	\$75.00	0		0	
Estimated Travel Expenses					\$1,500.00
Total				2	\$135,348.00

Totals

January 1, 2004 -December 31, 2004 52 Weeks

Labor Category	Rate Per Hour	Hours Per Person	Cost Per Person	Number of Staff	Estimated Cost
Technical Support Specialist	\$143.00	1872	\$267,696.00	2	\$533,520.00
Installation Specialist	\$75.00	0		0	
Estimated Travel Expenses					\$6,500.00
Total				2	\$540,020.00

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2 DPO - Greg/Roy - 1404ea = 401,544.00
 1 Agency SWS - Kevin - 1248 hrs @ \$142/hr = \$177,216.00

Kevin to be replaced end of Aug 04

State of Michigan
Department of Information Technology
Estimated Hours and Costs for Desktop Services
1/1/2004 through 12/31/2004

January 1, 2004 - September 30, 2004 (39 Weeks)

Labor Category	Rate Per Hour	Hours Per Person	Cost Per Person	Number of Staff	Estimated Cost
Senior Architect	\$170.00	1350	\$229,500.00	1	\$229,500.00
Architect	\$160.00	1350	\$216,000.00	1	\$216,000.00
Senior Analyst	\$150.00	1380	\$207,000.00	5	\$1,035,000.00
Estimated Travel Expenses					\$12,000.00
Total				7	\$1,492,500.00

October 1, 2004 - December 31, 2004 (13 Weeks)

Labor Category	Rate Per Hour	Hours Per Person	Cost Per Person	Number of Staff	Estimated Cost
Senior Architect	\$170.00	450	\$76,500.00	1	\$76,500.00
Architect	\$160.00	450	\$72,000.00	1	\$72,000.00
Senior Analyst	\$150.00	460	\$69,000.00	5	\$345,000.00
Estimated Travel Expenses					\$4,000.00
Total				7	\$497,500.00

Totals January 1, 2004 - December 31, 2004 (52 Weeks)

Labor Category	Rate Per Hour	Hours Per Person	Cost Per Person	Number of Staff	Estimated Cost
Senior Architect	\$170.00	1800	\$306,000.00	1	\$306,000.00
Architect	\$160.00	1800	\$288,000.00	1	\$288,000.00
Senior Analyst	\$150.00	1840	\$276,000.00	5	\$1,380,000.00
Estimated Travel Expenses					\$16,000.00
Total				7	\$1,990,000.00