

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

December 16, 2002

CHANGE NOTICE NO. 2
 OF
 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 (517) 241-1647 Irene Pena
Contract Administrator: 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, 2003
TERMS	N/A	SHIPMENT N/A
F.O.B.	N/A	SHIPPED FROM N/A
MINIMUM DELIVERY REQUIREMENTS N/A		

NATURE OF CHANGE (S):

Effective 12/16/02, this contract is **EXTENDED** for additional one year. The new contract ending date is 12/31/03. Also, this contract has been **INCREASED** by \$12,261,180.25. The new contract value is \$39,557,887.25.

The attached work statement is hereby incorporated into this contract.

All other terms, conditions, specifications, and pricing remain the same.

AUTHORITY/REASON:

Per agency's request from Joann Klasko on 10/28/02 and DMB/OOP and in accordance with the modification clause

INCREASE: \$12,261,180.25

TOTAL ESTIMATED REVISED CONTRACT VALUE: \$39,557,887.20

Department of Information Technology

Michigan Family Independence Agency

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

October 28, 2002

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 SWSS and ASSIST applications and the development and support of the State's Desktop Services tools and processes. 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 field staff and clients. The three different teams provided by Unisys support: the Services Workers Support System (SWSS), Technical Support (Desktop Services, Configuration Management, Technical Services) and Application Maintenance for the ASSIST and CIMS applications.

This proposal is to extend existing contract #071B1001258 for 1 year from January 1, 2003 through December 31, 2003. (Two years ago these three functions were consolidated from three contracts into one.) The proposed consultancy services are based upon the forty-three (43) Unisys consultants currently providing services under the direction of DIT/FIA. Since all forty-three Unisys consultants live in the Lansing area, the only travel being proposed in this contract is travel required from the Grand Tower to 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 contract extension 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 contract extension of existing contract #071B1001258 and, unless mutually agreed upon between the parties, no other terms and conditions will apply.

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.

I. Statement of Work for SWSS

For calendar year 2003, 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 Child Abuse and Neglect System (CANS). DIT will also continue to support the statewide Adult Services application that has recently been migrated from Mapper to the preferred Oracle/Visual Basic platform.

Unisys has a team of eight individuals currently under contract by the State assisting DIT in these efforts. These eight 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 eight 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 the necessary application development services under the direction of DIT/FIA management through December 31, 2003. 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/FIA development tools such as Oracle and Visual Basic. Under the direction of DIT/FIA management, their primary responsibilities will be as follows:

- i. Ongoing assistance with the maintenance, development, testing, and implementation of the Foster Care System.
- ii. Assist in the migration of current Mapper-based SWSS applications over to an Oracle/Visual Basic development platform.
- iii. Maintain the existing statewide Mapper-based SWSS Adult and 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
Morberg, John	Senior System Analyst 1
Thelen, Tom	Senior System Analyst 1
Vieth, Christopher	Senior System Analyst 1
Miller, Matthew	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 17 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 17 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 six years. Mary is currently supporting FIA's statewide children's protective services application, and is assisting in developing requirements for the Children's Abuse and Neglect System (CANS). 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 9 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. John Morberg is proposed to fill a Senior Systems Analyst 1 position. John has nearly 10 years experience in the data processing industry, both as a consultant and system analyst. He has experience in application design, development, system testing, implementation, and end user support. John has worked with the FIA SWSS team for over three years, and is currently assisting in developing the user requirements and technical specifications for the Children's Abuse and Neglect System (CANS). He has also developed modules for the Foster Care and Juvenile Justice (FAJ) application using a Visual Basic presentation layer, SQL and PL/SQL, coupled with an Oracle database. John is proficient in Visual Basic, Oracle, SQL, PL/SQL, and will soon become certified by Microsoft as a solutions developer.

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. Christopher Vieth is proposed to fill a Senior Systems Analyst 1 position. Chris has over 9 years experience in the data processing industry, working in database design, as a system analyst, and as a development specialist. He has experience in application design, development, system testing and implementation. Chris has worked with the SWSS team for about two years in the Adult Services area and has proven to be quite valuable in that area, being primarily responsible for migrating the Adult Services application from the Mapper environment to the Visual Basic/Oracle platform. He was rewarded for his efforts by receiving a letter of commendation from the ITMS Adult Services Team Leader for his efforts. Chris' domain knowledge of FIA's Adult Services business practices and his proficiency in Visual Basic, SQL, PL/SQL, and Oracle make him a fine asset to the SWSS project team.

SWSS Personnel Skills - continued

Mr. Matthew Miller is proposed to fill a Senior Systems Analyst 1 position. Matt has over 8 years experience as a computer professional, working as a system analyst and as a development specialist. He has experience in application design, development, system testing, and implementation. Matt has worked with the FIA SWSS team for over four years, and is in charge of developing the Security, Main Menu, and System Utilities portions of the Foster Care and Juvenile Justice (FAJ) application. He has developed an extensive package of common routines that many SWSS team members have used in their own development work. This has shown Matt's ability to work as a member of a large development team and has benefited the SWSS FAJ project greatly. Matt is proficient in many development tools and databases, including Visual Basic, SQL, PL/SQL, and Oracle.

Mr. Tom Wing is proposed to fill a Senior Systems Analyst 1 position. Tom has over 9 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.

II. Statement of Work for FIA / DIT Infrastructure Services & DIT Agency Services (Desktop Services, Configuration Management, Technical Services)

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

As part of reviewing and implementing FIA enhancements and making transitional changes to DIT'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 desktop / 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 FIA's current infrastructure, business operations and support tools as well as their in-depth knowledge and participation in developing the standard desktop and server management process currently being implemented by DIT.

The Unisys individuals identified in this proposal ("the Unisys technical support team") have been involved in recent statewide implementation projects for FIA. These FIA projects involved implementing 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/FIA Desktop Services areas. The proposed technical support team is also currently contributing to several major activities for both FIA and DIT Infrastructure Services, which include Help Desk Consolidation and Remedy Action Request software standardization, common Desktop Services development and Model Office practices, coordinating the desktop replacement project for the Friend of the Court offices as well as providing technical support for the FIA CSES Gen 2.3 application implementation.

With the completion of the various infrastructure enhancements and transitional activities for FIA and DIT, this same technical support 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's statewide environment. The Unisys technical support 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 technical support 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 ten individuals, ten Technical Support Specialists.

The ten 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 expertise in system architectural design and support, and information management. The proposed 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, Windows NT/2000/XP, Novell NetWare, and Merant Configuration Management tools.

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 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.

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

Desktop Services / Support

- o Standardize and build NT workstation images for all desktop hardware models and laptops
- o Update workstation images with latest upgrades and base line software
- o Design and enhance/maintain the workstation After Build process used to make regional and site specific modifications to workstations after they are built (e.g. Border Manager)
- o Design and maintain a process to update Workstation Build functions at local offices
- o Design and implement modifications to installed software packages on workstations remotely
- o Qualify new hardware workstations, laptops, printers, scanners and palm pilots before purchase from vendors
- o Maintain the LMHOSTS file on the NT Servers statewide for IP Address resolution by the workstations

- Design and maintain/enhance the Software Distribution Program (Distributes software packages and updates and performs distribution verification)
- Design and maintain/enhance Install Manager (Automatic software request/authorization/installation control program)
- Develop web-based interface for Install Manager
- Design and create software installation packages to install new business/development software packages through Install Manager (Currently supporting over 370+ packages)
- Provide training and advanced assistance for software package creation
- Design and enhance/maintain Install Keys Program used for Software Authorizations
- Develop and maintain automated workstation inventory process
- Develop and maintain web-based interface to workstation inventory process
- Design and enhance/maintain NTCLIENT (Software update support program used for ASSIST, SWSSFAJ, Data Warehouse and various other business applications)
- Design update packages to implement regularly scheduled software updates for ASSIST, ARSIG and SWSSFAJ, Data Warehouse, On-Line Manuals and other business applications
- Create desktop management process and procedure documentation
- Research and evaluate existing and emerging desktop management tools (LANdesk, PowerQuest, WISE, Ghost)
- 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 PA/FOC needs such as: adapting FIA packages to different unmanaged desktop environments, creating cloning process for unmanaged desktops (e.g. Wayne, Saint Clair), configuring and testing dial-up access, advanced application troubleshooting (e.g. MICSES slowness at Ingham PA)
- Provide third-level support for desktop issues
- Provide after hours software distribution services (ASSIST, SWSSFAJ, Data Warehouse, Staff Profiles, Online Manuals)
- Assist in defining and implementing print standards
- Provide on-site support to resolve local office issues

Configuration Management (CM) / Application Development Support

- CM support for CIMS, ASSIST, LASR, SWSS, CMT, ASCAP
- Process improvement for software development
- Tool Support for Tracker, Version Manager & Configuration Manager
- Project support and improvement for MR and SR Tracking
- Support for CMTOOLS server
- Capability Maturity Model Adoption (Proposed)

- Design and enhance TIP page software used for ASSIST, SWSSFAJ, and CSES
- Design and maintain PostalSoft Program (Interface between Postal Soft server and ASSIST application)
- Provide architectural input for systems development

Server Services / Support

- Design and implement current Active Directory Structure
- 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
- Installation, configuration and monitoring of 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

Depot Operations

- Develop process and quality procedures for repairing and replacing workstations and printers.
- Provide problem analysis for determining required repair of the workstation and printers.
- Lead role in the restoring images on the workstations that will be deployed to the field
- Conduct problem resolution training for Desktop Support and Help Desk staff on the common problems with workstations and printers

Help Desk Support / Remedy System

- Lead development for Remedy Help Desk System
- Develop upgrade process / procedures and implement upgrade to Remedy 5.0 and web based Remedy Mid-Tier
- Assist in the transition and merger of various agency's Help Desks and Remedy systems

- o Create Help Desk support tools such as Admin Helper, Custom Build Disk, and Software Direct which allows help desk 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

Integration and Implementation Services

- o Provide consulting services for problem analysis (GroupWise slow printing, Netware Contextless Login, LOA2 performance) and business process re-engineering (OLM XDB to Oracle migration).
- o Provide project planning and implementation management services (FOC workstation replacement project Printer replacement project, Windows 2000 Server Consolidation project)
- o Develop security interface for LEIN access from secured workstations

A list of potential projects (but not inclusive of all projects) DIT/FIA may request Unisys to provide technical support under the direction of DIT/FIA follows:

1. Migrate DIT/FIA to standard Windows XP desktop
Provide technical support and leadership in converting FIA and other agencies to a standard XP desktop. Activities would include:
 - o Develop a Windows XP Image that would work on all hardware models of workstations, laptops/docking stations
 - o Deployment and implementation procedures
 - o Upgrade support toolset
 - o Develop process for automatic Flash BIOS update needed when moving to XP
 - o Update support documentation
 - o Test and qualify software install packages against Windows XP.
2. 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.
3. Migration Plan of FIA Novell Server functions
Assist in the development of the migration plan to move some of the Novell server functions to Windows 2000.
4. Support Child Support Enforcement Gen 2.3 Statewide Deployment
Provide support for the desktop environment and special implementation needs for the Gen 2.3 statewide deployment.

5. Third Level Enterprise Support
Continue to provide third-level support for workstations, servers and printers for the State's integrated technical infrastructure.
6. Research and Develop Interfaces
Work with DIT/FIA and other agencies to establish electronic interfaces between system in order to support data access and data exchange.
7. Outlook / Exchange
Create a white paper evaluating the impact of migrating to an Outlook/Exchange Electronic Mail system. The white paper can include the benefits, possible risks, potential expenditures, and implementation strategies. If a decision is made to move forward with migrating to an Outlook / Exchange Electronic Mail System, Unisys, if requested, will work with DIT/FIA to implement the accepted solution.
8. Disaster Recovery Plan
Develop and if requested, implement a disaster recovery plan for central and local offices.

Assigned Labor Categories & Personnel Skills

Personnel by Labor Categories

Name	Position	Organization
Alger, Jim	Technical Support Specialist	FIA / DIT Desktop Services
Odett, Judy	Technical Support Specialist	FIA / DIT Desktop Services
Branch, Gerry	Technical Support Specialist	FIA / DIT Desktop Services
Jennings, Brain	Technical Support Specialist	FIA / DIT Desktop Services
Townsend, Ralph	Technical Support Specialist	FIA / DIT Desktop Services
Shields, Kevin	Technical Support Specialist	FIA / DIT Agency Services
Panda, Sudip	Technical Support Specialist	FIA / DIT Desktop Services
Wojan, Greg	Technical Support Specialist	FIA / DIT Distributed Processing Operations
Michalik, Roy	Technical Support Specialist	FIA / DIT Distributed Processing Operations
Rook, Geoffrey	Technical Support Specialist	FIA / DIT Desktop Services

Technical Support Personnel Skills

Mr. Jim Alger is proposed to fill a Technical Support Specialist position. Jim has over 18 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. Judy Odett is proposed to fill a Technical Support Specialist position. Judy's expertise focuses on printers, workstation and server platforms. Judy is currently project coordinator for the DIT/FIA workstation replacement project for the 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/FIA. Judy managed the implementation of the statewide rollout of the ASSIST equipment, and co-managed the statewide NT Workstation migration project for FIA. Judy has over 19 years experience serving Michigan State government. Over the past seven years, Judy has provided project planning, project implementation and technical support for FIA ITMS. Support tasks include providing third-level Help Desk support, NT Server, NT Workstation and printer support, developing and conducting Help Desk desktop training, and performing software distribution functions for FIA's business applications. Judy has attended multiple Windows NT certified classes, Novell certified classes and UNIX SVR4 classes. Judy has completed the Unisys Project Management certification curriculum, and is currently working towards certification as a project manager by Project Management Institute.

Mr. Gerry Branch is proposed to fill a Technical Support Specialist position. 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 FIA 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/FIA. Gerry has over 29 years of experience in the IT industry and serving Michigan state government. Gerry is a Microsoft Certified Systems Engineer (MCSE) and Microsoft Certified Visual Basic Programmer. He has completed many hours of training on Oracle and Web development courses. Gerry is currently completing his certification as a Microsoft Certified Solution Developer (MCSO) and has attended several certification classes in Microsoft .Net.

Mr. Brian Jennings is proposed to fill a Technical Support Specialist position. Brian's expertise focuses on Help Desk processes and procedures, and the Help Desk Remedy Action Request Software. Brian was instrumental in helping begin the merger of the State's Help Desk Remedy systems for DIT. He also has conducted classes for the local FIA offices on the use of the FIA Help Desk Remedy system. Prior to being assigned to work at FIA Brian served as a Help Desk Manager for the CTOS Help Desk for Unisys. 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 FIA over the last two years. 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 Unisys.

Mr. Ralph Townsend is proposed to fill a Technical Support Specialist position. Ralph's expertise focuses on the workstation / server platforms and printer technology. Ralph's has over six years experience working on FIA's local office infrastructure. Ralph has extensive working experience in both setup and administration of various levels of Novell NetWare and Microsoft NT. Ralph currently is assigned to the Desktop Services Depot Operation, and in that capacity evaluates and recommends quality procedures and processes improvements in addition to providing third-level support and problem analysis for printers and workstations. Ralph has completed multiple certified Microsoft NT/2000 and Novell classes. Ralph was project leader for the NT hardware upgrade and performed technical support for the FIA NT migration project. He is currently finalizing his MCSE certification and has over 22 years of experience in the IT industry.

Mr. Kevin Shields is proposed to fill a Technical Support Specialist position working in FIA as the lead technician for the FIA Configuration Management (CM) / DCA team. Kevin leads configuration management activities and provides CM support for the CIMS, ASSIST, LASR, ASCAP as well as other FIA programs. Kevin provides support for the CM / Development products Tracker, Version Manager, Configuration Manager and APPS Master as well as the CMTools server. Kevin has over eight years experience with the MERANT Software Development and Software Configuration management tool suite. As an MERANT consultant and answer line representative, Kevin provided technical support for the AppMaster Builder, PVCS Version Manger and PVCS Tracker tools. He also has extensive experience with FIA's Windows NT Workstation and NT Server environment. Kevin is currently an MCSE (Microsoft Certified Systems Engineer) and MCP+I (Microsoft Certified Professional Plus Internet). His 12 years in the IT industry spans application development and technical support. He is currently pursuing certifications through SEI (Software Engineering Institute) and has begun an online Software Engineering Certificate program offered by the University of Maryland at College Park.

Technical Support Personnel Skills - continued

Mr. Sudip Panda is proposed to fill a Technical Support Specialist position. Sudip's expertise focuses on the workstation, laptop 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, and various levels of Novell NetWare and GroupWise. Sudip is currently employed as an NT specialist working for DIT in the Desktop Services Model Office Lab. He has advanced Microsoft NT and Novell NetWare skills and has attended multiple Windows NT 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 14 years of experience in the IT industry.

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 and is beginning his Windows XP certification. Roy continues to broaden his range of experience and is in the process of taking a Visual Basic application development class.

Technical Support Personnel Skills - continued

Mr. Geoff Rook is proposed to fill a Technical Support Specialist position. Geoff has over 19 years of experience in the IT industry covering a broad range of responsibilities from software development and network engineering to technical project management. Geoff currently is assigned to the DIT/FIA Model Office Lab and has been instrumental in helping develop the desktop standard for Windows XP. Geoff often is assigned as lead for developing special need solutions and resolving critical problems. Geoff developed software professionally using C, C++ and FORTRAN for 6 years and has had formal Visual Basic training. Geoff 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 performing network troubleshooting. He has solid experience with OS/2, Windows 95/98, NT 4.0, Windows 2000 and AIX. Geoff is a Microsoft Certified Systems Engineer for NT 4.0, is currently pursuing MCSE certification for Windows XP. Geoff has advanced Novell product knowledge and previously held a Certified Novell Engineer certification. Geoff continues to develop his skill set and is currently taking a curriculum in Microsoft .Net.

III. Statement of Work for the ASSIST Application

For calendar year 2003, 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 migrating the ASSSIT functionality from the Unisys Clearpath system to the State's Customer Information Management System (CIMS).

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 CIS Systems.

There will be a team of 25 individuals assigned to support DIT/FIA in maintaining the ASSIST Application Software. This is based on three 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 effected 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 DIT/FIA's initiative to merge into one mainframe environment.
- f. Provide second and third level ASSIST Help Desk support of FIA local office problem resolution.

Assigned Labor Categories & Personnel Skills

Personnel by Labor Categories

Name	Position
Black, William	Applications Analyst 1
Brakenbury, Richard	Applications Analyst 1
Darnell, Mike	Applications Analyst 1
Darnell, Rebekah	Database Administrator
Dias, Francisco	Applications Analyst 1
Galea, Timothy	Applications Analyst 1
Geers, Bob	Applications Analyst 1
George, Peter	Applications Analyst 1
Johnson, Darin	Applications Analyst 1
Kale, John	Applications Analyst 1
Kelly, Mark	Applications Analyst 1
Leininger, Alice	Applications Analyst 1
Marrs, L. Mike	Database Analyst 1
Marshall, Darrell	Database Analyst 1
Michaels, Ted	Database Analyst 1
Nguyen, Son	Applications Analyst 1
Packer, William	Application Team Leader
Range, Steve	Application Team Leader
Rugar, Dottie	Training Specialist
Sells, Joe	Training Team Leader
Shah, Rajat	Applications Analyst 2
Singichetti, Venu	Applications Analyst 1
Verzwyvelt, Gary	Applications Analyst 1
Walczak, Sandra	Applications Analyst 2
Wyrick, Charles	Applications Analyst 1

Personnel Skills Matrix

Name	Applications Areas:																												
	Data Synchronization	ASSIST Mods	Interface (logical)	Application Registration	Data Collect	General System Support / Security / Alerts / Assgn/Rcasgn	Parameters	Online Manuals	CIMS Design	CIMS Development	CIMS Testing	Batch Processing	System Architecture	Common Modules	VIPs & DIPs	Database (Design, utilities, logical loads & unloads)	Interface (physical)	Configuration Management (Version control, Code Promotion)	Conversion	APS	Online Help/Err Msgs	Online Policy Text	Promotion	Dep-Con	Postal Soft	ClearPath	SIMAN		
Black, William																													
Brakenbury, Richard																													
Dias, Francisco																													
Darnell, Mike																													
Darnell, Rebekah																													
Galea, Timothy																													
Geers, Bob																													
George, Peter																													
Kale, John																													
Kelly, Mark																													
Johnson, Darin																													
Leininger, Alice																													
Marris, Larry																													
Marshall, Darrell																													
Michaels, Ted																													
Nguyen, Son																													
Packer, William																													
Range, Steve																													
Rugar, Dottie																													
Sells, Joe																													
Shah, Rajat																													
Singichetti, Venu																													
Verzwyvelt, Gary																													
Walczak, Sandra																													
Wyrick, Charles																													

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 (through December 31, 2003).
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 are independent contractors and are not, under any circumstances or conditions, 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 the 3 service categories for 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 be expected to 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. 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.
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 competent staff 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.
- The time the Team members are attending Unisys training, Unisys corporate meetings, on annual or sick leave is not billed to the State of Michigan.

State of Michigan
Department of Information Technology
Estimated Hours for SWSS
1/1/2003 through 12/31/2003

January 1, 2003 - September 30, 2003 (39 Weeks)

Labor Category	Rate Per Hour	Hours Per Person	Cost Per Person	Number of Staff	Esitimated Cost
System Design Specialist 1	\$ 153.00	0	\$ -	0	\$ -
System Design Specialist 2	\$ 139.00	1300	\$ 180,700.00	1	\$ 180,700.00
Senior Systems Analyst 1	\$ 127.00	1300	\$ 165,100.00	7	\$ 1,155,700.00
Senior Systems Analyst 2	\$ 108.50	0	\$ -	0	\$ -
Systems Analyst	\$ 89.00	0	\$ -	0	\$ -
Total				8	\$ 1,336,400.00

October 1, 2003 - December 31, 2003 (13 Weeks)

Labor Category	Rate Per Hour	Hours Per Person	Cost Per Person	Number of Staff	Esitimated Cost
System Design Specialist 1	\$ 153.00	0	\$ -	0	\$ -
System Design Specialist 2	\$ 139.00	433	\$ 60,187.00	1	\$ 60,187.00
Senior Systems Analyst 1	\$ 127.00	433	\$ 54,991.00	7	\$ 384,937.00
Senior Systems Analyst 2	\$ 108.50	0	\$ -	0	\$ -
Systems Analyst	\$ 89.00	0	\$ -	0	\$ -
Total				8	\$ 445,124.00

Combined Totals

January 1, 2003 - December 31, 2003 (52 Weeks)

Labor Category	Rate Per Hour	Hours Per Person	Cost Per Person	Number of Staff	Esitimated Cost
System Design Specialist 1	\$ 153.00	0	\$ -	0	\$ -
System Design Specialist 2	\$ 139.00	1733	\$ 240,887.00	1	\$ 240,887.00
Senior Systems Analyst 1	\$ 127.00	1733	\$ 220,091.00	7	\$ 1,540,637.00
Senior Systems Analyst 2	\$ 108.50	0	\$ -	0	\$ -
Systems Analyst	\$ 89.00	0	\$ -	0	\$ -
Total				8	\$ 1,781,524.00

State of Michigan
Family Independence Agency
Estimated Hours and Costs for Technical Support Services
1/1/2003 through 12/31/2003

January 1, 2003 - September 30, 2003 (39 Weeks)

Labor Category	Rate Per Hour	Hours Per Person	Cost Per Person	Number of Staff	Estimated Cost
Technical Support Manager	\$ 197.75	0	\$ -	0	\$ -
Technical Support Specialist	\$ 158.25	1406	\$ 222,499.50	10	\$ 2,224,995.00
Installation Specialist	\$ 82.25	0	\$ -	0	\$ -
Estimated Travel Expenses					\$ 9,000.00
Total				10	\$ 2,233,995.00

October 1, 2003 - December 31, 2003 (13 Weeks)

Labor Category	Adjusted Rate Per Hour	Hours Per Person	Cost Per Person	Number of Staff	Estimated Cost
Technical Support Manager	\$ 197.75	0	\$ -	0	\$ -
Technical Support Specialist	\$ 158.25	469	\$ 74,219.25	10	\$ 742,192.50
Installation Specialist	\$ 82.25	0	\$ -	0	\$ -
Estimated Travel Expenses					\$ 3,000.00
Total				10	\$ 745,192.50

Totals

January 1, 2003 - December 31, 2003 (52 Weeks)

Labor Category		Hours Per Person	Cost Per Person	Number of Staff	Estimated 3 Month Cost
Technical Support Manager	\$ 197.75	0	\$ 473,200.00	0	\$ -
Technical Support Specialist	\$ 158.25	1875	\$ 296,718.75	10	\$ 2,957,187.50
Installation Specialist	\$ 82.25	0	\$ 183,040.00	0	\$ -
Estimated Travel Expenses					\$ 12,000.00
Total				10	\$ 2,979,187.50

State of Michigan
Department of Information Technology
Estimated Hours for Application Maintenance
1/1/2003 through 12/31/2003

January 1, 2003 - September 30, 2003 (39 Weeks)

Labor Category	Rate Per Hour	Hours Per Person	Cost Per Person	Number of Staff	Estimated Cost
Application Team Leader	\$ 197.75	1406	\$ 278,036.50	2	\$ 556,073.00
Application Analyst 1	\$ 159.25	1406	\$ 223,905.50	15	\$ 3,358,582.50
Application Analyst 2	\$ 92.00	1406	\$ 129,352.00	2	\$ 258,704.00
Database Administrator	\$ 197.75	1406	\$ 278,036.50	1	\$ 278,036.50
Database Analyst 1	\$ 153.00	1406	\$ 215,118.00	3	\$ 645,354.00
Training Team Leader	\$ 179.75	1406	\$ 252,728.50	1	\$ 252,728.50
Training Specialist	\$ 163.50	1406	\$ 229,881.00	1	\$ 229,881.00
Estimated Travel Expenses					\$ 45,000.00
Total				25	\$ 5,624,359.50

October 1, 2003 - December 31, 2003 (13 Weeks)

Labor Category	Rate Per Hour	Hours Per Person	Cost Per Person	Number of Staff	Estimated Cost
Application Team Leader	\$ 197.75	469	\$ 92,744.75	2	\$ 185,489.50
Application Analyst 1	\$ 159.25	469	\$ 74,688.25	15	\$ 1,120,323.75
Application Analyst 2	\$ 92.00	469	\$ 43,148.00	2	\$ 86,296.00
Database Administrator	\$ 197.75	469	\$ 92,744.75	1	\$ 92,744.75
Database Analyst 1	\$ 153.00	469	\$ 71,757.00	3	\$ 215,271.00
Training Team Leader	\$ 179.75	469	\$ 84,302.75	1	\$ 84,302.75
Training Specialist	\$ 163.50	469	\$ 76,681.50	1	\$ 76,681.50
Estimated Travel Expenses					\$ 15,000.00
Total				25	\$ 1,876,109.25

Combined Totals

January 1, 2003 - December 31, 2003 (52 Weeks)

Labor Category	Rate Per Hour	Hours Per Person	Cost Per Person	Number of Staff	Estimated Cost
Application Team Leader	\$ 197.75	1875	\$ 370,781.25	2	\$ 741,562.50
Application Analyst 1	\$ 159.25	1875	\$ 298,593.75	15	\$ 4,478,906.25
Application Analyst 2	\$ 92.00	1875	\$ 172,500.00	2	\$ 345,000.00
Database Administrator	\$ 197.75	1875	\$ 370,781.25	1	\$ 370,781.25
Database Analyst 1	\$ 153.00	1875	\$ 286,875.00	3	\$ 860,625.00
Training Team Leader	\$ 179.75	1875	\$ 337,031.25	1	\$ 337,031.25
Training Specialist	\$ 163.50	1875	\$ 306,562.50	1	\$ 306,562.50
Estimated Travel Expenses					\$ 60,000.00
Total				25	\$ 7,500,468.75

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

December 13, 2001

**CHANGE NOTICE NO. 1
 OF
 CONTRACT NO. 071B1001258
 between
 THE STATE OF MICHIGAN
 and**

NAME & ADDRESS OF VENDOR Unisys Corporation 2290 Science Parkway Okemos, MI 48864-2599		TELEPHONE Jeff Arbour (517) 349-2300
		VENDOR NUMBER/MAIL CODE
		BUYER (517) 241-1647 Irene Pena
Contract Administrator: 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, 2002
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 12/15/01, this contract is EXTENDED for additional one year. The new contract ending date is 12/31/02.

Please see attached documents that include Statements of Work for each services category, personnel listing with job classifications, skills description for each consultant, and pricing models for each services category. Additional funds of \$14,172,915.00 are to be added this contract for EXTENSION period and services listed.

All other specifications, terms, conditions, and pricing remain the same.

AUTHORITY/REASON:

Per agency's request on 10/31/01 and vendor's letter on 10/03/01 and in accordance with the modification clause

INCREASE: \$14,172,915.00

REVISED TOTAL CONTRACT VALUE: \$27,296,707.00

CONTRACT # 071B1001258
CHANGE NOTICE #1

Michigan Family Independence Agency

**Information Technology & Management Services
Administration**

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

October 3, 2001

Introduction

The Michigan Family Independence Agency currently contracts Unisys information services consultants to assist in the ongoing operations of the Information Technology and Management Services Administration (ITMS). The Unisys consultants provide support where specific resources are required but not available within the current ITMS organization. These consultants provide ITMS the unique skills and institutional knowledge required to help support ITMS in providing quality information technology services to FIA field staff and clients. The categories of services provided by Unisys include: the Services Workers Support System (SWSS), Technical Support (End User Computing, Configuration Management, Technical Services) and Application Maintenance for the ASSIST and CIMS applications.

This proposal is to extend existing contract #071B1001258 for 1 year (from January 1, 2002 through December 31, 2002). The consultancy services being proposed are based upon the 46 Unisys consultants currently providing services under the direction of FIA-ITMS. Since all 46 Unisys consultants live in the Lansing area, the only travel being proposed in this contract is travel required from the Grand Tower to local FIA offices throughout the State of Michigan. Unisys and FIA management will mutually agree upon any exceptions to this travel expense statement. 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.

The only legally binding document that shall pertain to the products and services described in this proposal shall be a mutually acceptable contract extension of existing contract #071B1001258 and, unless mutually agreed upon between the parties, no other terms and conditions will apply.

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 equipment needs, 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 2002, the Information Technology and Management Services (ITMS) Administration within the Family Independence Agency (FIA) will continue the development and implementation of the Foster Care System as well as continue the migration of Mapper-based SWSS applications to an Oracle/Visual Basic platform.

Unisys currently has a team of ten individuals currently under contract by FIA assisting ITMS in this effort. These ten individuals possess a unique skill set having extensive working knowledge in both the Child Welfare Environment and in FIA's development tools (past and present), Mapper, Power Client, Oracle and Visual Basic. These ten individuals represent over 60 years of experience in Michigan's Child Welfare programs. The purpose of this statement of work (SOW) is to continue providing FIA these application development services thereby allowing FIA to leverage this extensive knowledgebase.

Unisys is proposing to extend the current contracted Unisys personnel to provide the necessary application development services under the direction of FIA management through December 31, 2002. Unisys will continue to provide the current Unisys SWSS contract staff to support FIA's efforts in the development, testing, implementation and maintenance of SWSS applications. This support will be provided on a time and material basis under the direction of FIA. The total number of hours proposed is 20,800.

The Unisys staff selected to work at FIA will have in-depth knowledge of FIA development tools such as Oracle and Visual Basic. Under the direction of FIA Management, their primary responsibilities will be as follows:

- i. Ongoing assistance with the development, testing, implementation and maintenance the Foster Care System.
- ii. Assist in the migration and enhancement of current Mapper-based SWSS applications over to an Oracle/Visual Basic development platform.
- iii. Maintain the existing statewide Mapper-based SWSS Adult and Children's Services applications.

Assigned Labor Categories & Personnel Skills for SWSS at FIA

Personnel by Labor Categories

Name	Position
Alger, Jim	System Design Specialist 2
Jensen, Mary Ann	System Design Specialist 2
Hadick, Mary	Senior System Analyst 1
Lee, Joseph	Senior System Analyst 1
Morberg, John	Senior System Analyst 1
Rivera, Robert	Senior System Analyst 1
Thelen, Tom	Senior System Analyst 1
Vieth, Christopher	Senior System Analyst 1
Miller, Matthew	Senior System Analyst 2
Wing, Tom	Senior System Analyst 2

SWSS Personnel Skills

Mr. Jim Alger is proposed to fill a System Design Specialist 2 position. Jim has over 17 years experience as a computer professional with extensive experience in 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 worked with the FIA SWSS team developing and supporting applications for the past several years, and has over 14 years experience in the children's services systems area.

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 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 the FAJ application.

SWSS Personnel Skills - continued

Ms. Mary Hadick is proposed to fill a Senior Systems Analyst 1 position. Mary has more than 16 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 16 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 five years. Mary is currently supporting FIA's statewide children's protective services application, and is assisting in developing requirements for the Children's Abuse and Neglect System (CANS). 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.

Mr. Joseph Lee is proposed to fill a Senior Systems Analyst 1 position. Joe has over 8 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. John Morberg is proposed to fill a Senior Systems Analyst 1 position. John has nearly 9 years experience in the data processing industry, both as a consultant and system analyst. He has experience in application design, development, system testing, implementation, and end user support. John has worked with the FIA SWSS team for over two years, and is currently assisting in developing the user requirements and technical specifications for the Children's Abuse and Neglect System (CANS). He has also developed modules for the Foster Care and Juvenile Justice (FAJ) application. This development is being done using a Visual Basic presentation layer, SQL and PL/SQL, coupled with an Oracle database. John is proficient in Visual Basic, Oracle, SQL, PL/SQL, and will soon become certified by Microsoft as a solutions developer.

SWSS Personnel Skills - continued

Mr. Robert Rivera is proposed to fill a Senior Systems Analyst 1 position. Bob has over 11 years experience as a computer professional, working as a system analyst and as a development specialist. He has experience in application design, development, system testing, and implementation. Bob has worked with the FIA SWSS team for over four years, and is in charge of developing the Soundex, Case Listing, and Reconciliation portions of the Foster Care and Juvenile Justice (FAJ) application. He has also developed a multitude of applications that convert data from other State systems to the Oracle database. These include child foster care data, FIA provider data, statewide school data as well as FIA children's services data. Bob's abilities to independently research and accomplish these complex tasks make him a valuable member of the FIA SWSS development team. Bob is proficient in many development tools and databases, including Visual Basic, SQL, PL/SQL, Oracle, and MAPPER.

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 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. Christopher Vieth is proposed to fill a Senior Systems Analyst 1 position. Chris has over 8 years experience in the data processing industry, working in database design, as a system analyst, and as a development specialist. He has experience in application design, development, system testing, and implementation. Chris has worked with the SWSS team for about one year in the Adult Services area and has proven to be quite valuable in that area, receiving a letter of commendation from the Adult Services Team Leader for his efforts.

Chris is quite proficient in many development tools and databases, including Visual Basic, SQL, PL/SQL, and Oracle.

SWSS Personnel Skills – continued

Mr. Matthew Miller is proposed to fill a Senior Systems Analyst 2 position. Matt has over 7 years experience as a computer professional, working as a system analyst and as a development specialist. He has experience in application design, development, system testing, and implementation. Matt has worked with the FIA SWSS team for over three years, and is in charge of developing the Security, Main Menu, and System Utilities portions of the Foster Care and Juvenile Justice (FAJ) application. He has developed an extensive package of common routines that all SWSS team members may use in their own development work. This has shown Matt's ability to work as a member of a large development team and has benefited the SWSS FAJ project greatly. Matt is proficient in many development tools and databases, including Visual Basic, SQL, PL/SQL, and Oracle.

Mr. Tom Wing is proposed to fill a Senior Systems Analyst 2 position. Tom has over 8 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 two 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.

II. **Statement of Work for EUC, Configuration Management & Technical Support**

The Information Technology and Management Services (ITMS) Administration within the Family Independence Agency (FIA) is continuing to enhance the agency-wide technical infrastructure. As part of reviewing and implementing enhancements to the agency's infrastructure, additional resources are necessary to perform research and development, testing and implementation tasks. The continued infrastructure changes that are being implemented in FIA are a result of the agency's Information Technology reorganization that started approximately two years ago and our continued effort to take advantage of services offered under new DMB Information Technology programs. The need for additional resources is expected for a period of time until infrastructure changes are in place and operational. The need for the specific technical support team identified in this proposal is due to their knowledge base of the agency's current infrastructure. The team of individuals identified in this proposal has been involved in the statewide implementation of recent projects within FIA. These FIA projects involved implementing a single desktop software configuration for all FIA employees along with PA and FOC employees, standardizing a set of hardware models, which support the FIA software configuration and establishing standard server and printing services. Standardizing the business function provided on the FIA desktop software configuration allows for network and server consolidation to begin and the consolidation of CSES technical support to be migrated into the FIA EUC and Technical Services divisions.

With the completion of the various infrastructure enhancements within FIA, this same technical support team is available to provide ongoing support to FIA staff on a time and materials basis for over 15,800 workstations and numerous servers within 176 locations. The technical staff support team from Unisys has first hand knowledge of the products the FIA agency is undertaking as part of the infrastructure changes. In addition to making infrastructure enhancements the statewide support and maintenance of daily operations is imperative. The agency has a need to make enhancements while also providing new functionality to agency users and provide on the job training to ITMS staff.

Unisys will continue to provide qualified people to support 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 eleven individuals, one Technical Support Team Leader, nine Technical Support Specialists, and one Installation Specialists.

The one Technical Support Team Leader, nine Technical Support Specialist and one Installation Specialist individuals we are proposing to fill these positions have multiple years of experience with FIA, a strong background in system, application development, and product support including Microsoft, expertise in system architectural support and design, and have developed a strong working relationship based on providing quality service. The Unisys staff selected to work at FIA-ITMS will have in-depth knowledge of the FIA infrastructure including workstations, servers, printers, LAN equipment, Windows NT/2000, Novell NetWare, and Merant Configuration Management tools.

Under the direction of FIA Management, the Unisys primary responsibilities will be as follows:

- i. Perform the necessary services to complete FIA assigned tasks. Prepare the associated documentation as requested by FIA-ITMS. FIA's End User Computing (EUC) Director, Configuration Management Supervisor, and Technical Services Director will assign tasks.
- ii. **Support FIA 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.**

Assigned Labor Categories & Personnel Skills

Personnel by Labor Categories

Name	Position	Organization
Brown, Rick	Technical Support Team Leader	EUC
Odett, Judy	Technical Support Specialist	EUC
Branch, Gerry	Technical Support Specialist	EUC
Jennings, Brain	Technical Support Specialist	EUC
Townsend, Ralph	Technical Support Specialist	EUC
Shields, Kevin	Technical Support Specialist	Configuration Management
Panda, Sudip	Technical Support Specialist	EUC
Wojan, Greg	Technical Support Specialist	Technical Services
Michalik, Roy	Technical Support Specialist	Technical Services
Geoffrey Rook	Technical Support Specialist	EUC
Smith, Bob	Installation Specialist	EUC

Technical Support Personnel Skills

Mr. Rick Brown is proposed to fill a Technical Support Team Leader position. In this position Rick will be assisting the Agency with technical projects such as CSES Friend of the Court. Rick has over 30 years experience in the IT industry with over 20 years of project management experience covering areas such as project management, technical support, training support, design and implementation. Rick's experiences have kept him current in many technologies including workstations, server environments, mainframes, wide area networks, local area networks and application development.

Ms. Judy Odett is proposed to fill a Technical Support Specialist position. Judy's expertise focuses on printers, workstation and server platforms. Judy was responsible for the planning and technical support of FIA's 2001 Printer Replacement project. She managed the implementation of the statewide rollout of the ASSIST equipment, and co-managed the statewide NT Workstation migration project. Judy has over 18 years experience serving Michigan state government. Over the past five years, Judy has provided technical support for FIA ITMS. Support tasks include providing third-level Help Desk support, NT Server and NT Workstation support, developing and conducting ITT NT Workstation training, and performing software distribution functions for FIA's business applications. Judy has attended multiple Windows NT certified classes, Novell certified classes and UNIX SVR4 classes. Judy has completed the Unisys Project Management certification curriculum, and is currently working towards certification as a project manager by Project Management Institute.

Mr. Gerry Branch is proposed to fill a Technical Support Specialist position. Gerry's expertise focuses on the workstation and server platforms. Gerry has been providing technical support to FIA for the past seven years. Gerry also has extensive experience with mainframe environments, specifically, extracting data from "legacy" systems for presentation at the workstation level. Gerry was also instrumental in developing the software distribution process for FIA. Gerry has over 28 years of experience in the IT industry and serving Michigan state government. Gerry is a Microsoft Certified Systems Engineer (MCSE) and Microsoft Certified Visual Basic Programmer. He has completed many hours of training on Oracle and Web development courses. Gerry is currently completing his Microsoft Certified Solution Developer (MCS D).

Mr. Brian Jennings is proposed to fill a Technical Support Specialist position. Brian's expertise focuses on NT server and workstation support, technical support of application development projects, Help Desk processes and procedures, and the ITMS Remedy Action Request Software. Brian coordinated a proof-of-concept project for FIA which tested the feasibility of migrating the SWSS MAPPER applications from UNIX to a Windows 2000 platform, and assisted in the management and planning of the Windows 2000 server consolidation project.

Technical Support Personnel Skills - continued

He was responsible for managing a project interfacing FIA offices to the Michigan Department of Career Development's MWA application using the Citrix WinFrame thin client. Brian has been performing 3rd level support for FIA over the last two years. Brian supported the LOOIT task of the ASSIST project and has made many site visits to FIA's field offices prior to the statewide rollout. Prior to the ASSIST Project Brian served as a Help Desk Manager for the CTOS Help Desk for Unisys. Brian has attended multiple Windows NT certification classes, is a certified Project Manager with Unisys and the Project Management Institute and teaches Project Management courses for Unisys. He has also conducted classes for the local FIA offices on the use of the ITMS Remedy helpdesk tracking system. Brian has 18 years of experience in the IT industry, serving Michigan state government for the past 17 years.

Mr. Ralph Townsend is proposed to fill a Technical Support Specialist position. Ralph's expertise focuses on the workstation and server platforms. Ralph's has over five years experience working on FIA's local office infrastructure and performs third-level support. Ralph has extensive working experience in both setup and administration of various levels of Novell NetWare and Microsoft NT. Ralph has completed multiple certified Microsoft NT/2000 and Novell classes. He performs technical support for the FIA development staff in the Grand tower as well as local offices. Ralph was project leader for the NT hardware upgrade and performed technical support for the FIA NT migration project. He is currently finalizing his MCSE certification and has over 21 years of experience in the IT industry. Currently Ralph is assigned to the Depot Maintenance Operation providing technical support and conducting quality improvement calls to the local offices.

Mr. Kevin Shields is proposed to fill a Technical Support Specialist position working in the FIA Application Development Division as the lead technician for the FIA Configuration Management team. He is currently employed as the lead technician for the FIA Configuration Management (DCA) team. He has extensive experience with FIA's Windows NT Workstation and NT Server environment. Kevin ran the ASSIST configuration management effort. He also has over seven years experience with the MERANT Software Development and Software Configuration management tool suite. As an MERANT consultant and answerline representative, he provided technical support for the AppMaster Builder, PVCS Version Manger and PVCS Tracker tools. Kevin is currently an MCSE (Microsoft Certified Systems Engineer) and MCP+I (Microsoft Certified Professional Plus Internet). His 11 years in the IT industry spans application development and technical support. He is currently pursuing certifications through SEI (Software Engineering Institute) and plans to begin an online Software Engineering Certificate program offered by the University of Maryland at College Park.

Technical Support Personnel Skills - continued

Mr. Sudip Panda is proposed to fill a Technical Support Specialist position. Sudip's expertise focuses on the workstation and server platforms. He has extensive working experience in the administration and configuration of Windows NT, various levels of Novell NetWare and GroupWise. Sudip is currently employed as an NT specialist and working with FIA in the End User Computing Integration Lab. He has advanced Microsoft NT and Novell NetWare skills and has attended multiple Windows NT certified classes, Novell NetWare certified classes and Cisco certified classes, and holds certifications as a Novell CNE, Microsoft MCSE and Cisco Certified Network Associate. Sudip has over 13 years of experience in the IT industry.

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 hardware support and is currently assisting in the planning and configuration of the Windows 2000 server consolidation project. Greg has developed software professionally using Visual Basic, BASIC, C, and C++. He has extensive experience with Windows NT 3.1, 3.5x, 4.0 and Windows 2000 and a solid working knowledge of Unix. 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 2000. Mr. Wojan has over 18 years of experience in the IT industry.

Mr. Roy Michalik is proposed to fill a Technical Support Specialist position and will be working in the FIA Technical Services division. Roy's abilities are directed at supporting the NT server and Local Office network environments, and he has demonstrated outstanding capabilities for trouble shooting a wide range of technical problems. Roy specializes in supporting Windows NT 4.0 and Windows 2000 Server and Workstation Operating Systems, and is a Microsoft Certified Systems Engineer (MCSE) in both Windows NT 4.0, and Windows 2000. Roy worked as a team leader in charge of a 4-member team on FIA's Windows NT desktop migration project, which involved the migration of approximately 13,000 workstations from Windows for Workgroups 3.11 to Windows NT 4.0. At the end of the desktop migration project Roy was asked to continue to work with FIA and has played a key role in several projects, including: the ATN removal, and both phases of the desktop rollout projects. He also has had an instrumental role in the Windows 2000 server consolidation project. Roy has over six years experience in the IT industry.

Technical Support Personnel Skills - continued

Mr. Bob Smith is proposed to fill an Installation Specialist Position. Bob has a fifteen-year history of working with FIA and their local office infrastructure. Bob performed a key support role during ASSIST equipment installation project, and managed the logistics and communications to the local offices. Bob also provided project support for the NT Hardware Upgrade project and NT Workstation migration project. He performs third-level support on the desktop systems and specializes in process re-engineering and the development of standard procedures. Bob has extensive working experience in FIA hardware, client, and system's support. Bob has over 30 years experience in the IT industry.

III. Statement of Work for the Client Support System

For calendar year 2002, the Information Technology and Management Services (ITMS) Administration within the Family Independence Agency (FIA) will require technical and operational support to be provided by Unisys to support the ASSIST Application Software Programs and to assist the Agency in migrating the ASSSIT functionality from the Unisys 2200 system to the State of Michigan's Customer Information Management System (CIMS).

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 CIS Systems.

There will be a team of 25 individuals assigned to support FIA in maintaining the ASSIST Application Software. This is based on three 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/CIS Systems due to Federal and State policy changes.
- Ongoing transfer of knowledge to FIA development staff.
- The state of Michigan's desire to implement a new integrated Public Assistance application.

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

- 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 FIA development staff to provide them on the job training.
- Provide the requested application modifications to support FIA's initiative to provide one common user interface to field staff as well as providing application modifications to support FIA's initiative to merge into one mainframe environment.
- Provide second and third level FIA ASSIST Help Desk Support of local office problem resolution.

Assigned Labor Categories & Personnel Skills

Personnel by Labor Categories

Name	Position
Black, William	Applications Analyst 1
Brakenbury, Richard	Applications Analyst 1
Darnell, Mike	Applications Analyst 1
Darnell, Rebekah	Database Administrator
Dias, Francisco	Applications Analyst 1
Galea, Timothy	Applications Analyst 1
Geers, Bob	Applications Analyst 1
George, Peter	Applications Analyst 1
Johnson, Darryl	Applications Analyst 1
Kale, John	Applications Analyst 1
Kelly, Mark	Applications Analyst 1
Leininger, Alice	Applications Analyst 1
Marrs, L. Mike	Database Analyst 1
Marshall, Darrell	Database Analyst 1
Michaels, Ted	Database Analyst 1
Nguyen, Son	Applications Analyst 1
Packer, William	Application Team Leader
Range, Steve	Application Team Leader
Rugar, Dottie	Training Specialist
Sells, Joe	Training Team Leader
Shah, Rajat	Applications Analyst 2
Singichetti, Venu	Applications Analyst 1
Verzwyvelt, Gary	Applications Analyst 1
Walczak, Sandra	Applications Analyst 2
Wyrick, Charles	Applications Analyst 1

Personnel Skills Matrix

Name	Applications Areas:											Specialty Areas:																
	Data Synchronization	Interface (logical)	Application Registration	Data Collect	General System Support - Security / Alerts / Scheduling	Parameters	Online Manuals	CIMS Design	CIMS Development	CIMS Testing	Batch Processing	System Architecture	Common Modules	VIPs & DIPs	Database (Design, utilities, logical loads & unloads)	Interface (physical)	Configuration Management (Version control, Code Promotion)	TPE	FIS/ES	Conversion	APS	Online Help	Online Policy Text Promotion	Dep-Con	Postal Soft	OS200	SIMAN	
Black, William							X	X			X			X	X				X								X	
Brakenbury, Richard			X					X										X	X									
Dias, Francisco		X	X					X										X	X								X	
Darnell, Mike		X					X	X	X		X	X	X			X	X	X	X		X				X	X	X	X
Darnell, Rebekah	X	X	X	X	X	X	X	X		X	X	X	X	X	X			X	X	X							X	
Galea, Timothy					X	X		X	X		X																	
Geers, Bob	X	X	X	X				X	X									X	X	X								
George, Peter	X	X		X				X		X		X						X	X								X	
Kale, John	X		X					X	X	X	X	X	X					X	X		X							
Kelly, Mark		X		X				X		X								X	X								X	
Johnson, Darryl			X	X				X										X	X									
Leininger, Alice			X	X	X	X		X	X			X						X	X									
Marrs, Larry								X		X					X				X								X	
Marshall, Darrell								X		X									X	X							X	
Michaels, Ted	X							X	X				X	X				X	X	X							X	
Nguyen, Son				X				X		X								X	X								X	
Packer, William	X		X	X		X		X	X											X								
Range, Steve			X		X	X		X	X		X							X	X									
Rugar, Dottie			X	X						X								X	X									
Sells, Joe			X	X						X								X	X									
Shah, Rajat			X	X	X	X		X	X	X								X	X									
Singichetti, Venu						X	X	X	X															X				
Verzwyvelt, Gary	X	X	X	X				X	X			X									X						X	
Walczak, Sandra	X		X	X				X		X								X	X									
Wyrick, Charles					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 (through December 31, 2002).
2. The Unisys staff (hereinafter referred to as the “Team”) selected to work at FIA-ITMS have an in-depth knowledge of the FIA’s infrastructure, services workers applications and client support applications.
3. The Team will provide support to permanent FIA staff members by assisting in their training and direct on the job training to provide a solid knowledge base transfer.
4. The Team assigned to the contract by Unisys are employees of Unisys or sub-contractors of Unisys, and as such are independent contractors and are not, under any circumstances or conditions, employees of the State of Michigan. Unisys will be the primary contractor and will be responsible for any of its subcontractors they use.
5. The Contractor is responsible for the negligent acts of its employees and subcontractors resulting in injury to persons or damage to tangible property during the performance of the contract..
6. The staff that is listed in the 3 service categories for this agreement have 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 date of cancellation. The State will pay for services rendered until the effective date of cancellation.
7. Unisys is required to provide replacement Team members, when feasible, within 10 business days of a member’s cessation to be on the Team.
8. 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 be expected to work non-standard hours or weekends to meet the needs of the State of Michigan.
9. 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. 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.
10. The supplied Team members will operate under the direction of FIA management. All assignments are at the discretion of FIA management.
11. All the work will be performed in a State of Michigan facility unless otherwise agreed by both parties.
12. 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).
13. Unisys will submit FIA timesheets for FIA approval by FIA and will submit monthly invoices for payment based upon approved timesheets for this billing period.
14. 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.

15. 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.
16. This contract is extendable at one-year increments at the option of FIA. 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 competent staff to meet contract requirements. FIA 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 FIA, to Team Members, will be used for FIA contract work only.
4. The time the Team members are attending Unisys training, Unisys corporate meetings, on annual or sick leave is not billed to the State of Michigan.

State of Michigan
Family Independence Agency
Estimated Hours and Costs for SWSS
1/1/2002 through 12/31/2002

January 1, 2002 - September 30, 2002 (39 Weeks)

Labor Category	Rate Per Hour	Hours Per Person	Cost Per Person	Number of Staff	Estimated Cost
System Design Specialist 1	\$ 153.00	1560	\$ 238,680.00		\$ -
System Design Specialist 2	\$ 139.00	1560	\$ 216,840.00	2	\$ 433,680.00
Senior Systems Analyst 1	\$ 127.00	1560	\$ 198,120.00	6	\$1,188,720.00
Senior Systems Analyst 2	\$ 108.50	1560	\$ 169,260.00	2	\$ 338,520.00
Systems Analyst	\$ 89.00	1560	\$ 138,840.00		\$ -
Total				10	\$1,960,920.00

October 1, 2002 - December 31, 2002 (13 Weeks)

Labor Category	Rate Per Hour	Hours Per Person	Cost Per Person	Number of Staff	Estimated Cost
System Design Specialist 1	\$ 153.00	520	\$ 79,560.00		\$ -
System Design Specialist 2	\$ 139.00	520	\$ 72,280.00	2	\$ 144,560.00
Senior Systems Analyst 1	\$ 127.00	520	\$ 66,040.00	6	\$ 396,240.00
Senior Systems Analyst 2	\$ 108.50	520	\$ 56,420.00	2	\$ 112,840.00
Systems Analyst	\$ 89.00	520	\$ 46,280.00		\$ -
Total				10	\$ 653,640.00

Combined Totals

January 1, 2002 - December 31, 2002 (52 Weeks)

Labor Category		Hours Per Person	Cost Per Person	Number of Staff	Estimated Cost
System Design Specialist 1		2080	\$ 318,240.00		\$ -
System Design Specialist 2		2080	\$ 289,120.00	2	\$ 578,240.00
Senior Systems Analyst 1		2080	\$ 264,160.00	6	\$1,584,960.00
Senior Systems Analyst 2		2080	\$ 225,680.00	2	\$ 451,360.00
Systems Analyst		2080	\$ 185,120.00		\$ -
Total				10	\$2,614,560.00

State of Michigan
Family Independence Agency
Estimated Hours and Costs for Technical Support Services
1/1/2002 through 12/31/2002

January 1, 2002 - September 30, 2002 (39 Weeks)

Labor Category	Rate Per Hour	Hours Per Person	Cost Per Person	Number of Staff	Estimated Cost
Technical Support TL	\$ 197.75	400	\$ 79,100.00	1	\$ 79,100.00
Technical Support Specialist	\$ 158.25	1560	\$ 246,870.00	9	\$2,221,830.00
Installation Specialist	\$ 82.25	1560	\$ 128,310.00	1	\$ 128,310.00
Estimated Travel Expenses					\$ 9,000.00
Total				11	\$2,438,240.00

October 1, 2002 - December 31, 2002 (13 Weeks)

Labor Category	Adjusted Rate Per Hour	Hours Per Person	Cost Per Person	Number of Staff	Estimated Cost
Technical Support TL	\$ 197.75	100	\$ 19,775.00	1	\$ 19,775.00
Technical Support Specialist	\$ 158.25	520	\$ 82,290.00	9	\$ 740,610.00
Installation Specialist	\$ 82.25	520	\$ 42,770.00	1	\$ 42,770.00
Estimated Travel Expenses					\$ 3,000.00
Total				11	\$ 806,155.00

Combined Totals

January 1, 2002 - December 31, 2002 (52 Weeks)

Labor Category		Hours Per Person	Cost Per Person	Number of Staff	Estimated Cost
Technical Support TL		500	\$ 98,875.00	1	\$ 98,875.00
Technical Support Specialist		2080	\$ 329,160.00	9	\$2,962,440.00
Installation Specialist		2080	\$ 171,080.00	1	\$ 171,080.00
Estimated Travel Expenses					\$ 12,000.00
Total				11	\$3,244,395.00

State of Michigan
Family Independence Agency
Estimated Hours and Costs for Application Maintenance
1/1/2002 through 12/31/2002

January 1, 2002 - September 30, 2002 (39 Weeks)

Labor Category	Rate Per Hour	Hours Per Person	Cost Per Person	Number of Staff	Estimated Cost
Application Team Leader	\$ 197.75	1560	\$ 308,490.00	2	\$ 616,980.00
Application Analyst 1	\$ 159.25	1560	\$ 248,430.00	15	\$3,726,450.00
Application Analyst 2	\$ 92.00	1560	\$ 143,520.00	2	\$ 287,040.00
Database Administrator	\$ 197.75	1560	\$ 308,490.00	1	\$ 308,490.00
Database Analyst 1	\$ 153.00	1560	\$ 238,680.00	3	\$ 716,040.00
Training Team Leader	\$ 179.75	1560	\$ 280,410.00	1	\$ 280,410.00
Training Specialist	\$ 163.50	1560	\$ 255,060.00	1	\$ 255,060.00
Estimated Travel Expenses					\$ 45,000.00
Total				25	\$6,235,470.00

October 1, 2002 - December 31, 2002 (13 Weeks)

Labor Category	Rate Per Hour	Hours Per Person	Cost Per Person	Number of Staff	Estimated Cost
Application Team Leader	\$ 197.75	520	\$ 102,830.00	2	\$ 205,660.00
Application Analyst 1	\$ 159.25	520	\$ 82,810.00	15	\$1,242,150.00
Application Analyst 2	\$ 92.00	520	\$ 47,840.00	2	\$ 95,680.00
Database Administrator	\$ 197.75	520	\$ 102,830.00	1	\$ 102,830.00
Database Analyst 1	\$ 153.00	520	\$ 79,560.00	3	\$ 238,680.00
Training Team Leader	\$ 179.75	520	\$ 93,470.00	1	\$ 93,470.00
Training Specialist	\$ 163.50	520	\$ 85,020.00	1	\$ 85,020.00
Estimated Travel Expenses					\$ 15,000.00
Total				25	\$2,078,490.00

Combined Totals

January 1, 2002 - December 31, 2002 (52 Weeks)

Labor Category		Hours Per Person	Cost Per Person	Number of Staff	Estimated Cost
Application Team Leader		2080	\$ 411,320.00	2	\$ 822,640.00
Application Analyst 1		2080	\$ 331,240.00	15	\$4,968,600.00
Application Analyst 2		2080	\$ 191,360.00	2	\$ 382,720.00
Database Administrator		2080	\$ 411,320.00	1	\$ 411,320.00
Database Analyst 1		2080	\$ 318,240.00	3	\$ 954,720.00
Training Team Leader		2080	\$ 373,880.00	1	\$ 373,880.00
Training Specialist		2080	\$ 340,080.00	1	\$ 340,080.00
Estimated Travel Expenses					\$ 60,000.00
Total				25	\$8,313,960.00

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

January 26, 2001

**NOTICE
 OF
 CONTRACT NO. 071B1001258
 between
 THE STATE OF MICHIGAN
 and**

NAME & ADDRESS OF VENDOR <p style="text-align: center;">Unisys Corporation 2290 Science Parkway Okemos, MI 48864-2599</p>	TELEPHONE Jeff Arbour (517) 349-2300 VENDOR NUMBER/MAIL CODE BUYER (517) 241-1647 Irene Pena
Contract Administrator: Mike Scieszka <p style="text-align: center;">Computer Consultants to provide maintenance, technical services & support for the ASSIST project – Family Independence Agency</p>	
CONTRACT PERIOD: From: January 1, 2001 To: January 1, 2002	
TERMS <p style="text-align: center;">N/A</p>	SHIPMENT <p style="text-align: center;">N/A</p>
F.O.B. <p style="text-align: center;">N/A</p>	SHIPPED FROM <p style="text-align: center;">N/A</p>
MINIMUM DELIVERY REQUIREMENTS <p style="text-align: center;">N/A</p>	

The terms and conditions of this Contract are those of REQ #431R1000282, this Contract Agreement and the vendor's quote dated 10/23/00. In the event of any conflicts between the specifications, terms and conditions indicated by the State and those indicated by the vendor, those of the State take precedence.

Total Contract Period Estimated Contract Cost: \$13,123,792.00

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

**CONTRACT NO. 071B1001258
 between
 THE STATE OF MICHIGAN
 and**

NAME & ADDRESS OF VENDOR Unisys Corporation 2290 Science Parkway Okemos, MI 48864-2599	TELEPHONE Jeff Arbour (517) 349-2300 VENDOR NUMBER/MAIL CODE BUYER (517) 241-1647 Irene Pena
Contract Administrator: Mike Scieszka <p style="text-align: center;">Computer Consultants to provide maintenance, technical services & support for the ASSIST project – Family Independence Agency</p>	
CONTRACT PERIOD: From: January 1, 2001 To: January 1, 2002	
TERMS <p style="text-align: center;">N/A</p>	SHIPMENT <p style="text-align: center;">N/A</p>
F.O.B. <p style="text-align: center;">N/A</p>	SHIPPED FROM <p style="text-align: center;">N/A</p>
MINIMUM DELIVERY REQUIREMENTS <p style="text-align: center;">N/A</p>	
MISCELLANEOUS INFORMATION: <p>The terms and conditions of this Contract are those of REQ #431R1000282, this Contract Agreement and the vendor's quote dated 10/23/00. In the event of any conflicts between the specifications, terms and conditions indicated by the State and those indicated by the vendor, those of the State take precedence.</p> <p>Total Contract Period Estimated Contract Cost: \$13,123,792.00</p>	

THIS IS NOT AN ORDER: This Contract Agreement is awarded on the basis of our inquiry bearing the REQ No. 431R1000282. A Purchase Order Form will be issued only as the requirements of the State Departments are submitted to the Office of Purchasing. Orders for delivery may be issued directly by the State Departments through the issuance of a Purchase Order Form.

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

FOR THE VENDOR:	FOR THE STATE:
Firm Name	Signature David F. Ancell
Authorized Agent Signature	Name State Purchasing Director
Authorized Agent (Print or Type)	Title
Date	Date



CONTRACTUAL SERVICES TERMS AND CONDITIONS

I-A PURPOSE

The purpose of this contract is to provide Unisys consultants to provide maintenance, technical services, and support for the ASSIST Project with the Family Independence Agency (FIA).

This contract is a:

-- Unit price Contract

I-B TERM OF CONTRACT

This Contract is for the period of January 1, 2001 to January 1, 2002.

I-C ISSUING OFFICE

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

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

Irene Pena, Buyer

Technology and Professional Services Division

DMB, Office of Purchasing

2nd Floor, Mason Building

P.O. Box 30026

Lansing, MI 48909

Email: Penai1@state.mi.us

(517) 241-1647

I-D CONTRACT ADMINISTRATOR

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

Michael Scieszka, CIO

Family Independence Agency

235 S. Grand Ave.

Lansing, MI 48933

I-E COST LIABILITY

The State of Michigan assumes no responsibility or liability for costs incurred by the Contractor prior to the signing of any Contract. Total liability of the State is limited to the terms and conditions of any resulting Contract.

I-F CONTRACTOR RESPONSIBILITIES

The Contractor will be required to assume responsibility for all contractual activities offered in this Contract whether or not that Contractor performs them. Further, the State will consider the Prime Contractor to be the sole point of contact with regard to contractual matters, including but not limited to payment of any and all costs



resulting from the anticipated Contract. If any part of the work is to be subcontracted, the contractor must notify the state and identify the subcontractor(s), including firm name and address, contact person, complete description of work to be subcontracted, and descriptive information concerning subcontractor's organizational abilities. The State reserves the right to approve subcontractors for this project and to require the Contractor to replace subcontractors found to be unacceptable. The Contractor is totally responsible for adherence by the subcontractor to all provisions of the Contract.

I-G NEWS RELEASES

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

I-H DISCLOSURE

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

I-I ACCOUNTING RECORDS

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

I-J INDEMNIFICATION

1. For Purposes of Indemnification as set forth in this section, State means the State of Michigan; it's departments, divisions, agencies, offices, commissions, officers, employees and agents.

2. General Indemnification

The Contractor shall indemnify, defend and hold harmless the State from and against all losses, liabilities, penalties, fines, damages, and claims (including taxes), and all related costs, and all related costs and expenses (including reasonable attorneys fees and costs of investigation, litigation, settlement, judgments, interest and penalties), arising from or in connection with any claim, demand, action, citation or legal proceeding against the State arising out of or resulting from the death or bodily injury of any person, or the damage, loss or destruction of any real or tangible personal property, in connection with the performance of services by Contractor, by any of its subcontractors, by anyone directly or of them may be liable provided that the Contractor is notified within 30 days from the time that the State has knowledge of such claims. This indemnification obligation shall not apply to the extent, if any, that such death, bodily injury or property damage is caused by the conduct of the State.

3. Patent/Copyright Infringement Indemnification

The Contractor shall indemnify, defend and hold harmless the State from an against all losses, liabilities, damages (including taxes), and all related costs and expenses (including reasonable attorneys fees and costs of investigation, litigation, settlement, judgments, interest and penalties) incurred in connection with any action or proceeding threatened or brought against the State to the extent that such action or proceeding is based on a claim that any piece of equipment, software, commodity or service supplied by the Contractor or its subcontractors, or the operation of such equipment, software, commodity or service, or the use or reproduction of any documentation provided with such equipment, software, commodity or service infringes any United States patent, copyright or trade secret of any person or entity, which is enforceable under the laws of the United States.

In addition, should the equipment, software, commodity, or service, or its operation, become or in the State's or Contractor's opinion be likely to become the subject of a claim of infringement, the Contractor shall at the



Contractor's sole expense (i) procure for the State the right to continue using the equipment, software, commodity or service or, if such option is not reasonably available to the Contractor, (ii) replace or modify to the State's satisfaction the same with equipment, software, commodity or service of equivalent function and performance so that it becomes non-infringing, or, if such option is not reasonably available to Contractor, (iii) accept its return by the State with appropriate credits to the State against the Contractor's charges and reimburse the State for any losses or costs incurred as a consequence of the State ceasing its use and returning it.

I-K LIMITATION OF LIABILITY

Except as set forth herein, neither the Contractor nor the State shall be liable to the other party for indirect or consequential damages, even if such party has been advised of the possibility of such damages, and either party's maximum aggregate liability shall be limited to the maximum amount of the executed Contract. Such limitation as to indirect or consequential damages, and as to a party's maximum liability shall not be applicable for claims arising out of gross negligence, willful misconduct, or the Contractor's indemnification responsibilities to the State as set forth in Section I-J with respect to third party claims, actions and proceeding brought against the State.

I-L NON INFRINGEMENT/COMPLIANCE WITH LAWS

The Contractor warrants that in performing the services called for by this Contract it will not knowingly violate any applicable law, rule, or regulation, any contracts with third parties, or any intellectual rights of any third party, including but not limited to, any United States patent, trademark, copyright, or trade secret.

I - M WARRANTIES AND REPRESENTATIONS

The Contract will contain customary representations and warranties by the Contractor, including, without limitation, the following:

1. The Contractor will perform all services in a professional, workmanlike manner;
2. The Contractor will use adequate numbers of qualified individuals with suitable training, education, experience and skill to perform the services;
3. The Contractor will use its best efforts to use efficiently any resources or services necessary to provide the services that are separately chargeable to the State;
4. The Contractor will use its best efforts to perform the services in the most cost effective manner consistent with the required level of quality and performance;
5. The Contractor will perform the services in a manner that does not knowingly infringe the proprietary rights of any third party;
6. The Contractor will perform the services in a manner that complies with all applicable laws and regulations;
7. The Contractor has duly authorized the execution, delivery and performance of the Contract;
8. The Contractor has not provided any gifts, payments or other inducements to any officer, employee or agent of the State;

I-N STAFFING OBLIGATIONS

The State reserves the right to approve the Contractor's assignment of Key Personnel to this project and to recommend reassignment of personnel deemed unsatisfactory by the State.

The Contractor shall not remove or reassign, without the State's prior written approval any of the Key Personnel until such time as the Key Personnel have completed all of their planned and assigned responsibilities in connection with performance of the Contractor's obligations under this Contract. The Contractor acknowledges that State represents that the continuity of Key Personnel is critical and agrees to the continuity of Key Personnel.



Removal of Key Personnel without the written consent of the State may be considered by the State to be a material breach of this Contract. The prohibition against removal or reassignment shall not apply where Key Personnel must be replaced for reasons beyond the reasonable control of the Contractor including but not limited to illness, disability, resignation or termination of the Key Personnel's employment.

I-O WORK PRODUCT AND OWNERSHIP

1. Work Products shall be considered works made by the Contractor for hire by the State and shall belong exclusively to the State and its designees, unless specifically provided otherwise by mutual agreement of the Contractor and the State. State will grant Contractor a royalty-free license to use, modify, reproduce, distribute, re-license, and create derivative works from the Work Products without accounting. If by operation of law any of the Work Product, including all related intellectual property rights, is not owned in its entirety by the State automatically upon creation thereof, the Contractor agrees to assign, and hereby assigns to the State and its designees the ownership of such Work Product, including all related intellectual property rights. The Contractor agrees to provide, at no additional charge, any reasonable assistance and to execute any action reasonably required for the State to perfect its intellectual property rights with respect to the aforementioned Work Product.
2. Notwithstanding any provision of this Contract to the contrary, any preexisting work or materials including, but not limited to, any routines, libraries, tools, methodologies, processes or technologies (collectively, the "Development Tools") created, adapted or used by the Contractor in its business generally, including any all associated intellectual property rights, shall be and remain the sole property of the Contractor, and the State shall have no interest in or claim to such preexisting work, materials or Development Tools, except as necessary to exercise its rights in the Work Product. Such rights belonging to the State shall include, but not be limited to, the right to use, execute, reproduce, display, perform and distribute copies of and prepare derivative works on a case by case basis, as agreed upon between the parties based upon the Work Product, and the right to authorize others on a case by case basis, as agreed upon between the parties. to do any of the foregoing, irrespective of the existence therein of preexisting work, materials and Development Tools, except as specifically limited herein or as limited by the Contractor's license terms for such pre-existing work, materials and Development Tools.
3. The Contractor and its subcontractors shall be free to use and employ their general skills, knowledge and expertise, and to use, disclose, and employ any generalized ideas, concepts, knowledge, methods, techniques or skills gained or learned during the course of performing the services under this Contract, so long as the Contractor or its subcontractors acquire and apply such information without disclosure of any confidential or proprietary information of the State, and without any unauthorized use or disclosure of any Work Product resulting from this Contract.

I-P CONFIDENTIALITY OF DATA AND INFORMATION

1. All financial, statistical, personnel, technical and other data and information relating to the State's operation which are designated confidential by the State and made available to the Contractor in order to carry out this Contract, or which become available to the Contractor in carrying out this Contract, shall be protected by the Contractor from unauthorized use and disclosure through the observance of the same or more effective procedural requirements as are applicable to the State. The identification of all such confidential data and information as well as the State's procedural requirements for protection of such data and information from unauthorized use and disclosure shall be provided by the State in writing to the Contractor. If the methods and procedures employed by the Contractor for the protection of the Contractor's data and information are deemed by the State to be adequate for the protection of the State's confidential information, such methods and procedures may be used, with the written consent of the State, to carry out the intent of this section.
2. The Contractor shall not be required under the provisions of this section to keep confidential, (1) information generally available to the public, (2) information released by the State generally, or to the Contractor without restriction, (3) information independently developed or acquired by the Contractor or its personnel without reliance in any way on otherwise protected information of the State. Notwithstanding the foregoing restrictions, the Contractor and its personnel may use and disclose any



information which it is otherwise required by law to disclose, but in each case only after the State has been so notified, and has had the opportunity, if possible, to obtain reasonable protection for such information in connection with such disclosure.

I-Q REMEDIES FOR BREACH OF CONFIDENTIALITY

The Contractor acknowledges that State represent that a breach of its confidentiality obligations as set forth in section I-Q of this Contract shall be considered a material breach of the Contract. Furthermore the Contractor acknowledges that State represents that in the event of such a breach the State shall be irreparably harmed. Accordingly, if a court should find that the Contractor has breached or attempted to breach any such obligations, the Contractor will not oppose the entry of an appropriate order restraining it from any further breaches or attempted or threatened breaches. This remedy shall be in addition to and not in limitation of any other remedy or damages provided by law.

I-R CONTRACTOR'S LIABILITY INSURANCE

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

- (1) Claims under workers' disability compensation, disability benefit and other similar employee benefit act. A non-resident Contractor shall have insurance for benefits payable under Michigan's Workers' Disability Compensation Law for any employee resident of and hired in Michigan; and as respects any other employee protected by workers' disability compensation laws of any other State the Contractor shall have insurance or participate in a mandatory State fund to cover the benefits payable to any such employee.
- (2) Claims for damages because of bodily injury, occupational sickness or disease, or death of his/her employees.
- (3) Claims for damages because of bodily injury, sickness or disease, or death of any person other than his/her employees, subject to limits of liability of not less than \$300,000.00 each occurrence and, when applicable \$1,000,000.00 annual aggregate, for non-automobile hazards and as required by law for automobile hazards
- (4) Claims for damages because of injury to or destruction of tangible property, including loss of use resulting therefrom, subject to a limit of liability of not less than \$50,000.00 each occurrence for non-automobile hazards and as required by law for automobile hazards.
- (5) Insurance for Subparagraphs (3) and (4) non-automobile hazards on a combined single limit of liability basis shall not be less than \$300,000.00 each occurrence and when applicable, \$1,000,000.00 annual aggregate.

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

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

I-S NOTICE AND RIGHT TO CURE

In the event of a curable breach by the Contractor, the State shall provide the Contractor written notice of the breach and a time period to cure said breach described in the notice. This section requiring notice and an opportunity to cure shall not be applicable in the event of successive or repeated breaches of the same nature or if the State determines in its sole discretion that the breach poses a serious and imminent



threat to the health or safety of any person or the imminent loss, damage or destruction of any real or tangible personal property.

I-T CANCELLATION

The State may cancel this Contract without further liability or penalty to the State, its departments, divisions, agencies, offices, commissions, officers, agents and employees for any of the following reasons:

- 1. Material Breach by the Contractor. In the event that the Contractor breaches any of its material duties or obligations under the Contract, which are either not capable of or subject to being cured, or are not cured within the time period specified in the written notice of breach provided by the State, or pose a serious and imminent threat to the health and safety of any person, or the imminent loss, damage or destruction of any real or tangible personal property, the State may, having provided written notice of cancellation to the Contractor, cancel this Contract in whole or in part, for cause, as of the date specified in the notice of cancellation.

In the event that this Contract is cancelled for cause, in addition to any legal remedies otherwise available to the State by law or equity, the Contractor shall be responsible for all costs incurred by the State in canceling the Contract, including but not limited to, State administrative costs, attorneys fees and court costs, and any reasonable additional costs the State may incur to procure the services required by this Contract from other sources. All excess procurement costs and damages shall not be considered by the parties to be consequential, indirect or incidental, and shall not be excluded by any other terms otherwise included in the Contract. This section is subject to section I-K Limitation of Liability.

In the event the State chooses to partially cancel this Contract for cause charges payable under this Contract will be equitably adjusted to reflect those services that are cancelled.

In the event this Contract is cancelled for cause pursuant to this section, and it is therefore determined, for any reason, that the Contractor was not in breach of contract pursuant to the provisions of this section, that cancellation for cause shall be deemed to have been a cancellation for convenience, effective as of the same date, and the rights and obligations of the parties shall be limited to that otherwise provided in the Contract for a cancellation for convenience.

- 2. Cancellation For Convenience By the State. The State may cancel this Contract for its convenience, in whole or part, if the State determines that such a cancellation is in the State's best interest. Reasons for such cancellation shall be left to the sole discretion of the State and may include, but not necessarily be limited to (a) the State no longer needs the services or products specified in the Contract, (b) relocation of office, program changes, changes in laws, rules, or regulations make implementation of the Contract services no longer practical or feasible, and (c) unacceptable prices for additional services requested by the State. The State may cancel the Contract for its convenience, in whole or in part, by giving the Contractor written notice 30 days prior to the date of cancellation. If the State chooses to cancel this Contract in part, the charges payable under this Contract shall be equitably adjusted to reflect those services that are cancelled.
- 3. Non-Appropriation. In the event that funds to enable the State to effect continued payment under this Contract are not appropriated or otherwise made available. The Contractor acknowledges that, if this Contract extends for several fiscal years, continuation of this Contract is subject to appropriation or availability of funds for this project. If funds are not appropriated or otherwise made available, the State shall have the right to cancel this Contract at the end of the last period for which funds have been appropriated or otherwise made available by giving written notice of cancellation to the Contractor. The State shall give the Contractor written notice of such non-appropriation or unavailability within 30 days after it receives notice of such non-appropriation or unavailability.
- 4. Criminal Conviction. In the event the Contractor, an officer of the Contractor, or an owner of a 25% or greater share of the Contractor, is convicted of a criminal offense incident to the application for or performance of a State, public or private Contract or subcontract; or convicted of a criminal offense including but not limited to any of the following: embezzlement, theft, forgery, bribery, falsification or destruction of records, receiving stolen property, attempting to influence a public employee to breach the



ethical conduct standards for State of Michigan employees; convicted under State or federal antitrust statutes; or convicted of any other criminal offense which in the sole discretion of the State, reflects upon the Contractor's business integrity.

5. Approval(s) Rescinded. In the event any final administrative or judicial decision or adjudication disapproves a previously approved request for purchase of personal services pursuant to Constitution 1963, Article 11, section 5, and Civil Service Rule 4-6. Cancellation may be in whole or in part and may be immediate as of the date of the written notice to the Contractor or may be effective as of the date stated in such written notice.

I-U RIGHTS AND OBLIGATIONS UPON CANCELLATION

1. If the Contract is canceled by the State for any reason, the Contractor shall, (a) stop all work as specified in the notice of cancellation, (b) take any action that may be necessary, or that the State may direct, for preservation and protection of Work Product or other property derived or resulting from the Contract that may be in the Contractor's possession, (c) return all materials and property provided directly or indirectly to the Contractor by any entity, agent or employee of the State, (d) transfer title and deliver to the State, unless otherwise directed by the Contract Administrator or his or her designee, all Work Product resulting from the Contract, and (e) take any action to mitigate and limit any potential damages, or requests for Contractor adjustment or cancellation settlement costs, to the maximum practical extent, including, but not limited to, canceling or limiting as otherwise applicable, those subcontracts, and outstanding orders for material and supplies resulting from the canceled Contract.
2. In the event the State cancels this Contract prior to its expiration for its own convenience, the State shall pay the Contractor for all charges due for services provided prior to the date of cancellation and if applicable as a separate item of payment pursuant to the Contract, for partially completed Work Product, on a percentage of completion basis or if a time and materials project, at the time and materials rates in the contract based on actual hours of work until the effective date of cancellation. In the event of a cancellation for cause, or any other reason under the Contract, the State will pay, if applicable, as a separate item of payment pursuant to the Contract, for all partially completed Work Products, to the extent that the State requires the Contractor to submit to the State any such deliverables, and for all charges due under the Contract for any cancelled services provided by the Contractor prior to the cancellation date. All completed or partially completed Work Product prepared by the Contractor pursuant to this Contract shall, at the option of the State, become the State's property, and the Contractor shall be entitled to receive just and fair compensation for such Work Product. Regardless of the basis for the cancellation, the State shall not be obligated to pay, or otherwise compensate, the Contractor for any lost expected future profits, costs or expenses incurred with respect to Services not actually performed for the State.
3. If any such cancellation by the State is for cause, the State shall have the right to set-off against any amounts due the Contractor, the amount of any damages for which the Contractor is liable to the State under this Contract or pursuant to law and equity.
4. Upon a good faith cancellation, the State shall have the right to assume, at its option, any and all subcontracts and agreements for services and materials provided under this Contract, and may further pursue completion of the Work Product under this Contract by replacement contract or otherwise as the State may in its sole judgment deem expedient.

I-V EXCUSABLE FAILURE

1. Neither party shall be liable for any default or delay in the performance of its obligations under the Contract if and to the extent such default or delay is caused, directly or indirectly, by: fire, flood, earthquake, elements of nature or acts of God; riots, civil disorders, rebellions or revolutions in any country; the failure of the other party to perform its material responsibilities under the Contract (either itself or through another contractor); injunctions (provided the injunction was not issued as a result of any fault or negligence of the party seeking to have its default or delay excused); or any other cause beyond the reasonable control of such party; provided the non-performing party and its subcontractors are without fault in causing such default or delay, and such default or delay could not have been prevented by reasonable precautions and cannot reasonably be circumvented by the non-performing party through the



use of alternate sources, workaround plans or other means, including disaster recovery plans. In such event, the non-performing party will be excused from any further performance or observance of the obligation(s) so affected for as long as such circumstances prevail and such party continues to use its best efforts to recommence performance or observance whenever and to whatever extent possible without delay provided such party promptly notifies the other party in writing of the inception of the excusable failure occurrence, and also of its abatement or cessation.

- 2. If any of the above enumerated circumstances substantially prevent, hinder, or delay performance of the services necessary for the performance of the State's functions for more than 14 consecutive days, and the State determines that performance is not likely to be resumed within a period of time that is satisfactory to the State in its reasonable discretion, then at the State's option: (a) the State may procure the affected services from an alternate source, and the State shall not be liable for payments for the unperformed services under the Contract for so long as the delay in performance shall continue; (b) the State may cancel any portions of the Contract so affected and the charges payable thereunder shall be equitably adjusted to reflect those services canceled; or (c) the Contract will be canceled without liability of the State to the Contractor as of the date specified by the State in a written notice of cancellation to the Contractor. The Contractor will not have the right to any additional payments from the State as a result of any excusable failure occurrence or to payments for services not rendered as a result of the excusable failure condition. Defaults or delays in performance by the Contractor which are caused by acts or omissions of its subcontractors will not relieve the Contractor of its obligations under the Contract except to the extent that a subcontractor is itself subject to any excusable failure condition described above and the Contractor cannot reasonably circumvent the effect of the subcontractor's default or delay in performance through the use of alternate sources, workaround plans or other means.

I-W ASSIGNMENT

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

I-X DELEGATION

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

I-Y NON-DISCRIMINATION CLAUSE

In the performance of any Contract or purchase order resulting herefrom, the bidder agrees not to discriminate against any employee or applicant for employment, with respect to their hire, tenure, terms, conditions or privileges of employment, or any matter directly or indirectly related to employment, because of race, color, religion, national origin, ancestry, age, sex, height, weight, marital status, physical or mental disability unrelated to the individual's ability to perform the duties of the particular job or position. The bidder further agrees that every subcontract entered into for the performance of any Contract or purchase order resulting herefrom will contain a provision requiring non-discrimination in employment, as herein specified, binding upon each subcontractor. This covenant is required pursuant to the Elliot Larsen Civil Rights Act, 1976 Public Act 453, as amended, MCL 37.2101, *et seq*, and the Persons with Disabilities Civil Rights Act, 1976 Public Act 220, as amended, MCL 37.1101, *et seq*, and any breach thereof may be regarded as a material breach of the Contract or purchase order.

I-Z MODIFICATION OF SERVICE

The Director of Purchasing reserves the right to modify this service during the course of this Contract. Such modification may include adding or deleting tasks that this service shall encompass and/or any other modifications deemed necessary.

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



The State reserves the right to request from time to time, any changes to the requirements and specifications of the Contract and the work to be performed by the Contractor under the Contract. The Contractor shall provide a change order process and all requisite forms. The State reserves the right to negotiate the process during contract negotiation. At a minimum, the State would like the Contractor to provide a detailed outline of all work to be done, including tasks necessary to accomplish the deliverables, timeframes, listing of key personnel assigned, estimated hours for each individual per task, and a complete and detailed cost justification.

1. Within five (5) business days of receipt of a request by the State for any such change, or such other period of time as to which the parties may agree mutually in writing, the Contractor shall submit to the State a proposal describing any changes in products, services, timing of delivery, assignment of personnel, and the like, and any associated price adjustment. The price adjustment shall be based on a good faith determination and calculation by the Contractor of the additional cost to the Contractor in implementing the change request less any savings realized by the Contractor as a result of implementing the change request. The Contractor's proposal shall describe in reasonable detail the basis for the Contractor's proposed price adjustment, including the estimated number of hours by task by labor category required to implement the change request.
2. If the State accepts the Contractor's proposal, it will issue a change notice and the Contractor will implement the change request described therein. The Contractor will not implement any change request until a change notice has been issued validly. The Contractor shall not be entitled to any compensation for implementing any change request or change notice except as provided explicitly in an approved change notice.
3. If the State does not accept the Contractor's proposal, the State may:
 - a) withdraw its change request; or
 - b) modify its change request, in which case the procedures set forth above will apply to the modified change request.

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

If the State requests or directs the Contractor to perform any services or functions that are consistent with and similar to the services being provided by the Contractor under the Contract, but which the Contractor reasonably and in good faith believes are not included within the scope of the Contractor's responsibilities and charges as set forth in the Contract, then prior to performing such services or function, the Contractor shall promptly notify the State in writing that it considers the services or function to be an "Additional Service" for which the Contractor should receive additional compensation. If the Contractor does not so notify the State, the Contractor shall have no right to claim thereafter that it is entitled to additional compensation for performing such services or functions. If the Contractor does so notify the State, then such a service or function shall be governed by the change request procedure set forth in the preceding paragraph.

IN THE EVENT PRICES ARE NOT ACCEPTABLE TO THE STATE, THE CONTRACT SHALL BE SUBJECT TO COMPETITIVE BIDDING BASED UPON THE NEW SPECIFICATIONS.

I-AA NOTICES

Any notice given to a party under this Contract must be written and shall be deemed effective, if addressed to such party as addressed below upon (i) delivery, if hand delivered; (ii) receipt of a confirmed transmission by facsimile if a copy of the notice is sent by another means specified in this section; (iii) the third (3rd) Business Day after being sent by U.S. mail, postage pre-paid, return receipt requested; or (iv) the next Business Day after being sent by a nationally recognized overnight express courier with a reliable tracking system.

For the Contractor: **Jeffrey J. Arbour**
Unisys Corporation
2290 Science Parkway
Okemos, MI 48864



For the State: ***Irene Pena, Buyer***
Technology & Professional Services Division
530 W. Allegan
Lansing, MI 48933

Either party may change its address where notices are to be sent giving written notice in accordance with this section.

I-BB ENTIRE AGREEMENT

The Contract consists of these terms and conditions, as modified and supplemented by Contractor's terms and conditions included herein along with the Work Statement, and represents the entire agreement between the parties and shall supercede all prior proposals or other agreements, written or oral, and all other communication between the parties relating to this subject.

I-CC NO WAIVER OF DEFAULT

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

I-DD SEVERABILITY

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

I-EE HEADINGS

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

I-FF RELATIONSHIP OF THE PARTIES

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

I-GG UNFAIR LABOR PRACTICES

Pursuant to 1980 Public Act 278, as amended, MCL 423.231, et seq, the State shall not award a Contract or subcontract to an employer whose name appears in the current register of employers failing to correct an unfair labor practice compiled pursuant to section 2 of the Act. This information is compiled by the United States National Labor Relations Board.

A Contractor of the State, in relation to the Contract, shall not enter into a Contract with a subcontractor, manufacturer, or supplier whose name appears in this register. Pursuant to section 4 of 1980 Public Act 278, MCL 423.324, the State may void any Contract if, subsequent to award of the Contract, the name of the Contractor as an employer, or the name of the subcontractor, manufacturer or supplier of the Contractor appears in the register.

I-HH SURVIVOR

Any provisions of the Contract that impose continuing obligations on the parties including, but not limited to the Contractor's indemnity and other obligations shall survive the expiration or cancellation of this Contract for any reason.

I-II GOVERNING LAW

This Contract shall in all respects be governed by, and construed in accordance with, the laws of the State of Michigan. Any dispute arising herein shall be resolved in the State of Michigan.



I-JJ CONTRACT DISTRIBUTION

The Office of Purchasing shall retain the sole right of Contract distribution to all State agencies and local units of government unless other arrangements are authorized by the Office of Purchasing.

I-KK ADHERANCE TO PM METHODOLOGY STANDARD

The State has adopted a standard, documented Project Management Methodology (PMM) for use on all Information Technology (IT) based projects. This policy is referenced in the document titled “Project Management Methodology” – DMB Administrative Guide Procedure 1380.02 issued June 2000. Vendors may obtain a copy of this procedure by contacting the DMB Office of Information Technology Solutions. The State of Michigan Project Management Methodology can be obtained from the DMB Office of Project Management’s website at <http://www.state.mi.us/cio/opm>.

The contractor shall use the State’s PMM to manage State of Michigan Information Technology (IT) based projects. The requesting agency will provide the applicable documentation and internal agency processes for the methodology. If the vendor requires training on the methodology, those costs shall be the responsibility of the vendor, unless otherwise stated.

I-LL ADHERANCE TO PM TOOL STANDARD

The State has adopted ABT’s Results Management Suite as its project management tool. This policy is referenced in the document titled “Project Management Tool Standard” – DMB Administrative Guide Procedure 1380.01 issued January 2000. Vendors may obtain a copy of this procedure by contacting the DMB Office of Information Technology Solutions.

For agencies that have implemented the State’s project management tool standard, the vendor must use the ABT tool suite to manage Information Technology (IT) based efforts for that agency. The contractor may, at the discretion of the requesting agency, incorporate Microsoft Project (version 98 or higher) as a replacement for ABT Workbench within the standard product suite.

The agency may provide the requisite software licenses and access to this tool suite, but only if stated explicitly in the State of Work section of this ITB/Contract. If the vendor requires training on the ABT tool suite, those costs shall be the responsibility of the vendor, unless otherwise stated.

Under special circumstances vendors that are compelled to use an alternate Project Management tool must submit an exception request to the Office of Project Management for evaluation and approval of the alternate tool prior to proposal evaluation by the State. The vendor will be requested to demonstrate seamless integration into the ABT Data Repository, at the vendor’s expense, prior to approval of an exception request.

I-MM STOP WORK

1. The State may, at any time, by written stop work order to the Contractor, require that the Contractor stop all, or any part, of the work called for by this Contract for a period of up to 90 days after the stop work order is delivered to the Contractor, and for any further period to which the parties may agree. The stop work order shall be specifically identified as such and shall indicate that it is issued under this section. Upon receipt of the stop work order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the stop work order during the period of work stoppage. Within the period of the stop work order, the State shall either:

- a) Cancel the stop work order; or
- b) Cancel the work covered by the stop work order as provided in the cancellation section of this Contract.

2. If a stop work order issued under this section is canceled or the period of the stop work order or any extension thereof expires, the Contractor shall resume work. The State shall make an equitable adjustment in the delivery schedule, the contract price, or both, and the Contract shall be modified, in writing, accordingly, if:

- a) The stop work order results in an increase in the time required for, or in the Contractor’s costs properly allocable to the performance of any part of this Contract; and



- b) The Contractor asserts its right to an equitable adjustment within 30 days after the end of the period of work stoppage; provided, that if the State decides the facts justify the action, the State may receive and act upon a proposal submitted at any time before final payment under this Contract.

- 3. If the stop work order is not canceled and the work covered by the stop work order is canceled for reasons other than material breach, the State shall allow reasonable costs resulting from the stop work order in arriving at the cancellation settlement.

- 4. If a stop work order is not canceled and the work covered by the stop work order is canceled for material breach, the State shall not allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop work order.

- 1. An appropriate equitable adjustment may be made in any related contract of the Contractor that provides for adjustment and is affected by any stop work order under this section. The State shall not be liable to the Contractor for loss of profits because of a stop work order issued under this section.

I-NN WARRANTIES

Unless expressly stated in these terms and conditions, all conditions and warranties, expressed or implied, by operation of law or otherwise are hereby excluded. Unisys disclaims any implied warranties of merchantability and fitness for a particular purpose. The time and materials services are provided "as is" and are not warranted.



PRICING

FY2001 Costs (1/1/01 – 9/30/01)

SWSS	\$1,855,620.00	10 Contractors
EUC Technical Svcs.	1,916,724.00	8.4 Contractors
Application Maintenance	6,070,500.00	25 Contractors

FY2002 Costs (10/1/01 – 12/31/01)

SWSS	\$618,540.00	10 Contractors
EUC Technical Svcs.	638,908.00	8.4 Contractors
Application Maintenance	2,023,500.00	25 Contractors

Total: \$13,123,792.00

WORK STATEMENT

(see e:common/contract/2001/1001258 work statement.pdf)

Introduction

The Michigan Family Independence Agency currently contracts Unisys information services consultants to assist in the ongoing operations of the Information Technology and Management Services Administration (ITMS). The Unisys consultants provide support where specific resources are required but not available within the current ITMS organization.

At the beginning of fiscal year 2000 ITMS had contracted the services of 53 Unisys consultants with the intent of transferring knowledge and workload to ITMS staff thus reducing the number of contract staff. For fiscal year 2001 the number of Unisys consultants assigned to assist FIA has been reduced by almost 20% compared to fiscal year 2000. The remaining Unisys consultants provide ITMS the unique skills and institutional knowledge required to help support ITMS in providing quality information technology services to FIA field staff and clients.

In the past, the Unisys information services consultants provided services under three different contracts covering three different categories of services. These categories of services include: the Services Workers Support System (SWSS), Technical Support (End User Computing, Configuration Management, Technical Services) and Application Maintenance for the ASSIST application. In September of this year, FIA and DMB agreed to a contract extension of the Application Maintenance contract for three months. This three-month extension was granted for the purposes of provided ongoing application maintenance support as well as providing a common contractual period (Jan 1. through December 31) among the three different contracts.

This document combines the three different categories of information services currently being provided to ITMS by Unisys into one contract. This proposal to combine the three contracts covers the period of January 1, 2001 through December 31, 2001. The consultancy services being proposed are based upon the 44 Unisys consultants currently providing services under the direction of FIA-ITMS on a time and materials basis. Since all 44 Unisys consultants live in the Lansing area, the only travel being proposed in this contract is travel required from the Grand Tower to local FIA offices throughout the State of Michigan.

This document includes: statements of work for each services category, personnel listings with job classifications, skills descriptions for each consultant, contractual terms and conditions, and pricing models for each services category.

Category 1 - Services Workers Support Systems

1.I. Statement of Work for SWSS

For calendar year 2001, the Information Technology and Management Services (ITMS) Administration within the Family Independence Agency (FIA) will continue the development and implementation of the Foster Care Payment System as well as continue the migration of Mapper-based SWSS applications to an Oracle/Visual Basic platform.

Unisys currently has a team of ten individuals currently under contract by FIA assisting ITMS in this effort. These ten individuals possess a unique skill set having extensive working knowledge in both the Child Welfare Environment and in FIA's development tools (past and present), Mapper, Power Client, Oracle and Visual Basic. These ten individuals represent over 60 years of experience in Michigan's Child Welfare programs. The purpose of this statement of work (SOW) is to continue providing FIA these application development services thereby allowing FIA to leverage this extensive knowledgebase.

Unisys is proposing to extend the current contracted Unisys personnel to provide the necessary application development services under the direction of FIA management through December 31, 2000. Unisys will continue to provide the current Unisys SWSS contract staff to support FIA's efforts in the development, testing, implementation and maintenance of SWSS applications. This support will be provided on a time and material basis under the direction of FIA. The total number of hours proposed is 20,680.

The Unisys staff selected to work at FIA will have in-depth knowledge of FIA development tools such as Oracle and Visual Basic. Under the direction of FIA Management, their primary responsibilities will be as follows:

- i. Ongoing assistance with the development, testing, implementation and maintenance the Foster Care Payment System.
- ii. Assist in the migration and enhancement of current Mapper-based SWSS applications over to an Oracle/Visual Basic development platform.

Category 1 - Services Workers Support Systems

1.II. Assigned Labor Categories & Personnel Skills

Personnel by Labor Categories

Name	Position
Jim Alger	System Design Specialist 2
Nancy Garin	Senior Systems Analyst 2
Mary Hadick	Senior Systems Analyst 1
Mary Ann Jensen	Senior Systems Analyst 1
Monoj Kodnani	Senior Systems Analyst 2
Joseph Lee	Senior Systems Analyst 1
Matt Miller	Senior Systems Analyst 2
John Morberg	Senior Systems Analyst 2
Bob Rivera	Senior Systems Analyst 2
Tom Thelen	Senior Systems Analyst 1

Personnel Skills

Mr. Jim Alger is proposed to fill a System Design Specialist 2 position. Jim has over 16 years experience as a computer professional with extensive experience in 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 worked with the FIA SWSS team developing and supporting applications for the past several years, and has 13 years experience in the children's services systems area.

Ms. Mary Hadick is proposed to fill a Team Leader position. Mary has more than 15 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 15 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 five years. Mary is currently supporting FIA's statewide children's protective services application, and is assisting in developing requirements for the Children's Abuse and Neglect System(CANS). 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.

Category 1 - Services Workers Support Systems

Ms. Mary Ann Jensen is proposed to fill a Team Leader 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 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 the FAJ application.

Mr. Tom Thelen is proposed to fill a Team Leader 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 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. Joseph Lee is proposed to fill a Team Leader position. Joe has over 7 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.

Ms. Nancy Garin is proposed to fill a Senior Systems Analyst position. Nancy has more than 26 years experience in the data processing industry, both as a consultant and system analyst. She has extensive experience in application design, development, large scale testing, implementation, and end user support. Nancy has worked with the FIA SWSS team for over four years, and is currently assisting in developing the user requirements and technical specifications for the re-write of the Adult Protective Services Application. This application will use an ORACLE database with a presentation layer of Visual Basic and MS Word, using the MS Multiple document Interface. Nancy is proficient in Visual Basic, Oracle, SQL, PL/SQL, and MAPPER.

Category 1 - Services Workers Support Systems

Mr. John Morberg is proposed to fill a Senior Systems Analyst position. John has nearly 8 years experience in the data processing industry, both as a consultant and system analyst. He has experience in application design, development, system testing, implementation, and end user support. John has worked with the FIA SWSS team for over two years, and is currently assisting in developing the user requirements and technical specifications for the Children's Abuse and Neglect System (CANS). He is also developing several modules of the Foster Care and Juvenile Justice (FAJ) application. This development is being done using a Visual Basic presentation layer, SQL and PL/SQL, coupled with an Oracle database. John is proficient in Visual Basic, Oracle, SQL, PL/SQL, and will soon become certified by Microsoft as a solutions developer.

Mr. Manoj Kodnani is proposed to fill a Senior Systems Analyst position. Manoj has over 8 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. Manoj has worked with the FIA SWSS team for over two years, and is currently in charge of developing the Funding Determination portion of the Foster Care and Juvenile Justice (FAJ) application. This portion of the application is arguably the most complex in terms of business rules and technical development requirements. Manoj is proficient in many development tools and databases, including Visual Basic, SQL, PL/SQL, and Oracle.

Mr. Matthew Miller is proposed to fill a Senior Systems Analyst position. Matt has over 6 years experience as a computer professional, working as a system analyst and as a development specialist. He has experience in application design, development, system testing, and implementation. Matt has worked with the FIA SWSS team for over three years, and is in charge of developing the Security, Main Menu, and System Utilities portions of the Foster Care and Juvenile Justice (FAJ) application. He has also developed an extensive package of common subroutines that all other team members may use in their own development work. This work has shown Matt's abilities to work as a member of a large development team and has benefited the SWSS FAJ project greatly. Matt is proficient in many development tools and databases, including Visual Basic, SQL, PL/SQL, and Oracle.

Category 1 - Services Workers Support Systems

Mr. Robert Rivera is proposed to fill a Senior Systems Analyst position. Bob has over 10 years experience as a computer professional, working as a system analyst and as a development specialist. He has experience in application design, development, system testing, and implementation. Bob has worked with the FIA SWSS team for over three years, and is in charge of developing the Soundex, Case Listing, and Reconciliation portions of the Foster Care and Juvenile Justice(FAJ) application. He has also developed a multitude of applications that convert data from other State systems to the FAJ Oracle database. These include child foster care data, FIA provider data, statewide school data as well as FIA children's services data. Bob's abilities to independently research and accomplish these complex tasks make him a valuable member of the FIA SWSS development team. Bob is proficient in many development tools and databases, including Visual Basic, SQL, PL/SQL, Oracle, and MAPPER.

Category 2 - EUC, Configuration Management & Technical Support

2.I. Statement of Work for EUC, Configuration Management & Technical Support

The Information Technology and Management Services (ITMS) Administration within the Family Independence Agency (FIA) is continuing to enhance the agency-wide technical infrastructure. As part of reviewing and implementing enhancements to the agency's infrastructure, additional resources are necessary to perform research and development, testing and implementation tasks. The continued infrastructure changes that are being implemented in FIA are a result of the agency's Information Technology reorganization that started approximately two years ago and our continued effort to take advantage of services offered under new DMB Information Technology programs. The need for additional resources is expected for a period of time until infrastructure changes are in place and operational. The need for the specific technical support team identified in this proposal is due to their knowledge base of the agency's current infrastructure. The team of individuals identified in this proposal has been involved in the statewide implementation of recent projects within FIA. These FIA projects involved implementing a single desktop software configuration for all FIA employees, standardizing a set of hardware models, which support the FIA software configuration and establishing standard server and printing services. Standardizing the business function provided on the FIA desktop software configuration allows for network consolidation to begin.

With the completion of the various infrastructure enhancements within FIA, this same technical support team is available to provide ongoing support to FIA staff on a time and materials basis for over 13,800 workstations and numerous servers within 176 locations. The technical staff support team from Unisys has first hand knowledge of the products the FIA agency is undertaking as part of the infrastructure changes. In addition to making infrastructure enhancements the statewide support and maintenance of daily operations is imperative. Due to the inability to hire additional technical support staff, resources must be obtained through sources that are knowledgeable to agency's specific needs. The agency has a need to make enhancements while also providing new functionality to agency users and provide on the job training to ITMS staff.

Unisys will continue to provide qualified people to support 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 nine individuals, seven Technical Support Specialists and two Installation Specialists.

Category 2 - EUC, Configuration Management & Technical Support

The seven Technical Support and two Installation Specialist individuals we are proposing to fill these positions have multiple years of experience with FIA, a strong background in system and product support including Microsoft, expertise in system architectural support and design, and have developed a strong working relationship based on providing quality service. The Unisys staff selected to work at FIA-ITMS will have in-depth knowledge of the FIA infrastructure including workstations, servers, printers, LAN equipment, Windows NT, Novell NetWare, and Merant Configuration Management tools.

Under the direction of FIA Management, the Unisys primary responsibilities will be as follows:

1. Perform the necessary services to complete FIA assigned tasks (see Attachment A). Prepare the associated documentation as requested by FIA-ITMS. FIA's End User Computing (EUC) Director, Configuration Management Supervisor, and Technical Services Director will assign tasks.
2. Support FIA 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.

2.II. Assigned Labor Categories & Personnel Skills

Personnel by Labor Categories

Name	Position	Organization
Judy Odett	Technical Support Specialist	EUC
Gerry Branch	Technical Support Specialist	EUC
Brian Jennings	Technical Support Specialist	EUC
Ralph Townsend	Technical Support Specialist	EUC
Kevin Shields	Technical Support Specialist	Configuration Management
Sudip Panda	Technical Support Specialist	EUC
Greg Wojan	Technical Support Specialist	EUC
Roy Michalik	Installation Specialist	Technical Services
Bob Smith	Installation Specialist	EUC

Category 2 - EUC, Configuration Management & Technical Support

Personnel Skills

Ms. Judy Odett is proposed to fill a Technical Support Specialist position. Judy managed the implementation of the statewide rollout of the ASSIST equipment, and was co-managing the statewide NT Workstation migration project. Judy has over 16 years experience serving Michigan state government. Over the past four years, Judy has provided technical support for FIA ITMS. Support tasks include providing third-level Help Desk support, NT Server & NT Workstation support, developing and conducting ITT NT Workstation training, and performing software distribution functions for over 60 of FIA's business applications. Judy has attended multiple Windows NT certified classes, UNIX SVR4 classes and Unisys Project Management certification classes.

Mr. Gerry Branch is proposed to fill a Technical Support Specialist position. Gerry's expertise focuses on the workstation and server platforms. Gerry has been providing technical support to FIA for the past seven years. Gerry also has extensive experience with mainframe environments, specifically, extracting data from "legacy" systems for presentation at the workstation level. Gerry was also instrumental in developing the software distribution process for the ASSIST Project. Gerry has over 26 years of experience in the IT industry and serving Michigan state government. Gerry is a Microsoft Certified Systems Engineer (MCSE) and Microsoft Certified Visual Basic Programmer, He has completed many hours of training on Oracle and Web development courses. Gerry is currently completing his Microsoft Certified Solution Developer (MCSO).

Mr. Brian Jennings is proposed to fill a Technical Support Specialist position. Brian's expertise focuses on NT server and workstation support, technical support of application development projects, and Help Desk processes and procedures. He was responsible for managing a project interfacing FIA offices to the Michigan Department of Career Development's MWA application using the Citrix WinFrame thin client. He has been performing 3rd level support for FIA over the last year. Brian supported the LOOIT task of the ASSIST project and has made many site visits to FIA's field offices prior to the statewide rollout. Prior to the ASSIST Project Brian served as a Help Desk Manager for the CTOS Help Desk for Unisys. Brian has attended multiple Windows NT certification classes and is a certified Project Manager with Unisys and the Project Management Institute. Brian has 17 years of experience in the IT industry, serving Michigan state government for the past 16 years.

Category 2 - EUC, Configuration Management & Technical Support

Mr. Ralph Townsend is proposed to fill a Technical Support Specialist position. Ralph's expertise focuses on the workstation and server platforms. Ralph's has over four years experience working on FIA's local office infrastructure and performs third-level support. Ralph has extensive working experience in both setup and administration of various levels of Novell NetWare and Microsoft NT. Ralph has completed multiple certified Microsoft NT/2000 and Novell classes. He performs technical support for the FIA development staff in the Grand tower as well as local offices. Ralph was project leader for the NT hardware upgrade and performed technical support for the FIA NT migration project. He is currently finalizing his MCSE certification and has over 21 years of experience in the IT industry. Currently Ralph is assigned to the Depot Maintenance Operation providing technical support and conducting quality improvement calls to the local offices.

Mr. Kevin Shields is proposed to fill a Technical Support Specialist position working in the FIA Application Development Division as the lead technician for the FIA Configuration Management team. He is currently employed as the lead technician for the FIA Configuration Management team. He has extensive experience with FIA's Windows NT Workstation and NT Server environment. Kevin ran the ASSIST configuration management effort. He also has over five years experience with the Intersolv Software Development and Software Configuration management tool suite. As an Intersolv consultant and answerline representative, he provided technical support for the APS and PVCS Version Manger tools. Kevin is currently an MCSE (Microsoft Certified Engineer). His 11 years in the IT industry spans application development and technical support.

Sudip Panda is proposed to fill a Technical Support Specialist position. Sudip's expertise focuses on the workstation and server platforms. He has extensive working experience in the administration and configuration of Windows NT and various levels of Novell NetWare. Sudip is currently employed as an NT specialist and working with FIA in the End User Computing Integration Lab. He has advanced Microsoft NT and Novell NetWare skills and has attended multiple Windows NT certified classes and Novell NetWare classes. Sudip has over 12 years of experience in the IT industry.

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 developed software professionally using Visual Basic, BASIC, C, and C++. He has extensive experience with Windows NT 3.1, 3.5x, 4.0 and Windows 2000. 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 + Internet certification as well as certification for Windows 2000. Mr. Wojan has over 17 years of experience in the IT industry.

Category 2 - EUC, Configuration Management & Technical Support

Mr. Roy Michalik is proposed to fill an Installation Specialist position and will be working in the FIA Technical Services division. Roy's abilities are directed at supporting the NT server and Local Office network environments. He specializes in supporting Windows NT 4.0 and 2000 Server and Workstation Operating System and is a Certified Microsoft Service Engineer (MCSE) in this area. He has demonstrated outstanding capabilities for trouble shooting a wide range of technical problems. He has over four years experience in the IT industry.

Mr. Bob Smith is proposed to fill an Installation Specialist Position. Bob has a fourteen-year history of working with FIA and their local office infrastructure. Bob performed a key support role during ASSIST equipment installation project, and managed the logistics and communications to the local offices. Bob also provided project support for the NT Hardware Upgrade project and NT Workstation migration project. He performs third-level support on the desktop systems and specializes in process re-engineering and the development of standard procedures. Bob has extensive working experience in FIA hardware, client, and system's support. Bob has over 30 years experience in the IT industry.

2.III. List of Potential Projects

Unisys will provide technical support staff to participate with FIA staff on projects as directed by FIA. FIA staff will lead the projects with Unisys staff support. Projects may not be limited to just those listed below.

3rd level Agency Technical Support

Continue to participate in supporting a standard PC software configuration for FIA applications operating in NT, UNIX and Novell environments as part of the integrated agency-wide technical infrastructure.

Remedy Software Support

Assist the agency in supporting Remedy software for the Agency.

Perform 3rd level NT Server support

Unisys will assist the Agency in performing 3rd level NT Server support.

Support of Installation Manager

Continue the process of implementing additional applications using the installation manager software and baseline configuration for the software distribution process.

Provide technical assistance for application development projects

Perform technical support for configuration management tasks and if requested, consult with application development staff on system development, integration, and implementation subjects.

Category 2 - EUC, Configuration Management & Technical Support

Perform 3rd level Microsoft support tasks

Unisys will support FIA as the Agency's 3rd level Microsoft support provider during this contract period.

Perform technical support on migrating ASSIST to a Web-based system

Unisys will consult with the Agency in determining the technical solution for Web-enabling ASSIST, including Web server architecture, network, and server needs.

Upgrade FIA NT Server Operating System / Server Consolidation

Unisys will conduct a proof of concept for the upgrade to Windows 2000 on the NT Servers and migration of the SWSS MAPPER applications from UNIX to NT. Unisys will work with the Agency to develop configuration specifications, deployment strategies and implement the WINDOWS 2000 Server environment.

Enhance Centralized NT Server Management

Unisys will investigate new technologies to enhance the current centralized NT Server Management capability. Recommended enhancements will be presented to FIA, and if requested, Unisys will assist in implementing the accepted enhancements.

Architecture of the NT System (Distributed versus Centralized)

Unisys will evaluate the impact to the end users, costs and departmental support of regional server's versus local servers and determine if a T-1 WAN will support the current FIA workload and allow for future growth.

Outlook / Exchange

Unisys will create a white paper evaluating the impact of migrating to an Outlook/Exchange Electronic Mail system. The white paper will include the benefits, possible risks, potential expenditures, and implementation strategies. If FIA decides to move forward with migrating to an Outlook / Exchange Electronic Mail System, Unisys, if requested, will work with FIA to implement the accepted solution.

Training for FIA Support (Help desk and ITTs)

Unisys will analyze contacts being placed to the FIA Help Desk and recommend possible areas where targeted training could reduce resolutions times and increase initial resolution rates. Upon FIA's approval Unisys will develop and deliver the necessary training. The effectiveness of the training will be measured at the conclusion of each session and the targeted processes will also be analyzed for the desired changes.

Research Emerging Technologies

Unisys will research new technologies and propose directions for FIA and assist FIA in implementing those new technologies.

Category 2 - EUC, Configuration Management & Technical Support

Evaluate Windows 2000 Workstations (Tools, etc.)

Unisys will evaluate the advantages and disadvantages of migrating to Windows 2000 in the FIA environment. This will include evaluating the presently deployed equipment and identifying numbers of and cost of software and hardware upgrades, costs in time and manpower for upgrade, impact to local offices during upgrade, training required and benefits of upgrade in support costs, maintainability and productivity improvements.

Interface between FIA and Michigan State Police (MSP)

Unisys will work with FIA and MSP to investigate methods to interface the FIA local offices with the MSP data systems to allow the FIA offices to view appropriate data to allow FIA workers to identify any potentially dangerous situations before dealing with clients. This would include a physical interface and methodology to insure the security of shared data.

Research and Develop Interfaces

Unisys will work with FIA and other agencies to establish interfaces between each other. This will allow FIA workers to access more of the information required to perform their job functions.

100 Mb LAN Upgrade at Local Offices

If requested, assist in upgrading existing 10MB LAN's to 100MB to increase network throughput within local offices. If requested, Unisys will upgrade the server/workstation NIC cards, software and routers as approved by the Agency.

Server disk defrag

Create a white paper that will recommend software to eliminate disk fragmentation. When recommendation is accepted, Unisys, if requested, will install the software on the servers and develop a process to run the software on a regular schedule.

IIS Local Office Web Server (Solution)

Provide the ability for local offices to publish information for their respective communities over the Internet.

Enhance Configuration Management Processes

Unisys will assist the agency in developing an automated release factory using the AppMaster Builder, Version Manager and Configuration Builder tools.

Migration of XDB to Oracle

Unisys will plan and if requested, implement the migration of XDB to Oracle.

Integrate Novell servers into Local Office environment

Unisys will assist the agency with the integration of the Novell servers into the local office environment.

Category 2 - EUC, Configuration Management & Technical Support

Disaster recovery plan

Unisys will develop and if requested, implement a disaster recovery plan for central and local offices.

2.IV. Ongoing tasks performed by Unisys Staff which will be transitioned to FIA staff throughout the contract period.

- Design and maintain the Software Distribution Program (Distributes and perform distribution verification)
- Design and make changes to Installation Manager (Automatic software request/installation control program)
- Design and maintain Install Keys Program used for Software Authorizations.
- Design and maintain PostalSoft Program (Interface between Postal Soft server and ASSIST application)
- Design and maintain NTCLIENT (ASSIST Software update support program)
- Design and build installation packages to install new business/development software packages through Install Manager (Currently supporting over 260+ packages)
- Design update packages to implement regularly scheduled software updates for ASSIST, ARSIG and SWSS ADP and SWSS ADP Test, On-Line Manuals, ASSIST Error Messages, and OFFICE 97 templates. Distribute updates.
- Provide after hours software distribution (ASSIST, OLM, Help Files, OFFICE 97 Templates.)
- Maintain TIP page software for ASSIST.
- Designed and maintain automatic workstation build process for Windows NT.
- Design and implement workstation build images for existing and new hardware models (Currently supporting over 10 workstation and laptop models)
- Build and maintain the After Build process to make regional and site modifications to workstations after they are built. (Example: Border Manager)
- Design and maintain a process to update PC Build functions at local offices.
- Maintain the LMHOSTS file on the NT Servers statewide for IP Address resolution by the workstations.
- Design and implement custom modifications to installed software packages on Workstations remotely.
- Developed standard NT Server configuration and build process.
- Install and maintain NT server and NT workstation both NT4.0, NT3.51 and Windows 2000
- Provide 3rd level NT Server (4.0, 3.51 and W2K) support for Central Office and Local Offices
- Provide global support for Windows NT Workstation (4.0) for Central Office and Local Offices.
- Provide 3rd level support for XDB database
- Administer and provide 3rd level support for PVCS

Category 2 - EUC, Configuration Management & Technical Support

- Maintain and backup ASSIST Development and Production environment on NT Server ASASST_DEVI
- Provide support to Tech Services on NT servers as needed.
- Provide emergency Onsite support to the field in the event of a catastrophic server failure (or extended failure)
- Maintain and update software authorization database.
- Provide support for the ASSIST development environment:
 - Configure the ASSIST development servers (Novell NetWare and Windows NT) and NT workstation development environments to support normal operations and special project testing.
 - Installation of workstation operating system and pre-configured software packages for the members and managers of the ASSIST staff.
 - Perform direct technical support and trouble shooting for the ASSIST Developers on a daily basis, resolving between 3 to 10 issues a day in efforts to keep the operational readiness of their computer systems as high as possible.
 - Scan and clean virus infestations from developer's local computer systems and network files.
- Coordinate with Technical Services to aid in resolving and maintaining the FIA's Novell network environment within the ASSIST developer arena. This involves helping to manage individual user accounts & passwords, modifications to NDS container object rights for ASSIST and BUIS contexts, and adding fixing or improving NDS print services.
- Provide training to the ASSIST developers and various state employees regarding the workings of the Windows NT desktop operating system.
- Document procedures used to resolve known or recurring operational issues, which builds a knowledge base specific to the ASSIST developer's environment.
- Provide support for Configuration Management.
- Participate in the evaluation of new software (such as anti-virus, print screen utilities, reasonable accommodation requests; Zoom Text, Magic, Dragon Dictate) analyzing it for its suitability for implementation within the FIA standard environment.
- Provide On call 7x24 support for Grand Tower NT servers
- Provide On call 7x24 support for ASSIST development environment
- GLink support, installation and configuration 1st & 2nd level.
- Manage and Implement Remedy development.
- Provide Project Planning and management services (ASSIST equipment installation, FIA Hardware Upgrade, FIA NT Workstation Migration)
- 3rd level CTOS Support and backup 2nd level support when Doug Foglesong is out.
- Provide consulting services for problem analysis (GroupWise slow printing, LOA2 performance) and business process re-engineering (Office Services-Template distribution).
- Provide on-site support to resolve local office issues.

Category 2 - EUC, Configuration Management & Technical Support

- Develop and Conduct technical training (Help Desk Staff, ITT NT Training, FIA EUC and Technical Services Staff)
- Develop and maintain automated workstation inventory process.
- Develop and maintain web-based interface to workstation inventory process for access to the local offices.
- Assist in the development of web interface to Remedy system.
- Assist in defining and implementing print standards for the Agency

Category 3 - Client Support System

3.I. Statement of Work for the Client Support System

For calendar year 2001, the Information Technology and Management Services (ITMS) Administration within the Family Independence Agency (FIA) will require technical and operational support to be provided by Unisys to support the ASSIST Application Software Programs.

The major Application Software Design Tracks to be supported are Application Registration, Jobs/ Most, 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 CIS Systems.

There will be a team of 25 individuals assigned to support FIA in maintaining the ASSIST Application Software. This is based on three 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/CIS Systems due to Federal and State policy changes.
- Ongoing transfer of knowledge to FIA development staff.

Under the direction of FIA Management, the Team members 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 effected procedures.
- c) Work with staff to revise portions of the ASSIST application.
- d) Work directly with FIA development staff to provide them on the job training.
- e) Provide the necessary application modifications required to support FIA's initiative to provide one common user interface to field staff as well as providing application modifications to support FIA's initiative to merge into one mainframe environment.
- f) Provide second and third level FIA ASSIST Help Desk Support of local office problem resolution.

Category 3 - Client Support System

II. Assigned Labor Categories & Personnel Skills

Personnel by Labor Categories

Name	Position
Brakenbury, Richard	Applications Analyst 1
Dias, Francisco	Applications Analyst 1
Darnell, Mike	Applications Analyst 1
Darnell, Rebekah	Database Administrator
Galea, Timothy	Applications Analyst 1
Geers, Bob	Applications Analyst 1
George, Peter	Applications Analyst 1
Kale, John	Applications Analyst 1
Kelly, Mark	Applications Analyst 1
Keilen, Dana	Applications Analyst 2
Leininger, Alice	Applications Analyst 1
Marrs, Larry	Database Analyst 1
Marshall, Darrell	Database Analyst 1
Michaels, Ted	Database Analyst 1
Nguyen, Son	Applications Analyst 1
Range, Steve	Team Leader
Rugar, Dottie	Training Specialist
Sells, Joe	Training Team Leader
Shah, Rajat	Applications Analyst 2
Singichetti, Venu	Applications Analyst 1
Thatcher, Phillip	Applications Analyst 1
Verzwyvelt, Gary	Applications Analyst 1
Wallace, Rick	Applications Analyst 1
Walczak, Sandra	Applications Analyst 2
Wong, Peter	Applications Analyst 1

Category 3 - Client Support System

Personnel Skills Matrix

Name	Applications Areas:										Specialty Areas:													
	Data Synchronization	Interface(logical)	Application Registration	Data Collect	General System Support - Security/Alerts/Scheduling	Parameters	Online Manuals	Batch Processing	System Architecture	Common Modules	VIPs & DIPs	Database (Design, utilities, logical loads & unloads)	Interface (physical)	Configuration Management (Version control, Code Promotion)	TPE	FIS/ES	Conversion	APS	Online Help	Online Policy-Text Promotion	Dep-Con	Postal Soft	OS2200	SIMAN
Brakenbury, Richard			X												X								X	
Dias, Francisco		X	X												X							X	X	
Darnell, Mike		X					X								X							X	X	
Darnell, Rebekah	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Galea, Timothy				X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Geers, Bob	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
George, Peter	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Kale, John	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Kelly, Mark		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Keilen, Dana			X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Leininger, Alice			X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Marrs, Larry									X															
Marshall, Darrell							X	X																
Michaels, Ted	X									X														
Nguyen, Son				X			X	X																
Range, Steve			X	X	X	X	X	X																
Rugar, Dottie			X	X	X	X	X	X																
Sells, Joe			X	X	X	X	X	X																
Shah, Rajat			X	X	X	X	X	X																
Singichetti, Venu																								
Thatcher, Phillip							X																	
Verzwyvelt, Gary	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Wallace, Rick	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Walczak, Sandra	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Wong, Peter	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
FIA																								
MIPC																								
Tech Support Team							X												X			X	X	X

General Terms

1. The Unisys staff (hereinafter referred to as the "Team") selected to work at FIA-ITMS will have in-depth knowledge of the FIA's infrastructure, services workers applications and client support applications.
2. The Team will provide support to permanent 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 are independent contractors and are not, under any circumstances or conditions, 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 for the acts of its employees and subcontractors during the performance of the contract..
5. The staff that is listed in the 3 service categories for this agreement have 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 date of cancellation. The State will pay for services rendered until the effective date of cancellation.
6. Unisys is required 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 be expected to 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. 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 FIA management. All assignments are at the discretion of FIA management.
10. All the work will be performed in a State of Michigan facility unless otherwise agreed by both parties.

General Terms

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 FIA timesheets for FIA approval by 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.
14. This contract may be cancelled per Section II-E (B) of the State Terms, 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 FIA. 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 competent staff to meet contract requirements. FIA management must approve these staff members.
2. Phone calls not related to the contract will be charged to Unisys.
3. Copy machines, fax machines, personal computers and telephones provided by FIA will be used for FIA contract work only.
4. The time the Team members are attending Unisys training, Unisys corporate meetings, on annual or sick leave is not billed to the State of Michigan.