

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

January 28, 2009

NOTICE
OF
CONTRACT NO. 071B9200127

between
THE STATE OF MICHIGAN
and

NAME & ADDRESS OF VENDOR CIBER Inc. 2151 River Plaza Drive, Suite 305 Sacramento, CA 95833 Email: CSartori@ciber.com	TELEPHONE (916) 679-1390 Cindy Sartori
	VENDOR NUMBER/MAIL CODE
	BUYER (517) 373-8622 Dale N. Reif
Contract Administrator: Ann Lindberg <p style="text-align: center;">LMI Web Site Hosting/Maintenance</p>	
CONTRACT PERIOD: From: October 1, 2008 To: September 30, 2009	
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:	

Estimated Contract Value: \$129,000.00

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THIS IS NOT AN ORDER: This Contract Agreement is awarded on the basis of our inquiry bearing the ITB No. 07118200332. Purchase orders will be issued directly by the Department of Information Technology 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:

CIBER Inc.

 Firm Name

 Authorized Agent Signature

 Authorized Agent (Print or Type)

 Date

 Signature
Dale N. Reif

 Name
Buyer, IT Division

 Title

 Date



PURCHASING OPERATIONS
STATE OF MICHIGAN

TABLE OF CONTENTS

INTRODUCTION 1

I-A PURPOSE 4

I-B TERM OF CONTRACT 4

I-C ISSUING OFFICE 4

I-D CONTRACT ADMINISTRATOR 4

I-E PURCHASE ORDERS 5

I-F COST LIABILITY 5

I-G CONTRACTOR RESPONSIBILITIES 5

I-H NEWS RELEASES 5

I-I DISCLOSURE 5

I-J ACCOUNTING RECORDS 5

I-K INDEMNIFICATION 5

I-L NON INFRINGEMENT/COMPLIANCE WITH LAWS 7

I-M WARRANTIES AND REPRESENTATIONS 7

I-N TIME IS OF THE ESSENCE 8

I-O STAFFING OBLIGATIONS 8

I-P WORK PRODUCT AND OWNERSHIP 8

I-Q CONFIDENTIALITY OF DATA AND INFORMATION 9

I-R REMEDIES FOR BREACH OF CONFIDENTIALITY 9

I-S CONTRACTOR'S LIABILITY INSURANCE 9

I-T NOTICE AND RIGHT TO CURE 10

I-U CANCELLATION 11

I-V RIGHTS AND OBLIGATIONS UPON CANCELLATION 12

I-W EXCUSABLE FAILURE 13

I-X ASSIGNMENT 13

I-Y DELEGATION 13

I-Z NON-DISCRIMINATION CLAUSE 13

I-AA WORKPLACE SAFETY AND DISCRIMINATORY HARASSMENT 14

I-BB MODIFICATION OF SERVICE 14

I-CC NOTICES 15

I-DD ENTIRE AGREEMENT 15

I-EE NO WAIVER OF DEFAULT 16

I-FF SEVERABILITY 16

I-GG HEADINGS 16

I-HH RELATIONSHIP OF THE PARTIES 16

I-II UNFAIR LABOR PRACTICES 16

I-JJ SURVIVOR 16

I-KK GOVERNING LAW 16

I-LL YEAR 2000 SOFTWARE COMPLIANCE – NOT APPLICABLE 16

I-MM CONTRACT DISTRIBUTION 16

I-NN STATEWIDE CONTRACTS 17

I-OO STATE STANDARDS 17

I-PP ELECTRONIC FUNDS TRANSFER 17

I-QQ TRANSITION ASSISTANCE 17

I-RR DISCLOSURE OF LITIGATION 17

I-TT PERFORMANCE AND RELIABILITY EVALUATION (PARE) 19

I-UU LIQUIDATED DAMAGES 21

II-A BACKGROUND/PROBLEM STATEMENT 22



- II-B OBJECTIVES 22
- II-C TASKS/DELIVERABLES 23
- II-D PROJECT CONTROL AND REPORTS 25
- II-E PRICE PROPOSAL 26
- II-F CONTRACT PAYMENT 26
- III-A BUSINESS ORGANIZATION 26
- III-B MANAGEMENT SUMMARY 26
- III-C SYSTEM REQUIREMENTS 54
- III-D SYSTEM CUSTOMIZATION COST MODEL 66
- III-E SERVICE DELIVERY STANDARDS 67

DEFINITION OF TERMS

TERMS	DEFINITIONS
Contract	A binding agreement entered into by the State of Michigan resulting from a bidder's proposal; see also "Blanket Purchase Order."
Contractor	The successful bidder who is awarded a Contract.
DMB	Michigan Department of Management and Budget
RFP	Request For Proposal - A term used by the State to solicit proposals for services such as consulting. Typically used when the requesting agency requires vendor assistance in identifying an acceptable manner of solving a problem.
ITB	Invitation to Bid - A generic form used by Purchasing Operations to solicit quotations for services or commodities. The ITB serves as the document for transmitting the RFP to interested potential bidders.
Successful Bidder	The bidder(s) awarded a Contract as a result of a solicitation.
State	The State of Michigan. For Purposes of Indemnification as set forth in section I-J, State means the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees and agents.
Blanket Purchase Order	Alternate term for "Contract" used in the State's Computer system (Michigan Automated Information Network [MAIN])
Expiration	Except where specifically provided for in the Contract, the ending and termination of the contractual duties and obligations of the parties to the Contract pursuant to a mutually agreed upon date.
Cancellation	Ending all rights and obligations of the State and Contractor, except for any rights and obligations that are due and owing.
Work Product	Work Product means any data compilations, reports, and any other media, materials, or other objects or works of authorship created or produced by the Contractor as a result of and in furtherance of performing the services required by this Contract.



SECTION I CONTRACTUAL SERVICES TERMS AND CONDITIONS

I-A **PURPOSE**

The purpose of this Contract is to obtain CIBER's "Workforce Informer" software maintenance/ LMI website hosting on behalf DELEG's Bureau of Labor Market Information and Strategic Initiatives (BLMI&SI), located in Detroit, Michigan. The products and services enable the dissemination of labor market and workforce information for job seekers, employers, and other constituents. The Workforce Informer Portal is a content manager that serves as a single source of comprehensive labor market information for the State of Michigan.

I-B **TERM OF CONTRACT**

The State of Michigan is not liable for any cost incurred by any bidder prior to signing of a Contract by all parties. The activities in the proposed Contract cover the period **October 1, 2008 through September 30, 2009**. The State fiscal year is October 1st through September 30th. The prospective Contractor should realize that payments in any given fiscal year are contingent upon enactment of legislative appropriations.

I-C **ISSUING OFFICE**

This Contract is issued by the State of Michigan, Department of Management and Budget (DMB), Purchasing Operations, hereafter known as Purchasing Operations, for the State of Michigan, MDIT/DELEG/BLMI&SI. Where actions are a combination of those of Purchasing Operations and MDIT/DELEG/BLMI&SI, the authority will be known as the State.

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

Dale N. Reif, Buyer
Information Technology Division
DMB, Purchasing Operations
2nd Floor, Mason Building
P.O. Box 30026
Lansing, MI 48909
reifd@michigan.gov
(517)373-3993

I-D **CONTRACT ADMINISTRATOR**

Upon receipt at Purchasing Operations of the properly executed Contract Agreement, it is anticipated that the Director of Purchasing Operations 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 this Contract 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 Purchasing Operations. The Contract Administrator for this project is:

Ann Lindberg
MDIT Agency Services
Cadillac Place, Suite #9-350
3032 W. Grand Blvd.
Detroit, MI 48202
lindberga@michigan.gov
(313) 456-3218

**I-E PURCHASE ORDERS**

Orders for delivery of commodities and/or services may be issued directly by the State Departments through the issuance of a Purchase Order Form referencing this Contract (Blanket Purchase Order) agreement and the terms and conditions contained herein. Contractor is asked to reference the Purchase Order Number on all invoices for payment.

I-F COST LIABILITY

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

I-G 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-H 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-I DISCLOSURE

All information in this Contract is subject to the provisions of the Freedom of Information Act, 1976 Public Act No. 442, as amended, MCL 15.231, *et seq.*

I-J 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 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-K INDEMNIFICATION**A. General Indemnification**

To the fullest extent permitted by law, the Contractor shall indemnify, defend and hold harmless the State, its departments, divisions, agencies, sections, commissions, officers, employees and agents, from and against all losses, liabilities, penalties, fines, damages and claims (including taxes), and all related costs and expenses (including reasonable attorneys' fees and disbursements and costs of investigation, litigation, settlement, judgments, interest and penalties), arising from or in connection with any of the following:



1. any claim, demand, action, citation or legal proceeding against the State, its employees and agents arising out of or resulting from (1) the product provided or (2) performance of the work, duties, responsibilities, actions or omissions of the Contractor or any of its subcontractors under this Contract.
2. any claim, demand, action, citation or legal proceeding against the State, its employees and agents arising out of or resulting from a breach by the Contractor of any representation or warranty made by the Contractor in the Contract;
3. any claim, demand, action, citation or legal proceeding against the State, its employees and agents arising out of or related to occurrences that the Contractor is required to insure against as provided for in this Contract;
4. any claim, demand, action, citation or legal proceeding against the State, its employees and agents arising out of or resulting from the death or bodily injury of any person, or the damage, loss or destruction of any real or tangible personal property, in connection with the performance of services by the Contractor, by any of its subcontractors, by anyone directly or indirectly employed by any of them, or by anyone for whose acts any of them may be liable; provided, however, that this indemnification obligation shall not apply to the extent, if any, that such death, bodily injury or property damage is caused solely by the negligence or reckless or intentional wrongful conduct of the State;
5. any claim, demand, action, citation or legal proceeding against the State, its employees and agents which results from an act or omission of the Contractor or any of its subcontractors in its or their capacity as an employer of a person.

B. Patent/Copyright Infringement Indemnification

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

C. Indemnification Obligation Not Limited

In any and all claims against the State of Michigan, or any of its agents or employees, by any employee of the Contractor or any of its subcontractors, the indemnification obligation under the Contract shall not be limited in any way by the amount or type of damages, compensation or benefits payable by or for the Contractor or any of its subcontractors under worker's disability



compensation acts, disability benefits acts, or other employee benefits acts. This indemnification clause is intended to be comprehensive. Any overlap in subclauses, or the fact that greater specificity is provided as to some categories of risk, is not intended to limit the scope of indemnification under any other sub clause.

D. Continuation of Indemnification Obligation

The duty to indemnify will continue in full force and affect not withstanding the expiration or early termination of the Contract with respect to any claims based on facts or conditions, which occurred prior to termination.

I-L NON INFRINGEMENT/COMPLIANCE WITH LAWS

The Contractor warrants that in performing the services called for by this Contract it will not 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 accordance with high professional standards in the industry;
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 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;
9. The Contractor will maintain all equipment and software for which it has maintenance responsibilities in good operating condition and will undertake all repairs and preventive maintenance in accordance with applicable manufacturer's recommendations;
10. The Contractor will use its best efforts to ensure that no viruses or similar items are coded or introduced into the systems used to provide the services;
11. The Contractor will not insert or activate any disabling code into the systems used to provide the services without the State's prior written approval;
12. A ninety (90) day warranty on all purchased and developed software, data conversion programs, and data and customization to the product performed by the contractor.

**I-N TIME IS OF THE ESSENCE**

The Contractor agrees that time is of the essence in the performance of the Contractor's obligations under this Contract.

I-O 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 agrees 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.

The State and Contractor agree that the following personnel are Key Personnel for purposes of this Contract:

Priya Naganathan, Database Administrator
Darrell Osborn, Product Manager
Matt Montana, Software Developer

I-P 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. 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 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 and 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 based upon the Work Product, and the right to authorize others to do any of the foregoing, irrespective of the existence therein of preexisting work, materials and Development Tools, except as specifically limited herein.
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-Q 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-R REMEDIES FOR BREACH OF CONFIDENTIALITY

The Contractor acknowledges 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 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-S CONTRACTOR'S LIABILITY INSURANCE

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

The Contractor waives all rights against the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees and agents for recovery of damages to the extent these damages are covered by the insurance policies the Contractor is required to maintain pursuant to this Contract. The Contractor also agrees to provide evidence that all applicable insurance policies contain a waiver of subrogation by the insurance company.

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

The Insurance shall be written for not less than any minimum coverage herein specified or required by law, whichever is greater. All deductible amounts for any of the required policies are subject to approval by the State.

The State reserves the right to reject insurance written by an insurer the State deems unacceptable.

BEFORE THE CONTRACT IS SIGNED BY BOTH PARTIES OR BEFORE THE PURCHASE ORDER IS ISSUED BY THE STATE, THE CONTRACTOR MUST FURNISH TO THE DIRECTOR OF Purchasing



Operations, CERTIFICATE(S) OF INSURANCE VERIFYING INSURANCE COVERAGE. THE CERTIFICATE MUST BE ON THE STANDARD “ACCORD” FORM. THE CONTRACT OR PURCHASE ORDER NO. MUST BE SHOWN ON THE CERTIFICATE OF INSURANCE TO ASSURE CORRECT FILING. All such Certificate(s) are to be prepared and submitted by the Insurance Provider and not by the Contractor. All such Certificate(s) shall contain a provision indicating that coverages afforded under the policies WILL NOT BE CANCELLED, MATERIALLY CHANGED, OR NOT RENEWED without THIRTY (30) days prior written notice, except for 10 days for non-payment of premium, having been given to the Director of Purchasing Operations, Department of Management and Budget. Such NOTICE must include the CONTRACT NUMBER affected and be mailed to: Director, Purchasing Operations, Department of Management and Budget, P.O. Box 30026, Lansing, Michigan 48909.

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

- ☑ 1. Commercial General Liability with the following minimum coverage's:
 \$2,000,000 General Aggregate Limit other than Products/Completed Operations
 \$2,000,000 Products/Completed Operations Aggregate Limit
 \$1,000,000 Personal & Advertising Injury Limit
 \$1,000,000 Each Occurrence Limit
 \$500,000 Fire Damage Limit (any one fire)

The Contractor must list the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees and agents as ADDITIONAL INSURED(S) on the Commercial General Liability policy.

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

The Contractor must list the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees and agents as ADDITIONAL INSURED(S) on the vehicle liability policy.

- ☑ 3. Worker’s disability compensation, disability benefit or other similar employee benefit act with minimum statutory limits. NOTE: (1) If coverage is provided by a State fund or if Contractor has qualified as a self-insurer, separate certification must be furnished that coverage is in the state fund or that Contractor has approval to be a self-insurer; (2) Any citing of a policy of insurance must include a listing of the States where that policy’s coverage is applicable; and (3) Any policy of insurance must contain a provision or endorsement providing that the insurers’ rights of subrogation are waived. This provision shall not be applicable where prohibited or limited by the laws of the jurisdiction in which the work is to be performed.

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

I-T 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-U 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 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.

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 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. Approvals Rescinded. The State may terminate this Contract without further liability or penalty 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. Termination may be in whole or in part and may be immediate as of the date of the written notice to Contractor or may be effective as of the date stated in such written notice.

I-V 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. 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-W 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-X 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 Director of Purchasing Operations.

I-Y 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 Director of Purchasing Operations has given written consent to the delegation.

I-Z 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-AA WORKPLACE SAFETY AND DISCRIMINATORY HARASSMENT

In performing services for the State pursuant to this Contract, the Contractor shall comply with Department of Civil Service Rules 2-20 regarding Workplace Safety and 1-8.3 regarding Discriminatory Harassment. In addition, the Contractor shall comply with Civil Service Regulations governing workplace safety and discriminatory harassment and any applicable state agency rules on these matters that the agency provides to the Contractor. Department of Civil Service Rules and Regulations can be found on the Department of Civil Service website at www.state.mi.us/mdcs/Regindx.

I-BB MODIFICATION OF SERVICE

The Director of Purchasing Operations 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.

Any Contract resulting from this RFP 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-CC 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: Cindy Sartori, Consulting Services Manager
 CIBER, Inc.
 2151 River Plaza Drive, Suite 305
 Sacramento, California 95833
 Tel: 916-679-1300
 Fax: 916-679-1318
 Toll Free: 800-408-3567

For the State: Dale N. Reif, Buyer
 Department of Management & Budget
 Purchasing Operations
 530 W. Allegan
 Lansing, MI 48909

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

I-DD ENTIRE AGREEMENT

The contents of this document and the vendor's proposal will become contractual obligations, if a Contract ensues. Failure of the successful bidder to accept these obligations may result in cancellation of the award.



This Contract shall represent the entire agreement between the parties and supersedes all proposals or other prior agreements, oral or written, and all other communications between the parties relating to this subject.

I-EE NO WAIVER OF DEFAULT

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

I-FF 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-GG 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-HH 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-II 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-JJ 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-KK 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-LL YEAR 2000 SOFTWARE COMPLIANCE – Not Applicable

I-MM CONTRACT DISTRIBUTION

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

I-NN STATEWIDE CONTRACTS

If the contract is for the use of more than one agency and if the goods or services provided under the contract do not meet the form, function and utility required by an agency, that agency may, subject to state purchasing policies, procure the goods or services from another source.

I-OO STATE STANDARDS

The Contractor will adhere to all existing standards as described within the comprehensive listing of the State's existing technology standards at www.michigan.gov/dit.

I-PP ELECTRONIC FUNDS TRANSFER

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

I-QQ TRANSITION ASSISTANCE

If this Contract is not renewed at the end of this term, or is canceled prior to its expiration, for any reason, the Contractor must provide for up to **60 days** after the expiration or cancellation of this Contract, all reasonable transition assistance requested by the State, to allow for the expired or canceled portion of the Services to continue without interruption or adverse effect, and to facilitate the orderly transfer of such services to the State or its designees. Such transition assistance will be deemed by the parties to be governed by the terms and conditions of this Contract, (notwithstanding this expiration or cancellation) except for those Contract terms or conditions that do not reasonably apply to such transition assistance. The State shall pay the Contractor for any resources utilized in performing such transition assistance at the most current rates provided by the Contract for Contract performance. If the State cancels this Contract for cause, then the State will be entitled to off set the cost of paying the Contractor for the additional resources the Contractor utilized in providing transition assistance with any damages the State may have otherwise accrued as a result of said cancellation.

I-RR DISCLOSURE OF LITIGATION

1. The Contractor shall notify the State in its bid proposal, if it, or any of its subcontractors, or their officers, directors, or key personnel under this Contract, have ever been convicted of a felony, or any crime involving moral turpitude, including, but not limited to fraud, misappropriation or deception. Contractor shall promptly notify the State of any criminal litigation, investigations or proceeding which may have arisen or may arise involving the Contractor or any of the Contractor's subcontractor, or any of the foregoing entities' then current officers or directors during the term of this Contract and three years thereafter.
2. The Contractor shall notify the State in its bid proposal, and promptly thereafter as otherwise applicable, of any civil litigation, arbitration, proceeding, or judgments that may have arisen against it or its subcontractors during the five years proceeding its bid proposal, or which may occur during the term of this Contract or three years thereafter, which involve (1) products or services similar to those provided to the State under this Contract and which either involve a claim in excess of \$250,000 or which otherwise may affect the viability or financial stability of the Contractor, or (2) a claim or written allegation of fraud by the Contractor or any subcontractor hereunder, arising out of their business activities, or (3) a claim or written allegation that the Contractor or any subcontractor hereunder violated any federal, state or local statute, regulation or ordinance. Multiple lawsuits and or judgments against the Contractor or subcontractor, in any an amount less than \$250,000 shall be disclosed to the State to the extent they affect the financial solvency and integrity of the Contractor or subcontractor.



3. All notices under subsection 1 and 2 herein shall be provided in writing to the State within fifteen business days after the Contractor learns about any such criminal or civil investigations and within fifteen days after the commencement of any proceeding, litigation, or arbitration, as otherwise applicable. Details of settlements which are prevented from disclosure by the terms of the settlement shall be annotated as such. Semi-annually, during the term of the Contract, and thereafter for three years, Contractor shall certify that it is in compliance with this Section. Contractor may rely on similar good faith certifications of its subcontractors, which certifications shall be available for inspection at the option of the State.
4. Assurances - In the event that such investigation, litigation, arbitration or other proceedings disclosed to the State pursuant to this Section, or of which the State otherwise becomes aware, during the term of this Contract, causes the State to be reasonably concerned about:
 - a. the ability of the Contractor or its subcontractor to continue to perform this Contract in accordance with its terms and conditions, or
 - b. whether the Contractor or its subcontractor in performing services is engaged in conduct which is similar in nature to conduct alleged in such investigation, litigation, arbitration or other proceedings, which conduct would constitute a breach of this Contract or violation of Michigan or Federal law, regulation or public policy, then

The Contractor shall be required to provide the State all reasonable assurances requested by the State to demonstrate that: (a) the Contractor or its subcontractors hereunder will be able to continue to perform this Contract in accordance with its terms and conditions, (b) the Contractor or its subcontractors will not engage in conduct in performing services under this Contract which is similar in nature to the conduct alleged in any such litigation, arbitration or other proceedings.
5. The Contractor's failure to fully and timely comply with the terms of this section, including providing reasonable assurances satisfactory to the State, may constitute a material breach of this Contract.

I-SS 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.
5. 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-TT PERFORMANCE AND RELIABILITY EVALUATION (PARE)

When the State requires that a performance and reliability evaluation (PARE) is to be performed, the standard of performance for the PARE will be closely monitored during the acceptance period. In the event that the PARE is for components only, all references to systems (processors) should be changed to components. For this ITB, a PARE will only be required prior to transitioning to a State-hosted web site. (It is anticipated that the initial vendor-hosted site will be transitioned to a State-hosted site during the second or third year of the contract.) The PARE will be required to ensure that service levels and functionality will be retained during this transition.

The Performance and Reliability Evaluation will consist of two phases.

1. PHASE I

The first phase shall be comprised of a specification compliance review of the equipment listed on the ordering documents. Such equipment shall be checked for total compliance with all required specifications of the RFQ. In the event that the State determines that any component or feature of the delivered equipment or software does not comply with the mandatory specifications of the RFQ, the State shall so notify the Contractor, allowing 14 calendar days for rectification by the Contractor. Should the Contractor be unable to rectify the deficiency, the State reserves the right to cancel the ordering document. Should the equipment and software pass the specification conformance review, the equipment shall enter Phase II of the PARE.

2. PHASE II

a. Determination of System Readiness

- 1) Prior to the PARE, a committee of three persons will be formed to evaluate the system's performance on a daily basis. The committee will consist of one Contractor representative and two State personnel.
- 2) The PARE will begin on the installation dates when the Contractor certifies that the equipment is ready for use by the State.

b. During the PARE:

All rerun times resulting from equipment failure and preventive maintenance shall be excluded from the performance hours.

- 1) All reconfiguration and reload time shall be excluded from the performance hours.



- 2) If files are destroyed as a result of a problem with Contractor equipment and must be rebuilt, the time required to rebuild the files will be considered "down-time" for the system.
- 3) If the Contractor requests access to failed equipment and the State refuses, then such maintenance will be deferred to a mutually agreeable time and the intervening time will not count against the PARE.
- 4) A functional benchmark demonstration will be run for the PARE Committee to confirm that the installed system is capable of performing the same functions that were demonstrated. This run must be completed to the satisfaction of the PARE Committee.

3. STANDARD OF PERFORMANCE

- a. The performance period (a period of thirty consecutive calendar days) shall commence on the installation date, at which time the operational control becomes the responsibility of the State. It is not required that one thirty day period expire in order for another performance period to begin.
- b. If each component operates at an average level of effectiveness of 95 percent or more for a period of 30 consecutive days from the commencement date of the performance period, it shall be deemed to have met the State's standard of performance period. The State shall notify the Contractor in writing of the successful completion of the performance period. The average effectiveness level is a percentage figure determined by dividing the total operational use time by the total operational use time plus associated down-time. In addition, the equipment shall operate in substantial conformance with the Contractor's published specifications applicable to such equipment on the date of this Agreement. Equipment added by amendment to this contract shall operate in conformance with the Contractor's published specifications applicable to such equipment at the time of such amendment.
- c. During the successful performance period, all rerun time resulting from equipment failure and preventive maintenance time shall be excluded from the performance period hours. All reconfigurations and reload time shall be excluded from the performance hours. Equipment failure down-time shall be measured by those intervals during the performance period between the time that the Contractor is notified of equipment failure and the time that the equipment is returned to the State in operating condition.
- d. During the successful performance period, a minimum of 80 hours of operational use time on each component will be required as a basis for computation of the average effectiveness level. However, in computing the effectiveness level, the actual number of operational use hours shall be used when in excess of the minimum stated above.
- e. No more than one hour will accrue to the performance hours during any one-wall clock hour.
- f. Equipment shall not be accepted by the State and no charges will be paid by the State until the standard of performance is met.
- g. When a system involves on-line machines, which are remote to the basic installation, the required effectiveness level shall apply separately to each component in the system.
- h. Promptly upon successful completion of the performance period, the State shall notify the Contractor in writing of acceptance of the equipment and authorize the monthly payments to begin on the first day of the successful performance period.
- i. If successful completion of the performance period is not attained within 90 days of the installation date, the State shall have the option of terminating the Contract, or continuing the performance tests. The State's option to terminate the contract shall remain in effect until such time as a successful completion of the performance period is attained. The Contractor shall be



liable for all outbound preparation and shipping costs for contracted items returned under this clause.

- j. The PARE will be complete when the equipment has met the required effectiveness level for the prescribed time period.

I-UU LIQUIDATED DAMAGES

1. The State and the Contractor hereby agree to the specific standards set forth in this Contract. It is agreed between the Contractor and the State that the actual damages to the State as a result of Contractor's failure to provide promised services would be difficult or impossible to determine with accuracy. The State and the Contractor therefore agree that liquidated damages as set out herein shall be a reasonable approximation of the damages that shall be suffered by the State as a result thereof. Accordingly, in the event of such damages, at the written direction of the State, the Contractor shall pay the State the indicated amount as liquidated damages, and not as a penalty. Amounts due the State as liquidated damages, if not paid by the Contractor within fifteen (15) days of notification of assessment, may be deducted by the State from any money payable to the Contractor pursuant to this Contract. The State will notify the Contractor in writing of any claim for liquidated damages pursuant to this paragraph on or before the date the State deducts such sums from money payable to the Contractor. No delay by the State in assessing or collecting liquidated damages shall be construed as a waiver of such rights.
2. The Contractor shall not be liable for liquidated damages when, in the opinion of the State, incidents or delays result directly from causes beyond the control and without the fault or negligence of the Contractor. Such causes may include, but are not restricted to, acts of God, fires, floods, epidemics, and labor unrest; but in every case the delays must be beyond the control and without the fault or negligence of the Contractor.
3. Liquidated damages will be assessed as a reasonable approximation of the damages based upon a daily prorating of the total contract cost for vendor hosting and maintenance services in those instances where the vendor:
 - a. Falls below the daily baseline performance measures
 - b. Ceases to operate as a business

SECTION II WORK STATEMENT

II-A BACKGROUND/PROBLEM STATEMENT

The mission of DELEG/Bureau of Labor Market Information & Strategic Initiatives (BLMI&SI) is to provide data that supports Michigan's workforce, economic and career development initiatives, and promotes informed labor market decision-making.

BLMI&SI has been designated by the governor (pursuant to the Workforce Investment Act) to develop and manage the "Michigan Workforce Information System." The system involves the collection, development and dissemination of the official labor market statistics for the state. The major dissemination vehicle for Michigan's Workforce Information System is the LMI website. One of the core deliverables of BLMI&SI 's contract with USDOL's Employment & Training Administration (ETA) is to provide and maintain a web-based LMI delivery system.

BLMI&SI's LMI web site was developed in response to this federal mandate from USDOL- ETA. The LMI web site provides workforce information and economic data that can be customized to meet Michigan's needs and requirements, and is used by service providers, researchers, workforce professionals, job seekers, employers and students.

II-B OBJECTIVES

GENERAL:

BLMI&SI's primary objective is to secure CIBER's "Workforce Informer" software maintenance/ LMI website hosting for the period 10/1/2008 – 9/30/2009. It will also include a small (\$9,000) block of "Time & Materials" hours for customization and or transition assistance.

SPECIFIC:

The following is an overview of the minimum web site requirements:

- Provide a user-friendly, web-based application that delivers LMI information based on the latest version of the ALMIS database structure (v2.3) and conforms to the eMichigan "look and feel." (NOTE: The current ALMIS database structure is v2.3. However, it is anticipated that it will be upgraded to v2.4 within the period of coverage of this contract.)
- The basic system must be capable of generating reports for all of the core (67) ALMIS tables.
- The system must be able to accommodate state-specific tables added to the ALMIS structure.
- The system must be available on a 7 x 24 basis if vendor hosted.
- The system must be scalable to handle increases in user traffic.
- The system must provide distinct customer modules for employers, job seekers/students, analysts, and workforce/economic developers.
- The system must provide user-friendly navigational tools that facilitate data access, data analysis, and data customization.
- Ability to accommodate customized, state-specific software applications that can be accessed through the proposed system.
- System must provide administrative tools for staff to track customer usage; to develop, modify, and manage website content; and to modify the "look and feel" of website pages.
- Application must meet minimum ADA requirements.
- The base system must allow customers to develop their own personal web page(s) through on-line registration that manages and saves content and labor market information to their profile.
- System must conform to the state's privacy/confidentiality policies.

The following is an overview of system features and capabilities.

- Accommodation of information provided in multimedia (video, audio) formats.
- E-Alert/Broadcast E-mail capability
- Ability to create and conduct a state-specific customer satisfaction survey
- Ability to extract data to create custom geographic regions, such as Workforce Development regions
- Ability to extract data to create quarterly averages
- Ability to provide fully functioning search capabilities - by keyword, data category, and date
- Ability to produce reports in a "printer friendly" format
- Ability to export/download data to an external file
- Ability to organize publications in a dedicated area
- Ability to incorporate animated links to other websites/applications
- Ability to display graphical analyses of labor market data

II-C TASKS/DELIVERABLES

Service Delivery Standards, Maintenance & Technical Support:

Performance Criteria

Workforce Informer’s performance can be evaluated through site and server uptime and responses. Additional information in other sections provides number of hits and users that the Informer handles on a daily basis. The table below addresses expected response times, maintenance schedules and Website uptimes as requested in the Request for Proposal. Timeframes defined below are all specific to an Eastern Time zone.

PERFORMANCE CRITERIA	
Normal Response Times	Standard maintenance and support will be available during normal business hours, while installation of patches, upgrades and other non-critical fixes will be evaluated on a case by case basis.
System Availability	98.7% uptime. Downtime will be needed for product upgrades installation, server maintenance, server patches, and virus updates. This downtime will be used for schedule maintenance
Scheduled Maintenance	Off Peak Hours (12pm to 3 am) with prior client notification
Unscheduled Outages	No more than 3 unscheduled outages expected through the course of the year and no outage to exceed 30 minutes. Past history of outages will show that there has one minor outage over the last year, which lasted for 2 minutes.

Additionally, service response times based on the criticality of the issue are provided in the following table. These services are only available only in a **Ciber**-hosted solution.

MAINTENANCE/SUPPORT RESPONSE TIMES	CRITICAL	HIGH	MEDIUM	LOW
Server Management				
Hot fix Installation (COTS updates)	24 hours	24 hours	24 hours	48 hours
Service Pack Installation	24 hours	24 hours	24 hours	48 hours
Security Patch Installation	24 hours	24 hours	24 hours	48 hours
Component/software Installation	24 hours	24 hours	24 hours	48 hours
24/7 Internal Monitoring/Support	24 hours	24 hours	24 hours	48 hours
Manual Log Rotation	24 hours	24 hours	24 hours	48 hours
User Account Management	24 hours	24 hours	24 hours	48 hours
Permissions/Security Management	24 hours	24 hours	24 hours	48 hours
DLL Registration	48 hours	48 hours	48 hours	48 hours

Firewall Management				
Port permission configuration	24 hours	24 hours	24 hours	24 hours
Configuration Management	24 hours	24 hours	24 hours	24 hours
Anti-Virus Updates	1 hour	1 hour	1 hour	1 hour
System Administration / Support				
Hardware and System Configuration	As required	As required	As required	As required
Operating System Upgrades	24 hours	24 hours	48 hours	72 hours
Web Server (IIS 5.0)	1 hour	1 hour	5 hours	8 hours
Supported software/patch installation	24 hours	24 hours	48 hours	48 hours
Security configuration/patch installation	24 hours	24 hours	48 hours	48 hours
Adding Domains	24 hours	24 hours	48 hours	48 hours
Password Protection/Server Support	24 hours	24 hours	48 hours	48 hours
Server Reboot/Service Shutdown	As required	As required	As required	As required
System Administration / Support				
24/7 Network Equipment Monitoring	N/A	N/A	N/A	N/A
Unscheduled Outages	1 – 2 hrs	2 hrs	2 hrs	2 hrs
Scheduled Maintenance	As required	As required	As required	As required
Ping of primary IP Address	As required	As required	As required	As required
Port Monitoring	N/A	N/A	N/A	N/A
Pager Alerts	As required	As required	As required	As required
24/7 Application Monitoring	N/A	N/A	N/A	N/A
Application Upgrades (from date released)	1 – 3 days	4 days	7 days	10 days

Requests for system customizations are handled on a case by case basis and response and development time will vary depending on the complexity, criticality, and extent of the request made. All scheduled maintenance and other system down time is preferably performed at times (early morning hours, typically between 12:00pm and 3:00 am) where a short period of unavailability has the absolute minimal effect on system users. Emergency maintenance will be performed by emergency support staff.

B. Commercial Standards

Workforce Informer’s commercial standards for hosting are based on the following criteria:

COMMERCIAL STANDARDS		
		Comments
Website Response Times	<ul style="list-style-type: none"> 3 to 8 seconds for an average page to load on a high-speed connection 3-15 seconds load time for a result page of a large data query on a high-speed connection 5 to 30 seconds for an average page on a dial up connection of 28K to 56K 	Website response times may vary on two key factors; connection speed and type of content. The Workforce Informer application was geared to support users with lower connection speeds. However large data extracts or pages loaded with images will both slow the Website response times. Since content is controlled through the administrative tools, there are no set guarantees on the average response of a given page on the Website.
Server Access by Users	State users or public users will not have access to the CIBER, Inc. hosted servers. Since 100% of the site is Web based and all day to day functions ranging from content creation to data manipulation can be accessed through the browser, access to the server hardware will not be permitted. This is to protect the integrity of the data and the security of the server.	Limited FTP access can be provided to the server for specific actions that cannot be performed through the administrative tools.

Inadequate Computing Resources	A CIBER, Inc. -hosted solution will provide a high-level of available bandwidth which will include a pipe capable of handling over a million hits per week. As users increase the bandwidth will be increased. A CIBER, Inc. -hosted solution anticipates Michigan to a comparable volume of users as Texas or Washington. If usage more than triples on a yearly basis, additional bandwidth will be provided by CIBER, Inc. to support the additional users.	
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C. Technical Support Services

Technical support activities vary between a State-hosted solution and a **Ciber**-hosted solution. The following table provides a side by side comparison of technical support activities that are included as part of a **Ciber**-hosted solution v/s a State-hosted solution. Vendor-hosted technical services are bundled into the hosting costs. On the other hand, technical support services for a State-hosted solution will have to be purchased independently. The services listed below assume that support and maintenance will be provided post deployment during the maintenance period.

SERVICES	VENDOR HOSTED	STATE-HOSTED
Standard Maintenance	Correct defects to software	Patch notification
	Troubleshoot to diagnose and correct a failure of the application software caused by application bugs	Bug Notification
	Provide monthly reports of bugs found and fixed	N/A
	Real time access to open tickets, closed tickets and pending tickets	N/A
	Monthly status reports	N/A
	Coordinating with Michigan staff on providing upcoming releases	N/A
	Maintain and backup software releases and versions	N/A
	Adapt to major upgrades in software, hardware, database management systems and other third party software	N/A
	Web Trend analysis	N/A
	Domain registration and renewal	N/A
Enhanced Maintenance	Installation of product upgrades, releases and patches	N/A
	Product upgrade documentation and Web-based training	N/A
	Help desk support – Email support, phone support and Web based support for state staff	N/A
	3 minor product upgrades per year	N/A

Additional technical support or related services can be purchased for a State-hosted solution on a time and materials basis. These activities can include product upgrade installation assistance, purchase of specific upgrades or support for specific activities.

II-D PROJECT CONTROL AND REPORTS

1. Project Control

- a. The Contractor will carry out this project under the direction and control of Howard Boyer, MDIT Agency Services DCD-Detroit.



- b. Although there will be continuous liaison with the Contractor team, the client agency's project director will meet **biweekly** at a minimum, with the Contractor's project manager for the purpose of reviewing progress and providing necessary guidance to the Contractor in solving problems which arise.
- e. The Contractor will submit brief written **biweekly** summaries of progress which outline the work accomplished during the reporting period; work to be accomplished during the subsequent reporting period; problems, real or anticipated, which should be brought to the attention of the client agency's project director; and notification of any significant deviation from previously agreed-upon work plans. A copy of this report will be forwarded to the named buyer in Purchasing Operations.

2. Reports

The Contractor shall submit monthly narrative reports of progress to the Contract Administrator and Project Manager. The report must outline:

1. Work accomplished during the reporting period;
2. Work to be accomplished during the subsequent reporting period;
3. Problems, real or anticipated, which should be brought to the attention of the Contract Administrator; and
4. Notification of any significant deviation from previously agreed upon work plans.

Final Narrative Report

A draft copy of the final report shall be submitted to the Contract Administrator for approval to ensure the report's completeness and factual accuracy. The final report must include all system documentation as required by DMB standards. After the Contract Administrator has approved the draft copy of the final report, the Contractor shall submit five (5) copies of the final report to the Contract Administrator.

II-E PRICE PROPOSAL

Pricing will be firm for the duration of the Contract. No price changes will be permitted.

II-F CONTRACT PAYMENT

The anticipated payment schedule for this Contract will be as follows:

- Customization: Monthly based on bi-weekly reporting
- Hosting and Maintenance Support: Monthly

The schedule should show payment amount and should reflect actual work done by the payment dates, less any penalty cost charges accrued by those dates. As a general policy statements shall be forwarded to the designated representative by the 15th day of the following month.

III-A BUSINESS ORGANIZATION

**CIBER, Inc. (Corporate Headquarters)
6363 South Fiddler's Green Circle, Suite 1400
Greenwood Village, Colorado 80111
Tel: (303) 220.0100
Fax: (303) 220.7100
Toll Free: (800) 242.3799**

III-B MANAGEMENT SUMMARY

Narrative

The following subsections describe our proposed effort and the product(s) and services we will provide to the State of Michigan. These items provide a complete description of the baseline Workforce Informer system components and related content.

Baseline System Components and Customization

In addition to describing the components that constitute the baseline Workforce Informer system, this section also presents an inventory of the core ALMIS tables used in standard reports, an inventory of all reports included in the base system, an inventory of the features of the base system, and output capabilities of the reporting system.

Baseline System and Content

The baseline Workforce Informer system encompasses the following core components or modules. Each component performs a specific function or task in the overall functioning of the system. These key core components include:

- Career Center
- Data Browsing
- Data Analysis
- Data Management
- User Management
- Content Management
- Site Configuration
- Website Management
- My Workforce Informer

The following table describes each of these component, identifying key functionality features and their relevance to the overall system requirements of the project.

CORE WORKFORCE INFORMER COMPONENTS AND FEATURES	
Career Center	
Assists job seekers in finding jobs and relevant occupational information. This component also empowers users to save, query, print, and customize information as per their needs. Specific functions include:	
Occupational Analysis Occupational Comparisons Wage Data Analysis Requirements Satisfied:	Access to America’s Job Bank Jobs Career Videos Finding occupations by assessment codes Ability to produce reports in a printer friendly format Ability to export/download data to an external file Accommodation of information provided in multimedia format User-friendly navigational tools that facilitate data access, data analysis, and data customization
Data Browsing	
Enables labor market analysts, employers, and workforce development boards to find relevant labor market information data by geography, timeframes, or data type. This component also empowers users to save, query, print and customize information as per their requirements. Specific functions include:	
Local Area Profiles Area Comparisons Industry Profiler Industry Comparisons Search by areas Requirements Satisfied:	Access to Employers Training Provider Information Training Programs Information Detailed Occupational Trend Analysis Short and Long-Term Occupational Comparisons Ability to produce reports in a printer friendly format Ability to export/download data to an external file User-friendly navigational tools that facilitate data access, analysis,

and customization

Data Analysis

Provides access to core ALMIS data sets by selecting areas or timeframes for advanced users looking for specific labor market information. Data types available include CES, CPI, and Population among others. This tool also provides a display of historical data and graphs, advanced querying and data downloads. Specific functions include:

- | | |
|--|---|
| <p>Access to historical data
Full access to core ALMIS datasets
Graphical display of Labor Market Information</p> <p>Requirements Satisfied:</p> | <ul style="list-style-type: none"> • Ability to query by geographical area, timeframe and data type • Download data to Excel, text files
 • Ability to produce reports in a printer friendly format • Ability to export/download data to an external file • Ability to extract data to create quarterly averages • Ability to extract custom geographic regions • Ability to display graphical analyses of labor market data • User-friendly navigational tools that facilitate data access, data analysis, and data customization |
|--|---|

Data Management

Enables back office users/systems administrators to upload, manage, update and delete ALMIS data via a Web interface. Specific functions include:

- | | |
|---|--|
| <ul style="list-style-type: none"> • New Data Uploads • Managing Upload Jobs • View/Extract ALMIS data • Update ALMIS data <p>Requirements Satisfied:</p> | <ul style="list-style-type: none"> • Delete ALMIS data • Provide audit reports • Provide history of table activity • Provide database and schema information <p>System capable of generating reports for all of the core (67) ALMIS tables
User-friendly navigational tools that facilitate data access, data analysis, and data customization</p> |
|---|--|

User Management

Permits the system administrator and other authorized back office users to create and manage user accounts, grant users and groups of users with privileges and access to specific back office and administrative features. Specific functions include:

- | | |
|--|--|
| <ul style="list-style-type: none"> • Setup and manage user accounts • Create users • Track users and profiles <p>Requirements Satisfied</p> | <ul style="list-style-type: none"> • Manage and create user roles • Configure user access to specific features <p>System must provide administrative tools for staff to track customer usage
User-friendly navigational tools that facilitate data access, data analysis, and data customization</p> |
|--|--|

Content Management

Allows site administrator/back office user to create, approve and manage content of the site. Several categories of content can be created, including Images, External Sites, Articles, Publications, Custom HTML, etc. Specific functions include:

- | | |
|--|---|
| <ul style="list-style-type: none"> • Create, update, review and delete content • Create Categories of content • Content workflow process • Personalized workspace for content providers <p>Requirements Satisfied:</p> | <p>Send and receive messages
Create links to external sites</p> <ul style="list-style-type: none"> • Create multiple types of content including articles, publications, images, custom html and external sites. • Pre-defined article templates <p>Accommodation of information provided in multimedia (video, audio) formats
Ability to provide fully functioning search capabilities – by keyword</p> |
|--|---|

and date
 Ability to incorporate animated links to other Websites/applications
 Capability of the vendor tool sets to allow users to publish articles, and link to other Websites
 User-friendly navigational tools that facilitate data access, data analysis, and data customization

Site Configuration

Allows the site administrator to manage system and site-wide parameters and items governing the overall functionality of the Website. Specific functions include:

- Set site titles/tabs
- Change titles for forms/queries
- Change default area types
- Suppress data types and data
- Change sort order of data
- Change order of data displayed on page
- Suppress specific data at page level

Requirements Satisfied: User-friendly navigational tools that facilitate data access, data analysis, and data customization

Website Management

Allows the site Administrator to tailor the overall appearance of the Website. Various menu options are available to modify and control color schemes, fonts, and other visual and layout aspects of the Website. Specific functions include:

- Creation and deletion of pages
- Creating and deleting pages
- Linking Pages together
- Set up content groups
- Change the look and feel of the site
- Set up Event Calendars
- Create and manage email lists
- Create and send newsletters
- View and respond to feedback from Website users

Requirements Satisfied: E-Alert/Broadcast E-mail capacity
 Ability to accommodate customized, state-specific software applications that can be accessed through the proposed system
 System must provide administrative tools to develop and to modify the “look and feel” of Website pages
 Ability to organize publications in a dedicated area
 User-friendly navigational tools that facilitate data access, data analysis, and data customization

My Workforce Informer

Enables a public end-user to create a personal page, query information, search for jobs, and save customized information to a personal page. As information is updated throughout the site, the user's profile and information is changed accordingly. Specific functions include:

- Save Articles and Publications
- Create and save customized queries/data
- Search for information from personal page
- Create categories to view specific content
- Ability to change layout of page
- Ability to change content
- Send and receive feedback from Website administrators within personal page.

Requirements Satisfied: Base system must allow customers to develop their own pages through on-line registration that manages and saves content and labor market information to their profile.
 User-friendly navigational tools that facilitate data access, data analysis, and data customization

a. ALMIS Core Data Tables

The following section describes the core ALMIS tables used in standard reports. Core tables are also referred to as data tables, which number approximately 49 according to the ALMIS database Consortium. Workforce Informer uses these core data tables along with several look up tables to generate reports. The table below provides a detailed inventory of ALMIS core data tables with references to their usage in particular Workforce Informer components and functions.

CORE ALMIS DATA TABLES AND THEIR USE WITHIN WORKFORCE INFORMER						
Table Group	ALMIS Table Name	Data Description	Usage in Workforce Informer Modules			
			Public Interface			Back Office
			Career Center	Labor Market Info	Data Analysis	Data Management
Demographic	Commute	Commuting Patterns		✓		✓
	Populatn	Population		✓	✓	✓
Economic Indicators	Blding	Building Permits		✓		✓
	Cpi	Consumer Price Index		✓	✓	✓
	Income	Income		✓	✓	✓
	Propval	Property Values		✓		✓
	Sales	Revenue Sales		✓		✓
	Tax	Tax		✓		✓
Education	Progcomp	Program Completers		✓		✓
	Programs	Training Programs	✓	✓		✓
	Schools	Training Providers		✓		✓
Employers	Empdb	Employer Database		✓		✓
	Mlsevent	Mass Layoff Statistics		✓	✓	✓
	Stfirms	Staffing Firms		✓	✓	✓
Industry	Ces	Current Employment Statistics		✓	✓	✓
	Indprj	Industry Employment Projections		✓	✓	✓
	Industry	Covered Employment & Wages (ES202)		✓	✓	✓
Labor Force	Iomatrix	Matrix Industry Occupation Projections		✓	✓	✓
	Esdata	Job Growth		✓	✓	✓
	Labforce	Labor Force Unemployment Rate		✓	✓	✓
	Uiclaims	UI Claims		✓	✓	✓
Occupation	Licauth	Licensing Authority		✓		✓

CORE ALMIS DATA TABLES AND THEIR USE WITHIN WORKFORCE INFORMER						
			Usage in Workforce Informer Modules			
			Public Interface		Back Office	
Table Group	ALMIS Table Name	Data Description	Career Center	Labor Market Info	Data Analysis	Data Management
	License	Occupational Licenses		✓		✓
	Occprj	Occupation Employment Projections	✓	✓	✓	✓
	Oeswage	Occupational Wages (OES)	✓	✓	✓	✓
	Stoccprj	Short Term Occupation Employment Projections		✓		✓
Remainder of ALMIS						✓
	Skills	Occupational Skills	✓	✓		
	WorkValue	Work Values	✓			
	Tasks	Occupational Tasks	✓	✓		

b. System Report Inventory

The following table provides a system report inventory available in the base system (by System Component) and a brief overview of the each report along with the report fields. Additionally a matrix follows this table that shows the report customization available to public system users and Website administrators.

BASE SYSTEM REPORTS						
CAREER CENTER		Customizable via Public Interface	Configurable by Website Administrator	Suppressible by Website Administrator	Printer Friendly Version	My WI Site Enabled
Report	Report Description					
Occupations Report	List of occupations matching user defined criteria. Report includes detailed information including: <ul style="list-style-type: none"> Occupational Code Occupation Title Occupational Description Occupational Employment Projections Occupational Wages (OES Wages) 	✓	✓		✓	✓
Occupations by Skills	Occupations report based upon the following variable criteria: <ul style="list-style-type: none"> Education Wage Preferences Geographical Area by ONet skills 	✓	✓		✓	✓
Occupations by Assessment Codes	Occupations report based upon the following variable criteria: <ul style="list-style-type: none"> Work Value or Assessment codes 	✓	✓		✓	✓

BASE SYSTEM REPORTS						
CAREER CENTER		Customizable via Public Interface	Configurable by Website Administrator	Suppressible by Website Administrator	Printer Friendly Version	My WI Site Enabled
Report	Report Description					
	<ul style="list-style-type: none"> Geographical Area 					
Occupations matching Current Criteria	Occupations report based upon the following variable criteria: <ul style="list-style-type: none"> Occupation Title Education Wage Preferences Geographical Area 	✓	✓		✓	✓
Occupation Comparison Report	A report providing a direct comparison between a selected occupation and similar occupations. User defined comparison criteria including education and wage preferences. Report data includes: <ul style="list-style-type: none"> Occupation Code Occupation Title Occupational Description Occupational Employment Projections Occupational Wages (OES Wages) Education Links to Individual Occupation Reports Links to career videos (ACINET) 	✓	✓		✓	✓
America's Job Bank (AJB) Openings	Report including Job Openings results from America's Job Bank's Website based on user-defined criteria (keywords) including: <ul style="list-style-type: none"> Job Category Zip Code Occupation Title Zip Code Job Title Job Description 	✓	✓		✓	✓

REPORT CUSTOMIZATIONS AVAILABLE						
LABOR MARKET INFORMATION		Customizable via Public Interface	Configurable by Website Administrator	Suppressible by Website Administrator	Printer Friendly Version	My WI Site Enabled
Report	Report Description					
Local Area Profile	<ul style="list-style-type: none"> A comprehensive profile of a selected geographical area including: <ul style="list-style-type: none"> Area Description Demographics (Commute, population) Economic Indicators (Building, CPI, Income, Property Values, Revenue Sales and Tax) Education (Training Providers) Industry (Fast Growing Industries, High Wage) 	✓	✓	✓	✓	✓

REPORT CUSTOMIZATIONS AVAILABLE

LABOR MARKET INFORMATION		Customizable via Public Interface	Configurable by Website Administrator	Suppressible by Website Administrator	Printer Friendly Version	My WI Site Enabled
Report	Report Description					
	<ul style="list-style-type: none"> Industries, Current Employment Statistics) • Job Openings (America’s Job Bank) • Labor Force (Unemployment Rate and Labor Force) • Occupation (Fast Growing Occupations, High Wage Occupations) • Related articles and publications • Related Links (View Employers, Compare Areas) • Additional detailed data (downloadable to Excel) 					
Area Comparison Report	<p>Comparison of up to three geographical areas based on specific criteria:</p> <ul style="list-style-type: none"> • Area Description • Demographics (Commute, population) • Economic Indicators (Building, CPI, Income, Property values, Revenue Sales and Tax • Education (Training Providers) • Industry (Fast Growing Industries, High Wage Industries, Current Employment Statistics) • Job Opening (America’s Job Bank) • Labor Force (Unemployment Rate and Labor Force) • Occupation (Fast Growing Occupations, High Wage Occupations) • Related Articles and Publications 	✓	✓	✓	✓	✓
Occupation Explorer	<p>Comprehensive occupations report based on a user selected occupation and geographical area. Report data includes:</p> <ul style="list-style-type: none"> • Occupation Description • Occupational Employment Projections • Short term Occupational Employment Projections • Job Growth (ESData) • Industries of Employment (Iomatrix) • America’s Job Bank Openings • Occupational Wages • Training Programs • Skills and Tasks • Licensing Requirements • Link to Career Videos (ACINET) • Related Articles and Publications • Related Links (View Employers, Compare Occupations) 	✓	✓	✓	✓	✓
Occupations/Area Comparison Report	<p>Comparison on two user selected occupations and a single geographical area. Data included includes:</p> <ul style="list-style-type: none"> • Short term occupational projections • Job Growth (Esdata) • Industries of Employment (Iomatrix) 	✓	✓	✓	✓	✓

REPORT CUSTOMIZATIONS AVAILABLE

LABOR MARKET INFORMATION		Customizable via Public Interface	Configurable by Website Administrator	Suppressible by Website Administrator	Printer Friendly Version	My WI Site Enabled
Report	Report Description					
	<ul style="list-style-type: none"> America's Job Bank Openings Occupational Wages Training Programs Skills and Tasks Licensing Requirements Link to Career Videos (ACINET) 					
Industry Explorer	<p>Comprehensive report based on a user selected industry and geographical area. Data presented includes:</p> <ul style="list-style-type: none"> Industry Description Industry Code, Division and Level Information Covered Employment and Wages (ES202 – with drill down on industry of a higher digit under that industry) Industry Employment Projections Unemployment Projections Unemployment Insurance Claimants Mass Layoff statistics Occupations by Industry (Iomatrix) Related Articles and Publications Related links (View Employers, Compare Industries) 	✓	✓	✓	✓	✓
All Industries Report	<p>Covered Employment and Wages for all Industries for a selected geographical area. Data reported includes Employment and Wage data for all industries in various digits and divisions.</p>		✓		✓	
Industry Comparison Report	<p>Comparative report of two industries of the same digit for a selected geographical area. Data provided includes:</p> <ul style="list-style-type: none"> Industry Description Industry Code, Division and Level Information Covered Employment and Wages (ES202 - with drill down on industry of a higher digit under that industry) Industry Employment Projections Unemployment Insurance Claimants Mass Layoff Statistics Occupations by Industry (Iomatrix) 	✓	✓	✓	✓	✓
Training Program Report	<p>Detailed report on a specified training program offered by a provider is presented. Links to similar programs and occupations are provided with related links (Similar Programs, Occupations)</p>	✓	✓	✓	✓	✓
Employer Report	<p>Employer list from the ALMIS EMPDB table including:</p> <ul style="list-style-type: none"> Employer's Details Employer Name Business Description Physical/Mailing Address 		✓	✓	✓	✓

REPORT CUSTOMIZATIONS AVAILABLE						
LABOR MARKET INFORMATION		Customizable via Public Interface	Configurable by Website Administrator	Suppressible by Website Administrator	Printer Friendly Version	My WI Site Enabled
Report	Report Description					
	<ul style="list-style-type: none"> Contact Information Industry Locator Map link Related links (Local Area Profile, Industry Explorer) 					
Employers by Occupation	Employer report for a user selected occupation		✓	✓	✓	✓
Employers by Industry	Employer report based on a specified Industry. Report criteria includes: <ul style="list-style-type: none"> Industry Number of Employees Class 		✓	✓	✓	✓
Employers Details	Employer detail report for a specific employer.		✓	✓	✓	✓

REPORT CUSTOMIZATIONS AVAILABLE						
DATA ANALYSIS		Customizable via Public Interface	Configurable by Website Administrator	Suppressible by Website Administrator	Printer Friendly Version	My WI Site Enabled
Report	Report Description					
Data Analysis Report	Comprehensive data analysis report based on 14 Core ALMIS Data Tables. User is presented with an extensive set of filter options for customization of reports as well as the option to graph results and extract of reports in ASCII Comma delimited text files. Data provided includes: <ul style="list-style-type: none"> Population CPI Labor Force and Unemployment rate Income Job Growth (Esdata) Covered Employment and Wages (ES202) Current Employment Statistics Occupational Employment Projections Industry Employment Projections Occupational Wages (Oeswage) Industry Occupation Matrix Mass Layoff Statistics Unemployment Insurance Claims Staffing Firms (Stfirms) 	✓	✓	✓	✓	✓

REPORT CUSTOMIZATIONS AVAILABLE						
DATA MANAGEMENT		Customizable via Public Interface	Configurable by Website Administrator	Suppressible by Website Administrator	Printer Friendly Version	My WI Site Enabled
Report	Report Description					
Custom Data Extracts	<p>Authorized users can query the entire ALMIS data tables with user entered criteria via a form or as custom SQL queries. Resultant data can be extracted to the following data formats:</p> <ul style="list-style-type: none"> • Visual FoxPro DBF • ASCII Comma Delimited • Tab Delimited Files • Microsoft Excel 				✓	

c. System Features Inventory

The following table provides a detailed inventory of the Base System features (by system module). Each module’s and sub module’s specific functions and features are highlighted in each table. Most user friendly features (such as printer-friendly, save, or download) are implemented across the site and are not unique to one module or the other.

INVENTORY OF BASE SYSTEM FEATURES	
CAREER CENTER FUNCTIONS/FEATURES	
Core modules	
Career Center: Provides job search and career planning self-help assistance to users	
Sub Modules	Functions/Features
Tour Career Center	Gives a brief description about Career Center including screenshots and assistance navigating the Career Center module and an overview of information available in career tools.
Occupation by Skills	Users can find occupations based on selected skills. Users can also select one or more skill, wage and education criteria, and geographical area. Occupations matching user criteria are displayed with additional supporting occupation information including employment projections, wages etc.
Occupation by Assessment Codes	Users can enter a work value score or select a primary and secondary interest. Based on this input, occupations matching the work value score/interest are displayed including economic projections, wages, education, etc.
Occupations Matching Current	Users can find all occupations matching their current occupation. The user selects an occupation and other criteria such as wages and education. All occupations matching the criteria are displayed. The user can then compare occupational information for the selected occupations including projections, wages, education etc.
America’s Job Bank (AJB) Job Quick Search	Users can select a job category and a zip code, and find all AJB Job openings for that particular category in the selected zip code
America’s Job Bank (AJB) Job Keyword Search	Users enter a keyword and a zip code, finding all the AJB Job openings matching the keyword in the selected zip code.
America’s Jog Bank (AJB) Job Title Search	Users select an occupation title and a zip code, and search all the AJB Job openings for that particular occupation with that zip code.

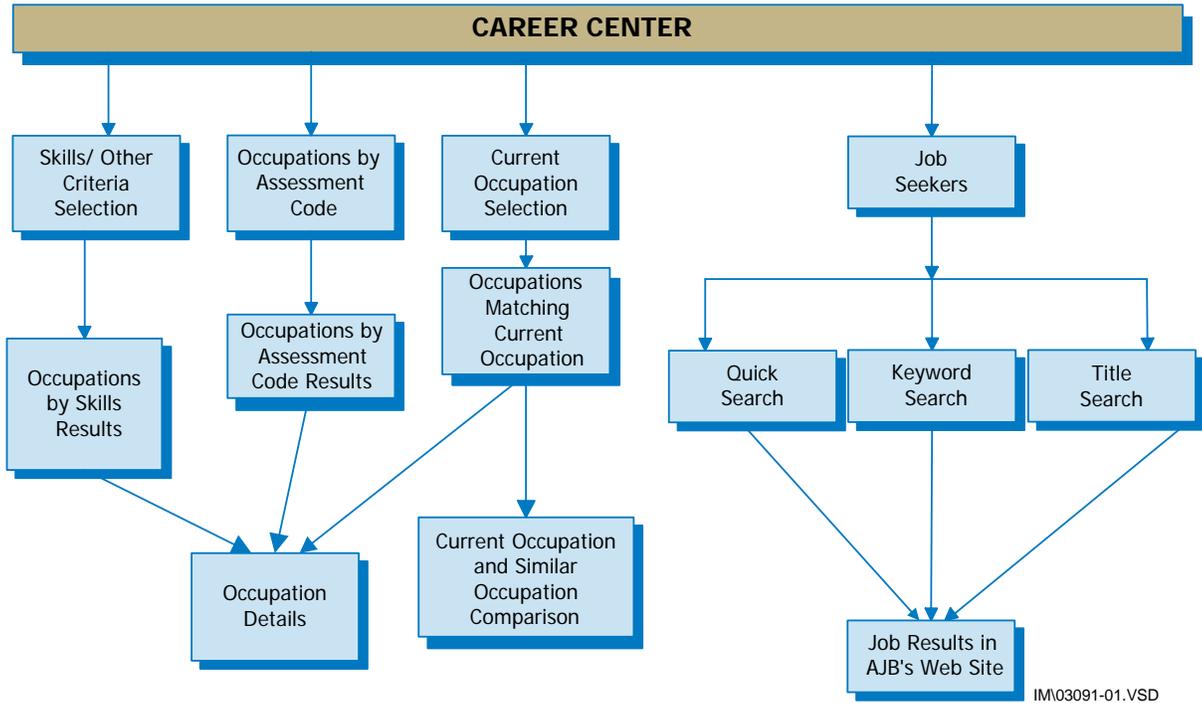


Exhibit 1: Career Center Overview

INVENTORY OF BASE SYSTEM FEATURES

DATA BROWSING FUNCTIONS/FEATURES

Core modules

Data Browsing: Provides labor market tools to access general and specific ALMIS data and display in a user friendly format based on user criteria and selection

Sub Modules	Functions/Features
Tour Labor Market Information	Provides a brief description about the Labor Market Information module. Displays screen shots and module navigation assistance.
Local Area Profile	Local Area Profile is a collection of labor market information for a selected geographic area. The user can select a geographic area and find comprehensive local geographic area information including population, income, and economic projections Data from this function can be downloaded to an Excel spreadsheet.
Compare Areas	Users can select up to three different geographic areas and compare area information. Information to be displayed can be customized by the user.
Occupation Explorer	Provides detailed information about a particular occupation. Users can enter an occupation title or drill down into occupation categories to select an occupation. Users can then select a geographic area and display detailed information for that occupation including economic projection, industries of employment, labor supply and demand and training program details.
Compare Occupations	Users can choose two different occupations and see detailed information providing a side-by-side comparison of the selected occupations.
Industry Explorer	Provides details for a particular industry. Users can enter an industry code or title and view information including covered employment and payroll, employment projections, mass layoff statistics and unemployment insurance claimants. Users also have the option to view all industries in a selected area.
Compare Industries	Provides a comparison between two specific industries. Users choose an industry level, division, and two industries for comparison and information for the selected industries is displayed, including covered employment and payroll, employment projections, mass layoff statistics and unemployment insurance claimants.
Find Employers	Provides detailed information about a particular employer in a selected area. Users can also choose to view all employers alphabetically. The Employers by Occupation option allows users to select an occupation and find all employers who fall under that occupation category. The Employers by Industry option allows users to choose an industry and find all those employers who fall under that industry.
Find Training Providers	Provides information about training providers. Users can enter the name of a provider or choose from an alphabetical list or search for a training provider based on the degree offered and training provider types. The information displayed includes address, contact persons and training programs offered.
Find Training Programs	Provides information about training programs. Users can enter a program title or code and find information regarding that training program. The information displayed includes training providers offering a particular program, occupations related to the training program, program detail, degree offered, and number of completers etc.

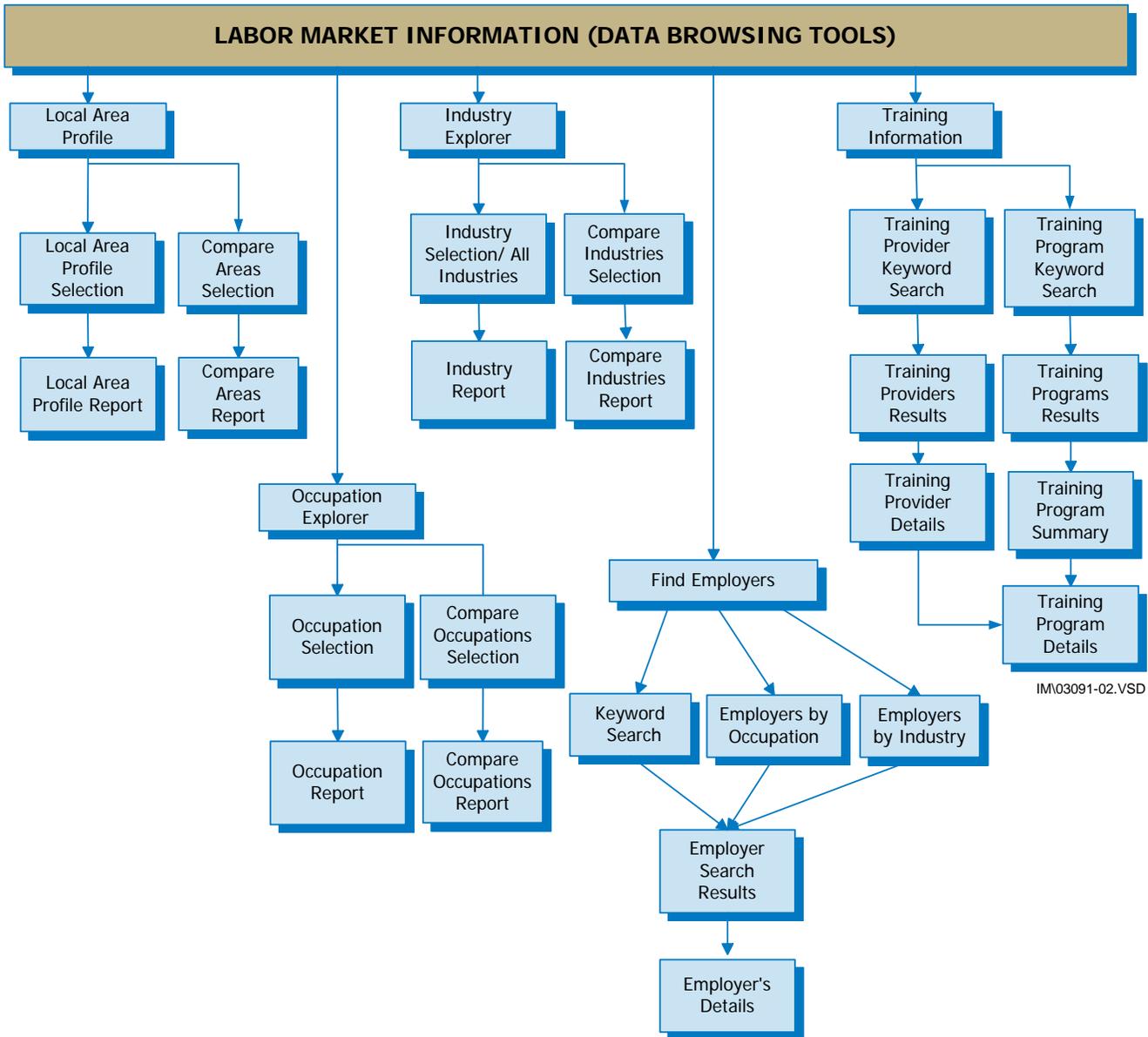


Exhibit 2: Data Browsing Overview

INVENTORY OF BASE SYSTEM FEATURES	
MY WORKFORCE INFORMER FUNCTIONS/FEATURES	
Core modules	
My Workforce Informer: Provides end users to access save and customize information based on personal preferences.	
Sub Modules	Functions/Features
Workforce Informer Home	The home page of the public site
Search/Advanced Search	Allows the user to search for published content throughout the public site. The Advanced Search provides the user with a detailed form containing a comprehensive set of search criteria.
User Registration	Allows a new end user to register and build their personal user profile.
User Login	Allows a registered user to login and access their personal user profile and customized content.
Forgot Password?	Allows a registered user to retrieve their password by responding with the correct answer to a Reminder Question established when the user registered.
My Workforce Informer	Allows a registered user to maintain a customized content page containing saved query results, articles, and publications organized by selected categories. The user can also manage page layout, displayed categories, and content subscriptions using this function.
My Messages	Allows user to view messages sent by the Website administrator and reply to and manage those messages.
Change Content	Allows user to select Content Categories, User Categories and Search options to be displayed on the user's My Site page.
Change Skills	Allows users to save search parameters for the Occupation by skills and Occupation by Assessment code in Career Center functions.
Change Layout	Allows users to change the layout of My Workforce Informer Page.
Change Profile	Allows users to modify their personal user profile established during registration.
Feedback	Allows users to send feedback to the Web Site Administrator.
Site Map	Displays a detailed hyperlink driven directory organized by module.

INVENTORY OF BASE SYSTEM FEATURES	
DATA ANALYSIS FUNCTIONS/FEATURES	
Core modules	
Data Analysis:	
Provides comprehensive LMI data to allow an advanced Workforce Informer user or analyst to perform analysis on the source ALMIS data. In this module, the user can extract data from a list of 14 ALMIS data tables.	
Once the data is extracted, the user can view it in a printer friendly version, or save the results, or download the resultant data as a text based flat file. This text-based flat file can be easily imported into a Microsoft Excel spreadsheet that enables an advanced user to do pivots and drilldowns on the extracted raw ALMIS data	
Sub Modules	Functions/Features
Labor Force	Provides information about unemployment rates and the labor force. Users have access to a series of customization pages, where a wide variety of criteria can be selected including geographical area, period, and data columns. Based on the criteria selected, unemployment rates and labor force information are displayed and can be formatted to be viewed as a data table or a graph.

INVENTORY OF BASE SYSTEM FEATURES

DATA ANALYSIS FUNCTIONS/FEATURES

Core modules

Data Analysis:

Provides comprehensive LMI data to allow an advanced Workforce Informer user or analyst to perform analysis on the source ALMIS data. In this module, the user can extract data from a list of 14 ALMIS data tables.

Once the data is extracted, the user can view it in a printer friendly version, or save the results, or download the resultant data as a text based flat file. This text-based flat file can be easily imported into a Microsoft Excel spreadsheet that enables an advanced user to do pivots and drilldowns on the extracted raw ALMIS data

Sub Modules	Functions/Features
OES Wages	Provides information about wages based on occupation. Users are presented with a series of criteria pages, where area, period, data columns to be displayed and other criteria are selected. Based on the selected criteria, the appropriate wage information by occupation is displayed
Covered Employment and Wages	Provides information regarding Covered Employment and Wages. Users are presented with a series of criteria pages, where area, period, data columns to be displayed and other criteria are selected. Based on this input, the appropriate Covered Employment and Wages information is displayed.
Current Employment Statistics	Provides information regarding Current Employment Statistics. Users are presented with a series of selection pages, where area, period, data columns to be displayed and other criteria are selected. Based on this input, the appropriate Current Employment Statistics information is displayed.
Occupational Projections	Provides information about Occupational Projections. The user is presented with a series of criteria pages, where area, period, data columns to be displayed, and other criteria are selected. Based upon the selected criteria, the appropriate Occupational Projections information is displayed.
Industry Projections	Provides information about Industry Projections. Users are presented with a series of criteria pages, where area, period, data columns to be displayed, and other criteria are selected. Based upon the selected criteria, the appropriate Industry Projections is displayed.
Employment Services Data	Provides information about Employment Services Data. Users are presented with a series of criteria pages, where area, period, data columns to be displayed, and other criteria are selected. Based upon the selected criteria, the appropriate Employment Services Data is displayed.
Industry Occupation Matrix	Provides information about Industry Occupation Matrix. Users are presented with a series of criteria pages, where area, period, data columns to be displayed, and other criteria are selected. Based upon the selected criteria, the appropriate Industry Occupation Matrix information is displayed.
Staffing Firms	Provides information about Staffing Firms. Users are presented with a series of selection pages, where area, period, data columns to be displayed, and other criteria are selected. Based upon the selected criteria, the appropriate Staffing Firms information is displayed.
Unemployment Insurance Claimants	Provides information about Unemployment Insurance Claimants. Users are presented with a series of selection pages, where area, period, data columns to be displayed, and other criteria are selected. Based upon the selected criteria, the appropriate Unemployment Insurance Claimants information is displayed.
Consumer Price Index	Provides information regarding Consumer Price Index. Users are presented with a series of selection pages, where area, period, data columns to be displayed, and other criteria are selected. Based upon the selected criteria, the appropriate Consumer Price Index information is displayed.
Population	Provides information about Population. Users are presented with series of selection pages, where area, period, data columns to be displayed, and other criteria are selected. Based upon the selected criteria, the appropriate Population information is displayed.

INVENTORY OF BASE SYSTEM FEATURES

DATA ANALYSIS FUNCTIONS/FEATURES

Core modules

Data Analysis:

Provides comprehensive LMI data to allow an advanced Workforce Informer user or analyst to perform analysis on the source ALMIS data. In this module, the user can extract data from a list of 14 ALMIS data tables.

Once the data is extracted, the user can view it in a printer friendly version, or save the results, or download the resultant data as a text based flat file. This text-based flat file can be easily imported into a Microsoft Excel spreadsheet that enables an advanced user to do pivots and drilldowns on the extracted raw ALMIS data

Sub Modules	Functions/Features
Income	Provides information about Income. Users are presented with a series of selection pages, where area, period, data columns to be displayed, and other criteria are selected. Based upon the selected criteria, the appropriate Industry Projections information is displayed.
All Data types	This option lists all the data items available for data analysis. The user can select any available data item and view information about that data item.

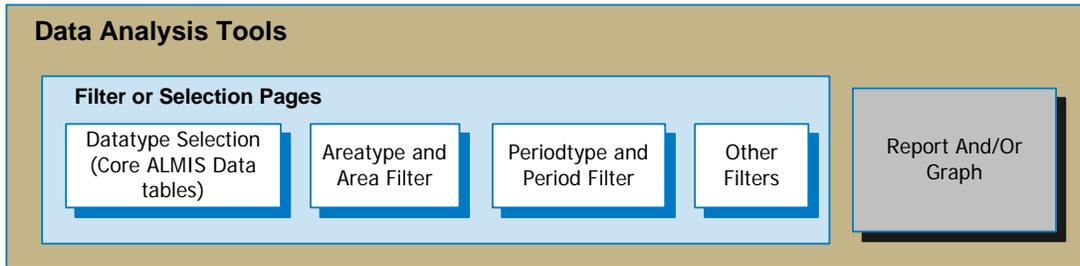


Exhibit 3: Data Analysis Overview

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INVENTORY OF BASE SYSTEM FEATURES

WEBSITE MANAGEMENT FUNCTIONS/FEATURES

Core modules

Website Management: Provides Web Site Managers, Content Managers, Data Managers and User Managers the ability to control and manipulate various aspects of the Web site including managing content, data and users.

Sub Modules	Functions/Features
Content Groups	Provides the user with the ability to create and manage content groups used in the presentation of Website content.
Create Content Groups	Create or edit the basic properties of a content group, as well as add content to a content group.
Manage Content Groups	Manage the properties of Website content groups
Manage Pages	Manage the properties and layout of Website pages
Create Pages	Create and set the initial properties for a Website page.
Manage Pages	Create or edit the basic properties of a page, add Custom HTML, Content Groups, or Links
Theme	Manage Website themes that define the overall look and feel of the Website.
Color Scheme	Create or edit a color scheme.
Manage Color Scheme	Active, delete, copy, and edit color schemes
Create Font Settings	Create font settings for the Website.
Manage Font Settings	Activate, delete, copy, and edit font settings that affect the public site.
Modify Banner	Select banners that are displayed on the Website.
Feedback	Allows Website administrator to read, reply, and manage user feedback

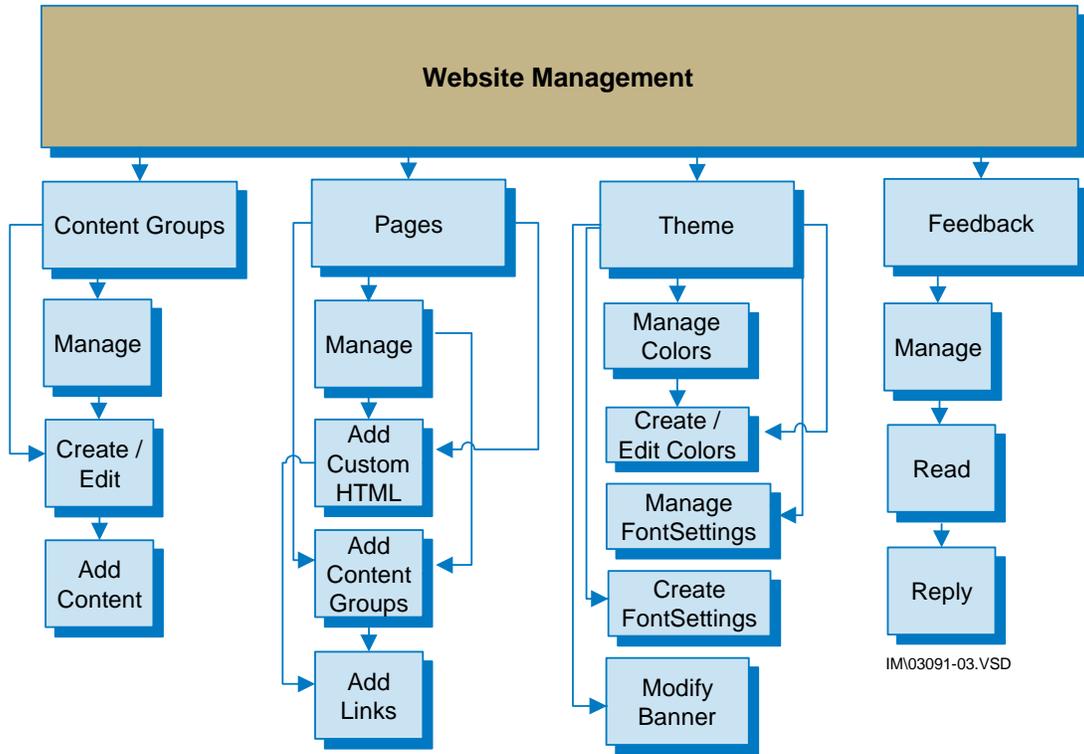


Exhibit 4: Website Management Overview

INVENTORY OF BASE SYSTEM FEATURES

CONTENT MANAGEMENT FUNCTIONS/FEATURES

Core modules

Content Management: Enables the user to create content through a browser and manage the content through a workflow process based on roles and privileges.

This feature enables the user through the administrative tool to produce or output information in several file formats including .PDF, Excel, Word, PowerPoint, Text. The application is also capable of expanding its output capabilities.

Sub Modules	Functions/Features
Create Articles	<p>This allows the user to create articles and save them in their own workspace for further editing and send it for review and final approval through the content manager. This also provides the ability to attach an article or publication to multiple categories, and allow authors to attach articles to related articles. Additionally, users can insert images anywhere in the article and Filter images based on criteria, attach related articles after an article has been approved and posted to the Website.</p> <p>This feature enables the Website and Content Managers to create and publish content in real-time.</p>
Manage Articles	Manage Articles allows the user to search articles based on entered criteria.
Create Publications	Allows the user to create publications and save them in their own workspace for further editing and send it for review and final approval through the content manager.
Manage Publications	Manage Publications allows user to search articles based on entered criteria.
Create Images	Enables the user to upload images from their local machine to the Web server to be used in an article or anywhere in the site. There are strict validations on the images based upon where they will be used in the Website.
Manage Images	Allows user to search Images based on entered criteria.
Create Tables	Allows the user to create a table that can be used as content or part of a content group.
Manage Tables	Allows user to search tables based on entered criteria.
Create Custom HTML	Provides the user the capability to create unique HTML code, which can include flash files, applets, or other type of content that can normally be embedded in an HTML page.
Manage Custom HTML	Manage Custom HTML allows user to search Custom HTML based on entered criteria.
Create External Sites	Allows the user to create a new, named link to an external site.
Manage External Sites	Allows the user to search External Sites based upon entered criteria.
Create Categories	Allows the user to create a new Category for classification and organization of articles, publications, and other content.
Relate Categories	Ability to attach content to a single or multiple categories after a content item has been approved and published to the Website.
My Content Manager	My Content Manager is each user's unique view of the back office application and workspace as it pertains to the roles and privileges assigned to them. This view includes articles and publications that the user has created, saved, edited or pending editing, reviewed or pending review. This module also provides messaging facilities that allow back office users to communicate with other back office users.
View Pending Content	View Pending enables the user, based on assigned privileges, to Approve, Delete, Review, or update content.
Recently Approved	Displays content that has been recently approved by the content manager. It allows the content manager to edit or delete approved and/or published content.
Saved	Allows the author to save content for further edit some time in the future before submitting the content for approval.

INVENTORY OF BASE SYSTEM FEATURES

CONTENT MANAGEMENT FUNCTIONS/FEATURES

Core modules

Content Management: Enables the user to create content through a browser and manage the content through a workflow process based on roles and privileges.

This feature enables the user through the administrative tool to produce or output information in several file formats including .PDF, Excel, Word, PowerPoint, Text. The application is also capable of expanding its output capabilities.

Sub Modules	Functions/Features
Message Board	Displays all messages sent to the user.
Message Form	Allows the user to send messages to another back office user.
Content Search	Allows users to search all content including articles, publications, or any content type.
Deletion of Contents	Permanently delete Approved/Published Content

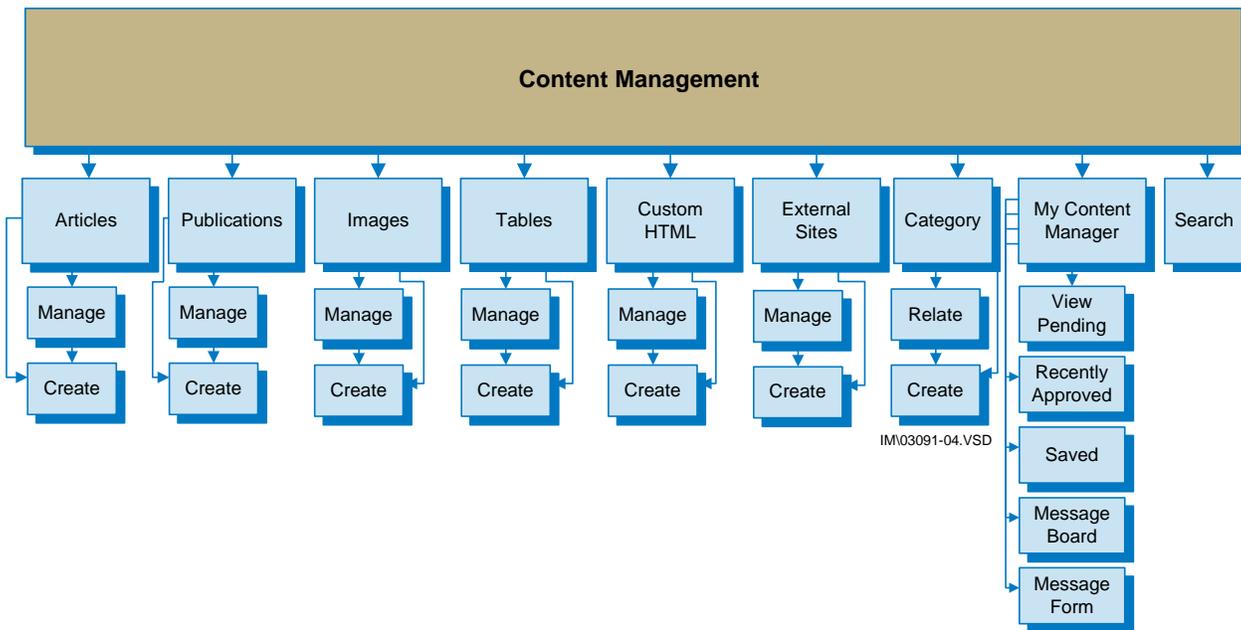


Exhibit 5: Content Management Overview

INVENTORY OF BASE SYSTEM FEATURES	
SITE CONFIGURATION FUNCTIONS/FEATURES	
Core modules	
Site Configuration: Allows end users (Web Site Managers, Data Managers) to access the configuration database tables through a Web based interface	
Sub Modules	Functions/Features
Site Configuration	Set and manage site labels and entire configuration of site
Global Configuration	Manage global site configuration and site-wide parameters.
Data Browsing/ Career Center Configuration	Configure and manage parameters for Local Area Profile, Occupation Explorer, Industry Explorer, and Career Center queries.
Data Analysis Configuration	Configure and manage parameters for Data Analysis.

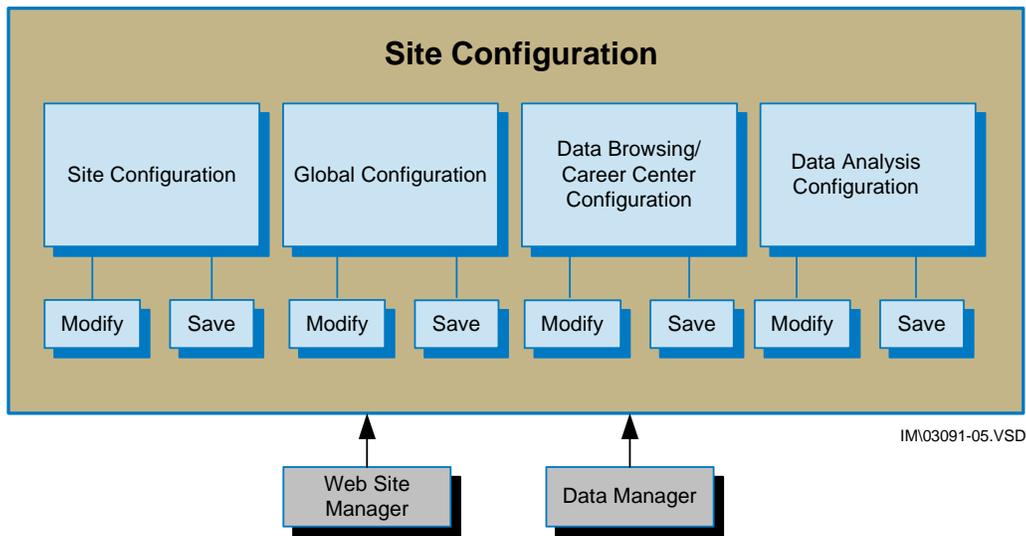


Exhibit 6: Site Configuration Overview

INVENTORY OF BASE SYSTEM FEATURES

USER MANAGEMENT FUNCTIONS/FEATURES

Core modules

User Management: Allows Website administrators to create, manage and delete users and user groups for the back office users

Sub Modules	Functions/Features
Create/Edit Groups	Create and edit user groups and the privileges associated with the group.
Manage Groups	Manage user groups.
Create/Edit Users	Create and edit users' settings.
Manage Users	Manage user groups.
Download Users	Download list of users
Privileges	Display privileges and rights within the Workforce Informer.
Create User Groups	Create and edit a new user groups comprised of a set of Content Managers, Authors and Reviewers can be.
Manage User Groups	Manage user groups and associated properties.

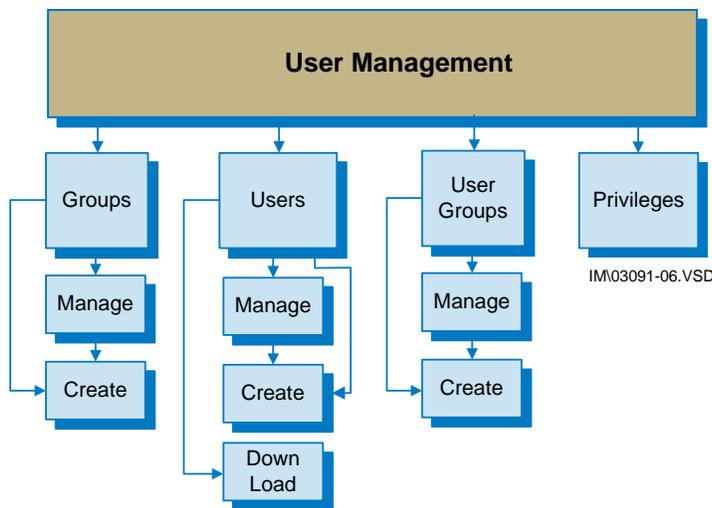


Exhibit 7: User Management Overview

INVENTORY OF BASE SYSTEM FEATURES

DATA MANAGEMENT FUNCTIONS/FEATURES

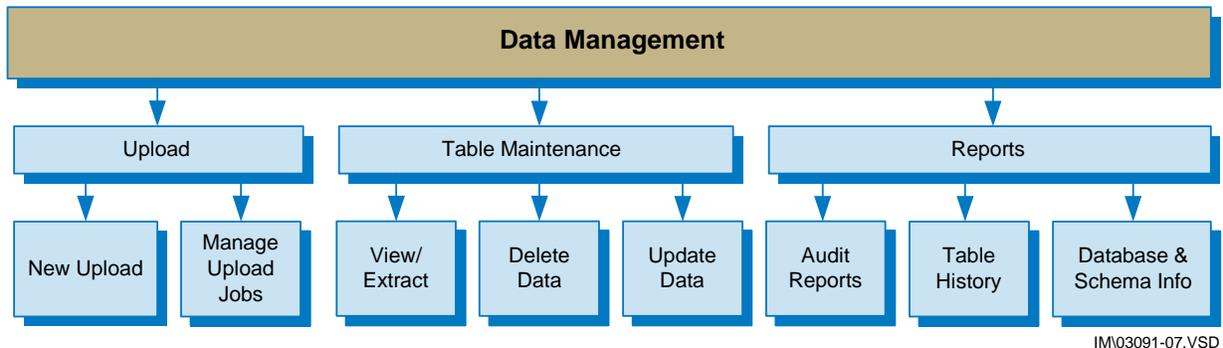
Core modules

Data Management:

Allows Website administrators and ALMIS database administrators to upload, update, manage and extract ALMIS data for the Workforce Informer via a Web based interface.

Sub Modules	Functions/Features
New Upload	<p>Allows an ALMIS DBA to perform a data upload for one ALMIS table at a time. The User can choose the ALMIS table type and table for submitting the Upload File. The User can also specify the Physical file format of the file, location of the file on the User's machine) of the file Upload Date and scheduling options. Additionally the user can use the following overwrite options for updating the table:</p> <ul style="list-style-type: none"> - Retain all Data : the Upload job will perform a series of inserts to the ALMIS table - Replace matching Records : the Upload job will perform a series of updates/inserts to the ALMIS table - Detailed Error Reports will be available for the User after the job is complete.
Manage Upload Jobs	<p>This section allows an ALMIS DBA to do edit Upload Jobs. Primarily the User can change:</p> <ul style="list-style-type: none"> - the Upload Date and time of an incomplete Job(Submitted/To be Processed Job) - Cancel an incomplete Job(Submitted/To be Processed Job) - Rollback a completed Job(applies to Jobs that completed successfully, not for Failed jobs)
View/Extract Data	<p>This section allows the User to view one ALMIS table at a time. The User can choose a Form based screen SQL Query like screen to select criteria for various table columns The User can extract the data in the following physical file formats: Visual FoxPro, ASCII Comma Delimited Text, and Excel 2000.</p>
Update Data	<p>This section allows the User to update one ALMIS table at a time. The User can choose a Form based screen SQL Query like screen to select criteria for various table columns The User can enter criteria for various table columns and values for replacing a particular column or a set of rows. The User will see a preview of records that will be affected by the Update, before they fire the Update</p>
Delete Data	<p>This section allows the User to delete records from one ALMIS table at a time. The User can choose a Form based screen SQL Query like screen to select criteria for various table columns The User can enter criteria for various table columns. The User will see a preview of records that will be affected by the Delete, before the delete command is executed.</p>
Audit Reports	<p>This section allows the User to view reports on all the actions that were performed on the Workforce Informer's ALMIS Data. The User can search for reports based on</p> <ul style="list-style-type: none"> - Actions : Upload Jobs, Update and Delete - User who performed the action - Date ranges - Status of the actions
Table History	<p>This section allows the User to view table history for one or multiple tables which shows all actions that were performed on the Workforce Informer's ALMIS and Non ALMIS Data. The User can search for reports based on</p> <ul style="list-style-type: none"> Table types / Tables User who performed the action Date ranges

INVENTORY OF BASE SYSTEM FEATURES	
DATA MANAGEMENT FUNCTIONS/FEATURES	
Core modules	
Data Management: Allows Website administrators and ALMIS database administrators to upload, update, manage and extract ALMIS data for the Workforce Informer via a Web based interface.	
Sub Modules	Functions/Features
Database and Schema Information	This section allows the User to view information about the ALMIS Schema (Table Structures). Following are the various information presented: Database Size Table Information, Description Table Columns Information: Data types, Primary Keys, Foreign Key relationships, description



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Figure 8: User Management Overview

d. Reporting System Output

Identify output capabilities of the reporting system, which would include HTML, Excel, Text, PDF, etc.

WI provides a variety of report formats. Following is a table that identifies reporting formats supported in various modules:

Report Format	HTML	Excel	ASCII CSV	ASCII TAB	Visual FoxPro .DBF	Dynamic Graphs	PDF, PPT, DOC, WK4
Module							
Public Interface							
All Content Pages Publications, Articles, Any Other Content, Static Graphs	✓	✓	✓				✓
Career Center							
Occupation and Comparison Reports	✓						
Labor Market Info							
Local Area Profile	✓	✓					
Occupation and Comparison Reports	✓						

Report Format							PDF, PPT, DOC, WK4
Module	HTML	Excel	ASCII CSV	ASCII TAB	Visual FoxPro .DBF	Dynamic Graphs	
Industry and Comparison Reports	✓						
Training Program Summary and Detail Reports	✓						
Employer Results and Details	✓						
Data Analysis							
All Data types within Data Analysis. (Note: Graphs available for a few Data types only)	✓		✓			✓	
Back Office							
Data Management	✓	✓	✓	✓	✓		

e. Publishing Tools

The WI allows back office users to publish articles (and other content types like publications, images, html tables, custom html pages, external sites (or any absolute site address including WI). WI Back office’s Content Management module helps back office users create, review and approves content. Website Management module helps back office users publish approved content in Public pages.

CREATE, REVIEW, APPROVE CONTENT IN CONTENT MANAGEMENT	
Core Modules	
<p>Content Management: provides Content Management Module enables the user to create content through a browser and manages the content through a workflow process based on roles and privileges. This feature allows enables the state to produce or output information in several files formats including PDF, Excel, Word, PowerPoint, txt. The application is also capable of expanding its output capabilities.</p>	
Sub-Modules	Functions/Features
Create Articles	<p>This allows the user to create articles and save it in their own workspace for further editing and send it for review and final approval through the content manager. This also allows the ability to attach an article or publication to multiple categories, and allows authors to attach articles to related articles. Ability to insert large images anywhere in the article and Filter images based on criteria, Ability for user to attach related articles after a article has been approved and posted to the Website</p> <p>This feature enables the Website and Content Manager to create and publish content real-time.</p>
Manage Articles	Manage Articles allows user to search articles based on entered criteria.
Create Publications	This allows the user to create publications and save it in their own workspace for further editing and send it for review and final approval through the content manager. Ability to attach an article or publication to multiple categories
Manage Publications	Manage Publications allows user to search articles based on entered criteria.
Create Images	This enables the user to upload images from their local machine to the Web server to be used in an article or anywhere in the site. There are strict validations on the images depending on where they get loaded.
Manage Images	Manage Images allows user to search Images based on entered criteria.

CREATE, REVIEW, APPROVE CONTENT IN CONTENT MANAGEMENT

Core Modules

Content Management: provides Content Management Module enables the user to create content through a browser and manages the content through a workflow process based on roles and privileges. This feature allows enables the state to produce or output information in several files formats including PDF, Excel, Word, PowerPoint, txt. The application is also capable of expanding its output capabilities.

Sub-Modules	Functions/Features
Create Tables	This allows the user to create a table that can be used as content or part of the content group
Manage Tables	Manage Tables allows user to search Tables based on entered criteria.
Create Custom HTML	Custom HTML gives the user the capability to create unique code, which include a flash file, applet or any type and embed in into a page.
Manage Custom HTML	Manage Custom HTML allows user to search Custom HTML based on entered criteria.
Create External Sites	This allows the user to create a new link to an external site.
Manage External Sites	Manage External Sites allows user to search External Sites based on entered criteria.
Create Categories	This allows the user to create a new Category in which articles/publications can be classified
Relate Categories	Ability to attach content to a single category and multiple categories after a content item has been approved and posted to the Website
My Content Manager	My Content Manager is each user's unique view of the back office application and workspace as it pertains to their information. This include articles and publications that the user has saved, articles that need to be edited after being reviewed and capacity for the user to send messages to another back office user.
View Pending Content	View Pending facilitates user based on his privilege to Approve, Delete, Review or update the content.
Recently Approved	Recently Approved displays the content that is approved by the content manager. It allows the content manager to delete the content. Allows to edit an approved/published content
Saved	Saved allows the author to save the content before submitting the content for approval
Message Board	Displays all the messages send to this user.
Message Form	Allows the user to send messages to another back office user.
Content Search	Allows users to search all content including articles, publications or any content type.
Deletion of Contents	Deleting of Approved/Published Content Permanently

PUBLISH CONTENT USING CONTENT GROUPS AND PAGES IN WEBSITE MANAGEMENT

Core Modules

Website Management: provides Web Site Managers, Content Managers, Data Managers and User Managers the ability to control and manipulate various aspects of the Web site including managing content, data and users.

Sub-Modules	Functions/Features
Content Groups	Content Groups are used in creating, editing, deleting, and associating content with Content Groups.
Create Content Groups	Allows Website manager to create or edit the basic properties, and add Content to a content group.
Manage Content Groups	Oversees content groups from a Website manager's perspective.
Pages	Pages are used as containers of content groups or custom html
Create Pages	Oversees pages from a Website manager's perspective.
Manage Pages	Allows Website manager to create or edit the basic properties of a page, add Custom HTML or add Content Groups or Add Links

Customization Cost Model

The following section outlines a cost model for any necessary customization of the Workforce Informer system to meet the State of Michigan’s needs. Although the baseline Workforce Informer system will meet the majority of system requirements “out of the box”, some customization may be necessary in the baseline system and configuration to meet some non-standard or unique needs. Tasks defined as out of scope are detailed along with system administrative capabilities and examples of customizations performed for existing Workforce Informer clients.

a. Out-of-Scope Tasks

Workforce Informer was designed and developed to serve as a full-featured, turn-key application to provide users a comprehensive platform for delivery of Labor Market Information, however it is likely that specific or non-standard requirements or conditions will necessitate some level (typically minor) of system customization or reconfiguration. The Workforce Informer system provides all required features requested by the State of Michigan, however the items listed in the table below will potentially require modifications to Workforce Informer in order to fully meet requirements specific to Michigan’s configuration of Workforce Informer once a more detailed specification of those requirements are made know to National Systems and Research. The following table outlines items that can be potentially be qualified as out of scope:

Feature Type	System Feature	Comments
Required	Ability to accommodate state-specific tables added to the ALMIS	The tables added by the State of Michigan to their instance of the ALMIS database are unique to the state; Workforce Informer was designed to be very flexible in this regard, however, accommodating those specific tables and their associated data will require modifications to the base Workforce Informer system and therefore additional time and effort by CIBER, INC. resources. Typically a reasonable degree of customization to the data schema, data loading, data validation and cleansing, etc. and the requisite cost for those tasks are included as part of a standard Workforce Informer deployment.
Required	Ability to accommodate customized, state-specific software applications that can be accessed through the proposed system.	Workforce Informer is designed to accommodate integration with outside applications, however dependant on the specific application characteristics and complexity of the interaction necessary between applications may necessitate additional configuration or system changes.
Desired	Ability to create and conduct a state-specific customer satisfaction survey	The current version of Workforce Informer does not include specific functionality for this feature; however a function of this type is anticipated in future versions. Existing back office functionality can be adapted for this purpose, however depending on the level of complexity, automation, and data-driven functionality required modifications to the base system will be required.

Beyond the specific requirements listed above, the following items and tasks below are generally considered out of scope and typically performed for additional cost, typically billed on a time and materials basis. These items include:

Application Code Modifications: These types of modifications involve modifying the Workforce Informer base system code for the purposes of adding additional features or functionality beyond the normal, existing capabilities of the base Workforce Informer product. These types of modifications do not include minor aesthetic or configuration changes and exclude any specific system customization or additional functionality specifically indicated as promised component(s) of a specific bid for Workforce Informer deployment.



Database and Reporting Customization: These changes involve addition of query or reporting capabilities beyond those currently available in the existing base system. Additionally these types of modifications include modification of the existing Workforce Informer database structure or schema and any associated display or manipulation, calculation, display, or maintenance of non-standard data elements including state-specific ALMIS database tables.

System Integration with State Job Banks: The base Workforce Informer application is tightly integrated with America's Job Bank as its primary data source for job listings and postings. Application customization or major configuration changes (beyond simple hyperlinks or URL-encoded links) designed to integrate a specific state or national job bank is considered beyond the scope of a normal Workforce Informer deployment. Since this type of integration typically requires significant application code changes, it is normally considered an Application Code Modification (see above).

b. Administrative Capabilities

The administrative capabilities of the Workforce Informer system are enormous and have been covered in detail in the sections above and will be addressed as well in the following sections. At a minimum, the following administrative tools are available to system administrators over the Web:

- Create, update, delete and modify content
Includes articles, publications, images, external links and custom html
- Create and manage Website
Setting up theme, changing banners, color scheme, font settings and layout of site.
- Create and manage users
This includes setting up administrative users, assigning roles, and viewing user activity including identifying user type and login activity
- View Website statistics
Supplies multiple levels of reporting and analysis on user activity, pages visited, user trend analysis and over 30 unique reports on user activity, visitor's trends, pages and files, parameter analysis, navigation and marketing.
- View, update and delete data
This enables data managers to view, update and delete ALMIS data via a browser using a form or an advanced SQL screen.
- Site Configuration
Enables Website managers/data managers to configure site based on available data, suppress data at various levels, change labels and configure overall site

III-C SYSTEM REQUIREMENTS

The most current version of the Workforce Informer application meets all mandatory system requirements outlined by the State of Michigan for the implementation of a proposed, new Labor Market Information Delivery system. The following sections are in response to requirements outlined in the Request for Proposal for this project. Each of the three sections illustrates the ability of Workforce Informer to satisfy the two categories of requirements specified (required and desired) as well as outline additional functionality that exceeds those requirements.

A. Required Features

Requirement: *"Provide a user-friendly, Web-based application that delivers LMI information based on the latest version of the ALMIS database structure (v2.3) and conforms to the eMichigan 'look and feel'"*

Workforce Informer offers intuitive navigation that allows the user to find relevant information within less than three clicks through most of the site. This navigation layout is based on feedback from focus groups and comments from over 22 states. The top menu structure provides easy access to all the site tools, while the left navigation bar provides easy access to content and state specific pages. The number of pages and the levels of content are easily controlled by the content and Website management modules of the administrative tools. This enables the state staff to set up different pages and different tools with multiple layers of content for the

distinct user groups. Therefore the navigation for Career Center can be setup for an end user with minimal computer skills, while the data browsing section can contain multiple pages with sub-sections.

Workforce Informer’s administrative tools also control the look and feel of the Michigan site from conforming to an existing layout to creating a new one. Website Management provides this functionality by controlling the theme, color scheme, font size, banners, images and all other items associated with controlling the presentation layer of the site.

Workforce Informer delivers Labor Market Information based on the latest version of the ALMIS structure, namely version 2.2. The career center module delivers Occupational Employment Projections and Wages from the ALMIS 2.2 format. The Labor Market Info and Data Analysis modules deliver data from numerous tables within the ALMIS 2.2. These have been detailed out in the Section System Inventory of all ALMIS core tables used in the standard reports.

Also the Back office Data Management Section helps the public site deliver latest ALMIS data to the public. Data Management provides user interface to the ALMIS database administrators to upload new ALMIS data, update existing data and delete old data as well.

Requirement: *“The basic system must capable of generating reports from all of the core (67) ALMIS tables”*
 The Workforce Informer Public site currently utilizes 26 of ALMIS’s Core Data Tables and a number of lookup and crosswalk tables related to these data tables. The Back office Data Management is capable of generating reports from all 157 tables in the ALMIS 2.2 structure.

Requirement: *“The basic system must be able to accommodate state-specific tables added to the ALMIS structure”*

The Workforce Informer can accommodate State specific tables in the Data Management Module in the Back office. These will fall under table type designated as ‘Non ALMIS’. These tables can be added to the existing Workforce Informer Structure by adding this information to a few tables that hold the schema information, however in order to process these tables (reporting, query, etc.) the base system will need to be customized.

Requirement: *“The system must be available on a 7 x 24 basis if vendor-hosted”*

When it comes to protecting Workforce Informer not just ‘any environment’ will do. Workforce Informer application hosting is more than basic collocation; it was designed to dramatically reduce a state’s infrastructure costs, improve system reliability, and optimize application performance. Over nine of out ten states are being hosted through **CIBER Inc.**’s data center infrastructure. In addition to 7 x 24 availability, we provide the following features and benefits:

- Guaranteed uptime through a reliable physical, data communications and power infrastructure
- Guaranteed 100% Internet availability through a proprietary, multi-homed Internet architecture featuring 4 levels of redundancy
- A team of highly trained and certified security experts monitoring the network and Websites 7 x 24
- Regularly scheduled, proactive network and application maintenance

Requirement: *“The system must be scalable to handle increases in user traffic”*

Workforce Informer was specifically developed for scalability and states with variable user traffic. In order to support the largest states or multiple small states co-located at a single location, the Workforce Informer currently supports approximately over 100 simultaneous users generating an average of 10 requests per second. This could range from thousands to millions of hits. The maximum server response time averages between 5 to 12 seconds. The maximum Web page download time over a 28.8 bps modem is less than 20 seconds and averages less than 5 seconds. Web site response times will be met 98% of the time under maximum load. Server generated Web page request errors on an average are one per 10,000 requests. Large data requests or large images do affect response times and vary from state to state.

The table below provides samples of user traffic for the month of August 2003 being handled on the current Workforce Informer sites. The following extract has been generated from Web Trends, which is the de facto tool for providing Web site statistics for the Workforce Informer

Additional scalability can also be provided by adding additional hardware or increasing bandwidth should Michigan’s user traffic exceed estimated usage.

WORKFORCE INFORMER TRAFFIC (August, 2003)				
State	State Size	Hits Per Month	Average Hits Per Month	Unique Visitors
Washington	Medium	4,029,280	57,561	35,524
Nevada	Small	824,441	11,611	9,396
Arizona	Medium	124,492	1,778	324
Texas	Large	3,024,996	42,605	23,770
Hawaii	Small	455,384	6,413	12,843
Alaska	Small	568,096	8,115	11,358

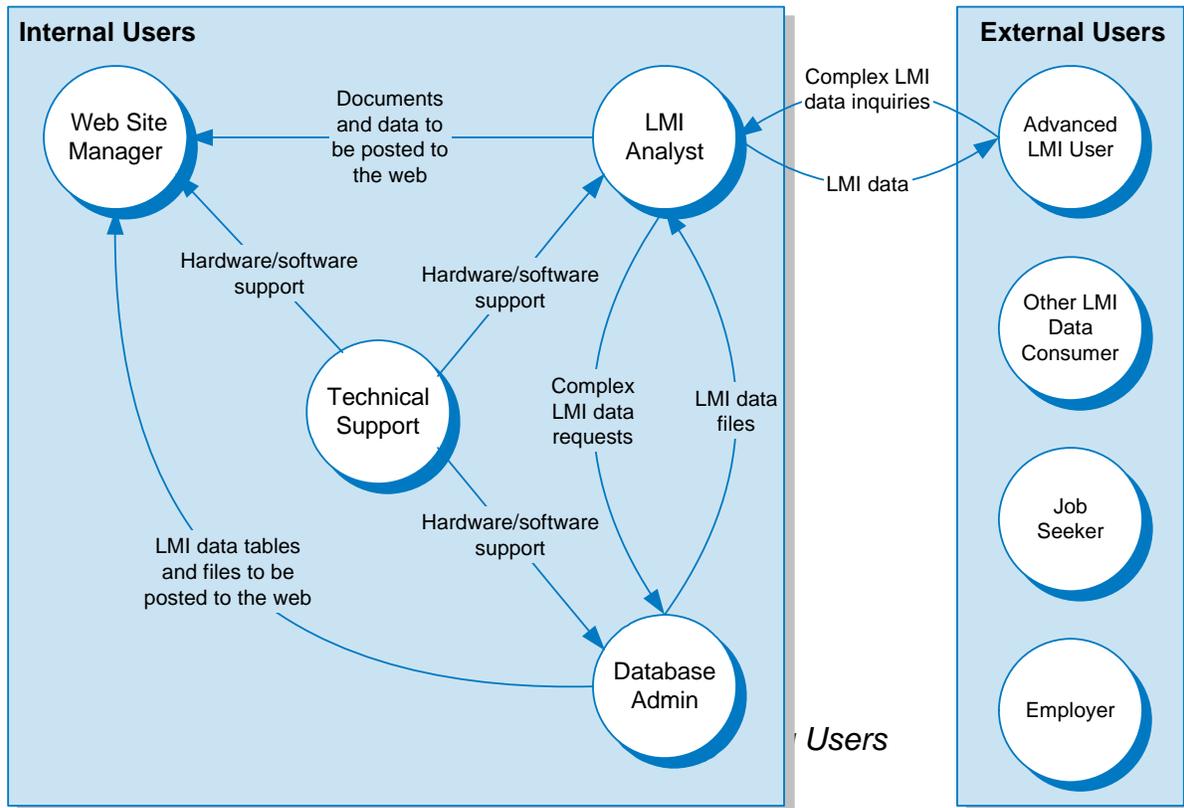
Requirement: “The system must provide distinct customer modules for employers, job seekers/students, analysts, and workforce/economic developers”

As mentioned previously, Workforce Informer provides six core functional categories to the end user accessing the system over the Internet. State Labor Market Information Web Pages, Data Browsing Tools, Career Tools, and Data Analysis Tools provides public access to job seekers, labor market information analysts, legislators, workforce development boards, economists and other distinct customer groups. Web Site Management and Content Management Tools and Data Management Tools will allow internal users to manage Workforce Informer settings and content through a secure interface. Listed below are specific customer groups and the corresponding modules for their use.

MODULE	CUSTOMER	DESCRIPTION
Career Center	Job Seekers	The Job Seeker will typically have varying levels of education, computer skills, and sophistication as it relates to understanding and applying LMI concepts. Job seekers may be students, training program candidates, or an employed or unemployed person looking for a new job. Intermediaries such as counselors, job placement personnel, and other employment service personnel may also be included in this category. Job seekers are normally interested in specific LMI and related information such as occupational profiles, training information, employers and wages. Job Seekers will also make use of career exploration and job search tools and services available over the Internet. Job seekers will use the State LMI Web Pages and Data Browsing Tools to view a broad range of information. Job seekers will also be likely to use the custom home page feature. Job seekers will use the Career Tools to get specific information and services
Data Browsing	Employer	The Employer will typically have varying levels of education, computer skills, and sophistication as it relates to understanding and applying LMI concepts. Employers will use LMI data to get information about worker skills, training programs, wages, industry growth, and other economic factors for specific geographic areas. Intermediaries such as economic developers who would use the information to bring jobs to their region could also be included in this category. The more sophisticated employers and related intermediaries may also fit in the role of Advanced LMI User. Employers will use the State LMI Web Pages to view general information. Employers may also use the custom home page feature (within the modify user profile feature). Employers will use the Data Browsing Tools to view specific LMI and related data.

MODULE	CUSTOMER	DESCRIPTION
	Advanced LMI User	<p>The Advanced LMI User will normally be college educated with medium to advanced computer skills. This group includes academics, economists, and more sophisticated employers and economic developers. Advanced LMI users perform detailed analysis of economic and employment trends using LMI data.</p> <p>Advanced LMI users will use the Data Analysis Tools to obtain detailed LMI data. Data will be selected and downloaded as a file or analyzed online using drill down or pivot table displays</p>
Data Analysis	LMI Data Consumer	<p>Other LMI Data Consumers will have varying levels of education and computer skills. They will normally be interested in high level LMI data such as the unemployment rates for a specific area or industry. This group includes news media and state agencies such as the governor's office. Other LMI data consumers will normally use the State LMI Web Pages to find the LMI data they need. Other LMI data consumers may also use the Data Browsing Tools either by following a link contained in State LMI Web Pages or by selecting the data using the Data Browsing Tools interface</p>
	LMI Analyst	<p>The LMI Analyst will normally be college educated with medium computer skills. The LMI Analyst uses LMI data to perform economic analysis, create reports and publications, and respond to customer inquiries. LMI analysts will use the Data Analysis Tools to obtain detailed LMI data. Data will be selected and downloaded as a file or analyzed online using drill down or pivot table displays. The LMI analyst will log into the system with a user name and password and establish a Secure Sockets Layer (SSL) connection to enable access to sensitive or restricted data through the administrative tools.</p>
Website Management	Website administrator	<p>The Web Site Manager will have medium to advanced computer skills and varying formal education. The Web site manager will use the Web Site Management Tools to manage Web site content and Web application settings.</p>
Content Management	Content Managers/Providers	<p>The Content Manager will normally be college educated with medium computer skills. The content manager will use specific Web Site Management tools to update Web page content without affecting the Web page layout based on permissions granted by the Web site manager. The content manager may also be an LMI Analyst user</p>
Data Management	ALMIS database administrator	<p>Although formal education may vary, the Data Manager will usually have advanced computer skills. The data manager will use the Data Management Tools to update and manage the Workforce Informer/ALMIS data mart.</p>

In addition to providing distinct modules for specific customer groups, Workforce Informer additionally provides transparency throughout the Website, which enables users to gather information at multiple levels. The exhibit below depicts some of the common relationship between users and data. With the exception of Advanced LMI Users, external user classes will normally interface directly with the LMI delivery system with no additional interaction.



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Requirement: "The system must provide user-friendly navigational tools that facilitate data access, data analysis, and data customization"

Workforce Informer was designed to serve the needs of both internal and external users. Workforce Informer interfaces and navigation have been designed to accommodate a range of user skills based on the functionality provided. However content and pages developed by the state through the administrative tools may add or decrease the level of complexity and navigation of the site. The design of the user friendly navigation tools has been built on the following principles and requirements:

Internet based and Browser Independent

- Accommodate users accessing the Workforce Informer through a personal computer or through a public access (multiple user) computer (single user)
- Conform to POSIT usability principles
 - Allow customers to access needed information using a minimum number of pages. All high level data can be gathered within three clicks.
- Be flexible (more than one way to access the information)
 - Accommodate user capabilities that vary from non-computer/non-Internet users to experienced users
 - Accommodate users accessing the system with monitors using a resolution as low as 640 X 480 pixels
 - Accommodate user connections to the LMI IDS that vary from 28.8 Kbs dial-up modem to high speed connections of T1 and above
 - Provide a user interface that meets current ADA requirements for Internet access and usage
 - Provide a Web browser interface that conforms to common usability principles.
 - Provide quick customer access to information with a minimum number of Web page requests.
 - Provide efficient customer access information by displaying multiple pieces of information on a single Web page based on the customer's needs.
- Provide multiple interfaces and paths to information that are appropriate to both advanced and less sophisticated customers including a key word search of Website and database content

Requirement: *“Product Ability to accommodate customized, state-specific software applications that can be accessed through the proposed system”*

Workforce Informer can accommodate state specific software at multiple levels. A simple interface can be created through an external link, Web page or custom html via the administrative tools. This empowers state users to simply create a link in some format to other software. This does not require substantial modification of the database schema or storing any type of information inside the Workforce Informer data structure. This only requires a common data item or schema to be in conformity with the Workforce Informer. Common state specific software include data items such as Occupational code, SIC code etc.

Alternatively state specific software can also be more fully integrated with the Workforce Informer through modifying code for one or many modules. In this scenario, the data still does not have to reside inside the Informer; however the database schema and forms need to be changed substantially to accommodate the look and feel of the state specific software or other tools. This may also involve additional costs for customization. Specific examples of Informer capabilities to integrate with other software are:

- America’s Job Bank
- Employon Job Bank
- OSOS One Stop Operating System
- ORCA
- ONET SKILLS Database

Requirement: *“System must provide administrative tools for staff to track customer usage; to develop, modify, and manage Website content; and to modify the “look and feel” of Website pages”*

Workforce Informer facilitates internal state users to access the administrative tools through a secure Web site over the Internet. Application screens and Web pages will allow administrators to easily view Web site statistics and manage Web site content, Web site settings, tools options, and user accounts.

At a minimum, the following administrative tools are available to system administrators over the Internet:

- Create, modify and delete content
- Includes articles, publication, forms, images, links and custom html
- Create and Manage Website
- This includes setting up the theme, banners, color scheme and layout of site
- Create and manage users
 - This includes setting up administrative users, assigning roles and viewing user activity including identifying users type and login activity
- View Website statistics
 - Supplies multiple levels of reporting and analysis on user activity, pages visited, user trend analysis and over 30 unique reports on user activity, visitor’s trends, pages and files, parameter analysis, navigation and marketing.

Requirement: *“Application must meet minimum ADA requirements”*

Every effort has been made to make Workforce Informer as accessible as possible for all categories of users, including those with special access needs or disabilities. Per the State of Michigan’s specification with regard to section 508 of the Standards of the Rehabilitation Act, Section 1194.22, Subpart B (“Technical Standards”) section (a) through (p); the following table indicates Workforce Informer’s compliance with the Americans with Disability Act (ADA):

Section 508: § 1194.22 Technical Standards	COMPLIANCE		
	Yes	No	N/A
(a) A text equivalent for every non-text element shall be provided (e.g., via “alt”, “longdesc”, or in element content).	✓		
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the	✓		

Section 508: § 1194.22 Technical Standards	COMPLIANCE		
	Yes	No	N/A
presentation.			
(c) Web page shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	✓		
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	✓		
(e) Redundant text links shall be provided for each active region of a server-side image map.	✓		
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	✓		
(g) Row and column headers shall be identified for data tables.	✓		
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	✓		
(i) Frames shall be titled with text that facilitates frame identification and navigation.	✓		
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2Hz and lower than 55Hz.	✓		
(k) A text-only page, with equivalent information or functionality, shall be provided to make a Web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.	✓		
(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by assistive technology.	✓		
(m) When a Web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).			
(n) When electronic forms are designed to be completed on-line, the form shall allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	✓		
(o) A method shall be provided that permits users to skip repetitive navigation links.	✓		
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.			✓
Section 508: § 1194.21 Software applications and operating systems.	Yes	No	N/A
(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.	✓		
(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.	✓		
(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that assistive technology can track focus and focus changes.	✓		

Section 508: § 1194.22 Technical Standards	COMPLIANCE		
	Yes	No	N/A
(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to assistive technology. When an image represents a program element, the information conveyed by the image must also be available in text.	✓		
(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.			✓
(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.	✓		
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	✓		
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	✓		
(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.			✓
(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.	✓		
(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.	✓		
(l) When electronic forms are used, the form shall allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	✓		

In regard to Conformance Level "A" Priority 1 checkpoints referred to in Michigan's Look and Feel standards, the following table outlines compliance with the World Wide Web Consortium (W3C) standards regarding accessibility and compliance with Section 508.

Requirement	COMPLIANCE		
	Yes	No	N/A
1.1 Provide a text equivalent for every non-text element (e.g., via "alt", "longdesc", or in element content). This includes: images, graphical representations of text (including symbols), image map regions, animations (e.g., animated GIFs), applets and programmatic objects, ASCII art, frames, scripts, images used as list bullets, spacers, graphical buttons, sounds (played with or without user interaction), stand-alone audio files, audio tracks of video, and video.	✓		
2.1 Ensure that all information conveyed with color is also available without color, for example from context or markup.	✓		
4.1 Clearly identify changes in the natural language of a document's text and any text equivalents (e.g., captions).	✓		
6.1 Organize documents so they may be read without style sheets. For example, when an HTML document is rendered without associated style sheets, it must still be possible to read the document.	✓		
6.2 Ensure that equivalents for dynamic content are updated when the dynamic content changes.	✓		

Requirement	COMPLIANCE		
	Yes	No	N/A
7.1 Until user agents allow users to control flickering, avoid causing the screen to flicker.	✓		
14.1 Use the clearest and simplest language appropriate for a site's content.	✓		
Images and Image maps (Priority 1)	Yes	No	N/A
1.2 Provide redundant text links for each active region of a server-side image map.	✓		
9.1 Provide client-side image maps instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	✓		
Tables	Yes	No	N/A
5.1 For data tables, identify row and column headers.	✓		
5.2 For data tables that have two or more logical levels of row or column headers, use markup to associate data cells and header cells.	?		
Frames (Priority 1)	Yes	No	N/A
12.1 Title each frame to facilitate frame identification and navigation.	✓		
Applets and Scripts (Priority 1)	Yes	No	N/A
6.3 Ensure that pages are usable when scripts, applets, or other programmatic objects are turned off or not supported. If this is not possible, provide equivalent information on an alternative accessible page.	✓		
Multimedia (Priority 1)	Yes	No	N/A
1.3 Until user agents can automatically read aloud the text equivalent of a visual track, provide an auditory description of the important information of the visual track of a multimedia presentation.	✓		
1.4 For any time-based multimedia presentation (e.g., a movie or animation), synchronize equivalent alternatives (e.g., captions or auditory descriptions of the visual track) with the presentation.	✓		
If all else fails (Priority 1)	Yes	No	N/A
11.4 If, after best efforts, you cannot create an accessible page, provide a link to an alternative page that uses W3C technologies, is accessible, has equivalent information (or functionality), and is updated as often as the inaccessible (original) page.		✓	

Requirement: “The base system must allow customers to develop their own personal Web page(s) through online registration that manages and saves content and labor market information to their profile”

The Workforce Informer Public Interface has a personalization module called ‘My LMI’. This is easily accessible in the public site. This module allows a user to store their profile, favorite categories of content, specific articles and publications, saved labor market information reports and Job search results. The following table outlines all the functions available.

FUNCTION	FEATURES
My LMI	My LMI page is a personalized page with the authenticated user's selected Content, saved labor market information, saved Job results, and saved Articles and Publications.
Save Labor Market Reports, Results to My LMI	There are various reports available to the Public User. In the Career Center Occupation Report or Local Area Profile functions of the Labor Market Information module or CES in Data Analysis a button 'Save Results' allows the user to provide a personalized title for the report and save it to Labor Market Information Category of results.
Save Job Agents to My LMI	A Save Results feature is available in the Career Center module's America's Job Bank Search. Users can save the results of job agents under the Job Agents Category.
Save Articles/Publications to My LMI	In every Article body or Publication summary page: there is a link to Save it to 'My LMI'. To save these items to a 'My LMI' page, the users can save these items under the 'My Articles and Publications' category.
Change Profile	Allows the user to modify their personal user profile.
Change Content	The user can add or delete categories of content he/she is interested in to their personal My LMI page.
Change Layout	The user can change the order and layout of categories of content appearing in his/her 'My LMI' page
Feedback	The user can send feedback to the Website administrator through this Feedback form
Messages	The user can receive messages/responses from the Website administrator using this feature.

Requirement: "System must confirm to the state's privacy/confidentiality policies"

The following table illustrates Workforce Informer conforms to the State of Michigan's privacy and confidentiality policies:

ALMIS Data	Confidential data (suppressed data) is NOT displayed to the Public User in the Public Interface. However it is made available to Authenticated Users who will have Data Management Privileges within the Application
Articles and Publications and other content (HTML tables, Custom HTML pages, Images, external sites)	All Articles and publications and other content created will go through a workflow process of Review and Approval in the Back office before they are published and made available to the Public User. Only approved articles and publications can be published by a Web Master (Web Site Manager)
Public User Profiles (Information Collected Automatically Information Voluntarily Submitted)	The following information is collected from a Public User who registers newly: First Name Last Name Email (is not mandatory) Username Password Password Reminder Question and Answer User Category (is not mandatory) When a new Public user registers, his/her profile is stored in the database management system and is available to only authenticated and privileged Back office users. A 128bit SSL encryption is used to pass the user name/password to the database server, on each user login.
Cookies	There is only type of cookie that is used on the Workforce Informer site. This includes a session cookie for public users who save and access information via their profile through the course of a session. Back office users also use a session

	cookie, with a configurable timeout that can be changed as per the requirements of Michigan's privacy policy.
Information Sharing and Disclosure	The Public User's Profile is available to only authenticated and privileged Back office users.

B. Desired Features

Requirement: *“Accommodation of information provided in multimedia (video, audio) formats”*

Workforce Informer can support the display of audio and video information. In the Career Center module Occupational Career Videos have been included. These career videos physically exist in the America's Career Infonet site. Hyperlinks to these videos have been integrated into the Occupation reports in the Workforce Informer.

Requirement: *“Ability E-Alert/Broadcast E-mail capability”*

Workforce Informer base functionality includes a full-featured broadcast email function. Site Administrators and other authorized internal users can access email tools allowing them to create and manage an indefinite number of unique mailing lists. Authorized users can broadcast on-demand messages or custom developed content to any or all of the available mailing lists using this feature. Registered external portal users can selectively subscribe or unsubscribe online to publicly available content mailing lists through the My Site feature. Once a user selects to subscribe to a particular mailing list, the user receives a system generated confirmation email message containing a secure hyperlink that must be clicked to confirm their subscription. Once successfully confirmed the user's email from their user profile will be added to that email list and the subscribed user will receive any subsequent messages or content sent to the corresponding email list(s). Portal users can easily unsubscribe to a mailing list, effectively removing their email address from the appropriate list(s) at any time using the same process.

Requirement: *“Ability to create and conduct a state-specific customer satisfaction survey”*

This feature is not currently available in the Workforce Informer. The application has to be customized to incorporate this function.

Requirement: *“Ability to extract data to create custom geographic regions, such as Workforce Development regions”*

Workforce Informer cannot directly extract data to create custom geographic regions. However a viable alternative can be found in Data Analysis module, where a public user can directly query the ALMIS Core Data table for a list of areas and create a report out of the selected areas. Although aggregations by areas are not done on the page, the report can be downloaded into an Excel format and aggregates can be calculated

Requirement: *“Ability to extract data to create quarterly averages”*

Once gain, Workforce Informer cannot directly extract data to create quarterly wages. However, the Data Analysis Module in the Public Interface and Back office/Data Management Module can be used to extract data to create quarterly averages. Although these aggregates are not done on the page, the reports can be extracted in Excel format and aggregates can then be created.

Example: To generate 2002 quarterly averages for Current Employment Statistics in Data Analysis Module in the public interface: The Public User can choose single/multiple areas and period year as 2002 and all months within 2002. The generated report can be extracted in a excel format and aggregates can be calculated there.

Requirement: *“Ability to provide fully functioning search capabilities – by keyword, data category, and date”*

The Search Functionality allows the user to search for published content throughout the public site. The Advanced Search is a form where the end user can provide numerous criteria to facilitate a Search request. The following Search types are provided in the base Workforce Informer system:

- Search By Author

- Search By Category (Content is classified into Categories for Public Users)
- Search By Date
- Search By Keywords

When a User presents the criteria, the Search Results are displayed with the titles of Articles or Publications that match the criteria. Hyperlinks are provided for easy access to each resultant item from the search request.

Requirement: “Ability to product reports in a ‘printer friendly’ format”

In the reports or results pages within Workforce Informer’s Public Interface, Printer Friendly Version is available with only a few minor exceptions. Printer Friendly Version hyperlinks or buttons are provided in the reports which hides headers and navigation links, resulting in a page displaying only the pertinent data.

Requirement: “Ability to export/download data to an external file”

The following modules/report pages in the Public Interface allow a Public User to extract/download data to an external file:

REPORT/MODULE	DESCRIPTION
Labor Market Info / Local Area Profile Report (Download to Excel)	In this report, under each data type result (example: Unemployment Rate, Labor Force) there are hyperlinks to ‘More Areas’ or ‘Historical Data’ or ‘More’ . When a user clicks on one of these links, the ‘Download to Excel’ feature is provided. Upon clicking this link, the data is extracted into an excel format and can be saved to the user’s local disk
Data Analysis (Download as text file)	In the Data Analysis reports, buttons to ‘Download’ to ASCII Text Comma delimited format area available. Once downloaded, the text file can be imported into Excel for further analysis
Back office / Data management / Table Maintenance	All ALMIS and few Non ALMIS tables can be extracted in to the following formats <ul style="list-style-type: none"> • Visual FoxPro (.DBF file and .FPT-memo file if any) • ASCII Comma Delimited (.CSV file) • ASCII Tab Delimited (.TAB file) • Excel 2000 (.XLS file)

Requirement: “Ability to organize publications in a dedicated area”

Workforce Informer provides the capability to upload Publications, save them in one centralized location and publish them in the Public Interface using the standard Workforce Informer workflow approval process. A Web site administrator can group all publications into a page, or write html to point to these publications. The same is true for any available content type (Articles, Images, HTML tables, external sites)

Requirement: “Ability to incorporate animated links to other Websites/applications”

Animated links or hyperlinks to other Websites or applications can be done very easily within the Workforce Informer base system. To accomplish this, a user authorized to use the Content Management module within the Workforce Informer Back office. The following table outlines the various methods that can be used to incorporate hyperlinks to outside Websites or applications:

LINKING METHODS	
Module	Method
Back office / Content Management / External Site	By creating a named external site, the user can create a hyperlink pointing to any valid URL (including URLs within the application). These external sites can be included in the left navigation bars and their order can be manipulated from the back office

Back office / Content Management / Content (Articles, HTML tables, Custom HTML)	Hyperlinks to other Websites or applications or within the application can be embedded in Articles or HTML tables
Back office / Website Management / Pages	By creating pages within the Web Site Management module, hyperlinks to Workforce Informer pages containing (content groups or custom HTML) can be created. These will be placed along the left navigation bar.

Requirement: “Ability to display graphical analyses of labor market data”

Workforce Informer has the capability to generate dynamic graphs on selected Labor Market Information types including Labor Force, Income, Population and CPI. Additionally charts created with external applications can be uploaded and included as content on Workforce Informer pages or portal pages. The following table indicates the types

Also Back office users can upload static graphs as image content and place these images in pages or portal pages (Portal pages: HOME, CAREER CENTER, LABOR MARKET INFO, DATA ANALYSIS)

WORKFORCE INFORMER GRAPH TYPES	
Graph Type	Description
Dynamic Graphs	The Data Analysis Module allows a public user to determine the graph parameters and display a dynamic graph in a GIF or FLASH format. Such graphs are available for LABFORCE, CPI, POPULATN and INCOME.
Static Graphs	Static Graphs can also be displayed within the Public Interface. They will have to be uploaded into the application from the Back office/Content Management as Images or HTML tables or Custom HTML. Example: Arizona’s www.workforce.az.gov Home page has a static graph about Arizona - Non Farm Employment.

C. Additional Features

ADDITIONAL FEATURES	
Feature	Description
ALMIS Based Public Tools (Career Center, Labor Market Info) : Area Rollup	This feature enables the automatic rollup of data, when data is not available at a particular level.
Creative Pages/Forms	The Workforce Informer provides the capacity in creating advanced html pages which could include forms or other dynamic html.
Newsletter	Enables mass push of newsletters to a select group or groups of users
Email Subscription	Enables state staff to create email subscriptions for specific users. Users can sign up for an email subscription to specific content or areas of interest. The back office staff then sends these groups of users newsletters based on their interest, which could include any type of content.

III-D SYSTEM CUSTOMIZATION COST MODEL

The cost model for system customization can be based on a fixed price or time and materials basis. The average hourly rate per resource or flat rate will be based at \$150/hour. At this time, we cannot provide an estimate of total costs beyond the baseline deployment, since these needs vary from state to state. A clearer definition of additional requirements needs to be outlined before a cost model for system customization can be provided. From past experiences, system customization for other states has ranged from little to none due to the robust functionality of the core product. Specific integration with state job banks or other non-LMI

applications can be accomplished with varying degrees of difficulty based upon the level of integration required. The costs are directly correlated to the level of integration required.

III-E SERVICE DELIVERY STANDARDS

Since Workforce Informer is typically deployed as a hosted solution in National System and Research’s state-of-the-art data center, the level of service and maintenance available typically exceed those available in even state run data centers. The Workforce Informer has proven to be a solid performer and proven reliability that has consistently exceeded client expectations. The stability and fail safe measures employed in the development and implementation of the product provide the highest level of stability and dependability. Because of the high volume nature and variety of system users, Workforce Informer is configured to provide 24x7 access and to provide the maximum possible availability (98.7% uptime). The following sections outline service delivery standards and performance levels, measures, and procedures for responding to system events and issues.

Hardware

The hardware that will be used to house Michigan’s Workforce Informer will be based on a 3-tier architecture, which includes a Web server, database server and a staging server. The Web server will host Internet Information Server and the ASP and XML files, while the database server will contain SQL Server and the ALMIS database. Additionally a staging server will be utilized to permit Michigan staff access to a staging area, prior to moving data or content to a production environment. Details of the actual hardware configurations are listed below.

WEB SERVER CONFIGURATION	
Web Server	Power Edge 2650, Intel® Xeon™ 2.4GHz w/512K Cache
Additional Processors:	Dual Processor Intel® Xeon, 2.4GHz w/512K Cache
Memory:	2GB DDR,200MHZ,4X512MB DIMMS
Keyboard:	Standard Windows Keyboard, Gray
Monitor:	No Monitor Option
First Hard Drive:	18GB, 10K RPM, 1" Ultra3 (Ultra 160) SCSI Hot Plug Hard Drive
Primary Controller:	PERC3-DI, 128MB Battery Backed Cache, 2 Internal Ch- Embedded RAID
Diskette Drive:	1.44MB Diskette Drive
Operating System	Windows 2000 Server with 5 Client Licenses, 4GB Utility Partition
Mouse:	Logitech System Mouse, Gray
First Network Adapter:	Intel Pro 100S NIC w/ or w/o IP SEC Encryption
CD ROM or DVD ROM:	8X IDE Internal DVD ROM Drive
Bezel:	Active Bezel Option for Dell Power Edge 2650
Hard Drive Backplane:	5 Bay (1x5) Hot Plug SCSI Hard Drive Backplane
Documentation:	Users Manual, Installation and Trouble Shooting Guide on CD
Second Hard Drive:	18GB, 10K RPM, 1" Ultra3 (Ultra 160) SCSI Hot Plug Hard Drive
Hard Drive Configuration:	On-Board RAID 5, 3 to 5 drives connected to on-board RAID
Chassis Configuration:	No Rail Option
Hardware Support:	3Yr SILVER Support, 4Hr Onsite, S/W Support
Installation Support Services:	No Installation
Power Supplies:	Redundant AC Power (2x500 Watt Power Supplies)
Second Network Adapter:	Intel Pro 100S NIC w/ or w/o IP SEC Encryption

WEB SERVER CONFIGURATION

Fourth Hard Drive:	18GB, 10K RPM, 1" Ultra3 (Ultra 160) SCSI Hot Plug Hard Drive
Fifth Hard Drive:	18GB, 10K RPM, 1" Ultra3 (Ultra 160) SCSI Hot Plug Hard Drive
Third Hard Drive:	18GB, 10K RPM, 1in Ultra3 (Ultra 160) SCSI Hot Plug Hard Drive

DATABASE SERVER CONFIGURATION

Database Server:	Power Edge 2650, Intel® Xeon™ 2.4GHz w/512K Cache
Additional Processors:	Dual Processor Intel® Xeon, 2.4GHz w/512K Cache
Memory:	2GB DDR,200MHZ,4X512MB DIMMS
Keyboard:	Standard Windows Keyboard, Gray
Monitor:	No Monitor Option
First Hard Drive:	36GB, 10K RPM, 1" Ultra3 (Ultra 160) SCSI Hot Plug Hard Drive
Primary Controller:	PERC3-DI, 128MB Battery Backed Cache, 2 Internal Ch- Embedded RAID
Diskette Drive:	1.44MB Diskette Drive
Operating System	Windows 2000 Server with 5 Client Licenses,4GB Utility Partition
Mouse:	Logitech System Mouse, Gray
First Network Adapter:	Intel Pro 100+ Dual Port NIC
CD Rom	8X IDE Internal DVD ROM Drive
Bezel:	Active Bezel Option for Dell Power Edge 2650
Hard Drive Backplane:	5 Bay (1x5) Hot Plug SCSI Hard Drive Backplane
Documentation:	Hard Copy Users Manual, Installation and Trouble Shooting Guide
Second Hard Drive:	36GB, 10K RPM, 1" Ultra3 (Ultra 160) SCSI Hot Plug Hard Drive
Hard Drive Configuration:	On-Board RAID 5, 3 to 5 drives connected to on-board RAID
Chassis Configuration:	No Rail Option
Hardware Support Services:	3Yr SILVER Support, 4Hr Onsite, S/W Support
Installation Support Services:	No Installation
Power Supplies:	Non-Redundant AC Power (500 Watt Power Supply)
Second Network Adapter:	Intel Pro 100+ Dual Port NIC
Fourth Hard Drive:	36GB, 10K RPM, 1" Ultra3 (Ultra 160) SCSI Hot Plug Hard Drive
Fifth Hard Drive:	36GB, 10K RPM, 1" Ultra3 (Ultra 160) SCSI Hot Plug Hard Drive
Third Hard Drive:	36GB, 10K RPM, 1in Ultra3 (Ultra 160) SCSI Hot Plug Hard Drive

The staging server follows the same configuration as the database server. The exhibit below illustrates the systems as seen in the hosting environment.

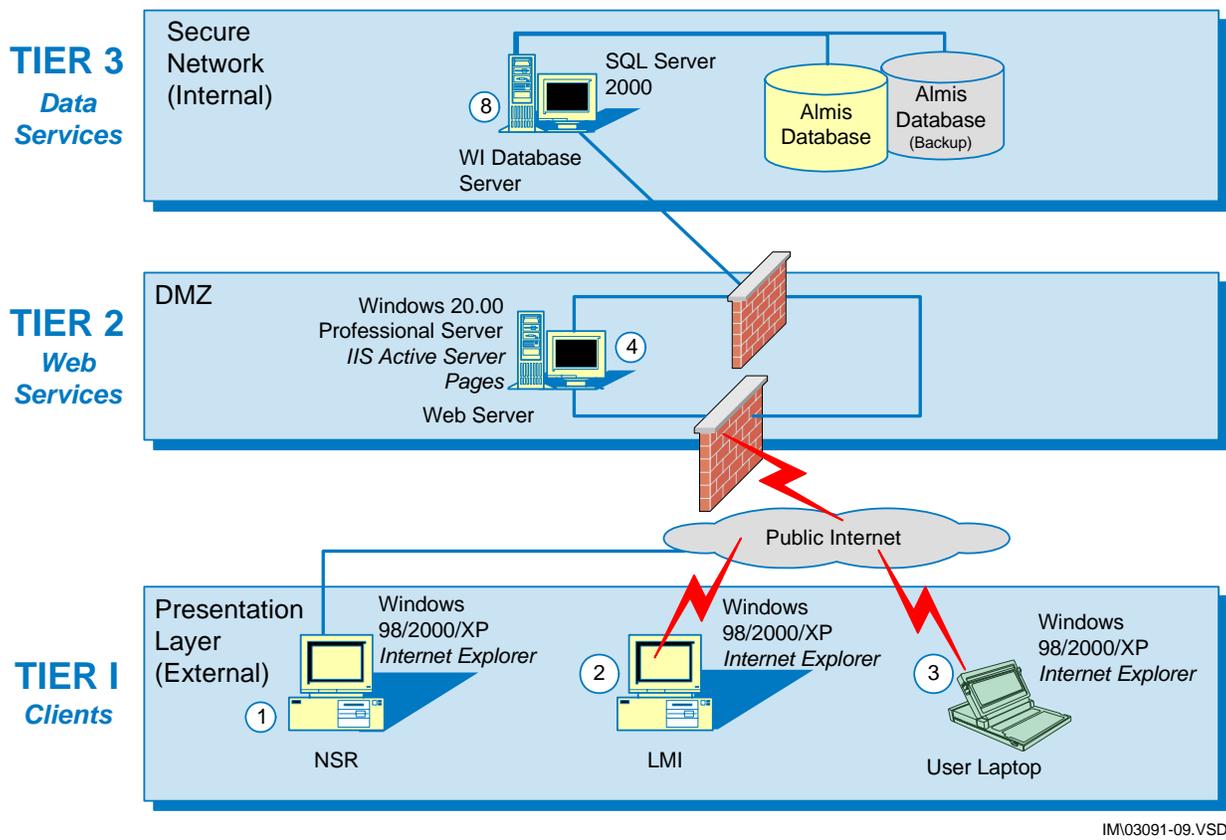


Exhibit 10: Hosting Infrastructure

Software

The following section details the database software that will be used to house the ALMIS 2-2 database. Additionally this section also provides an inventory of all the development software and tools that have been used by **CIBER, INC.** in creating the Workforce Informer.

DEVELOPMENT TOOLS	Microsoft Visual Studio 6.0 Standard Edition (Visual Interdev 6.0, Visual Basic 6.0, Visual Source Safe 6.0), Microsoft .NET Framework, Microsoft Visual Studio.NET Standard Edition
LANGUAGES	ASP 3.0, Visual Basic 6.0, JavaScript, XML, HTML, CSS ASP.NET, Microsoft C#
DBMS	Microsoft SQL Server 2000 Standard Edition
WEB SERVER	Microsoft IIS 5.0
OPERATING SYSTEM	Windows 2000 Professional
THIRD PARTY TOOLS	Corda Popcharts 5.0, Adminimizer Pro

Site Map

The following site map identifies at a high level the navigational flow of the proposed Michigan labor market information delivery site. This navigation can be modified based on page and content creation through the administrative tool of the Informer. The site map points to a main section or a tool section, followed by subsections of tools and content for specific user groups. For example, Data Browsing is a tool at the highest level, while Local Area Profile, Industry Explorer are sub-sections of tools within Data Browsing catering to specific user groups.

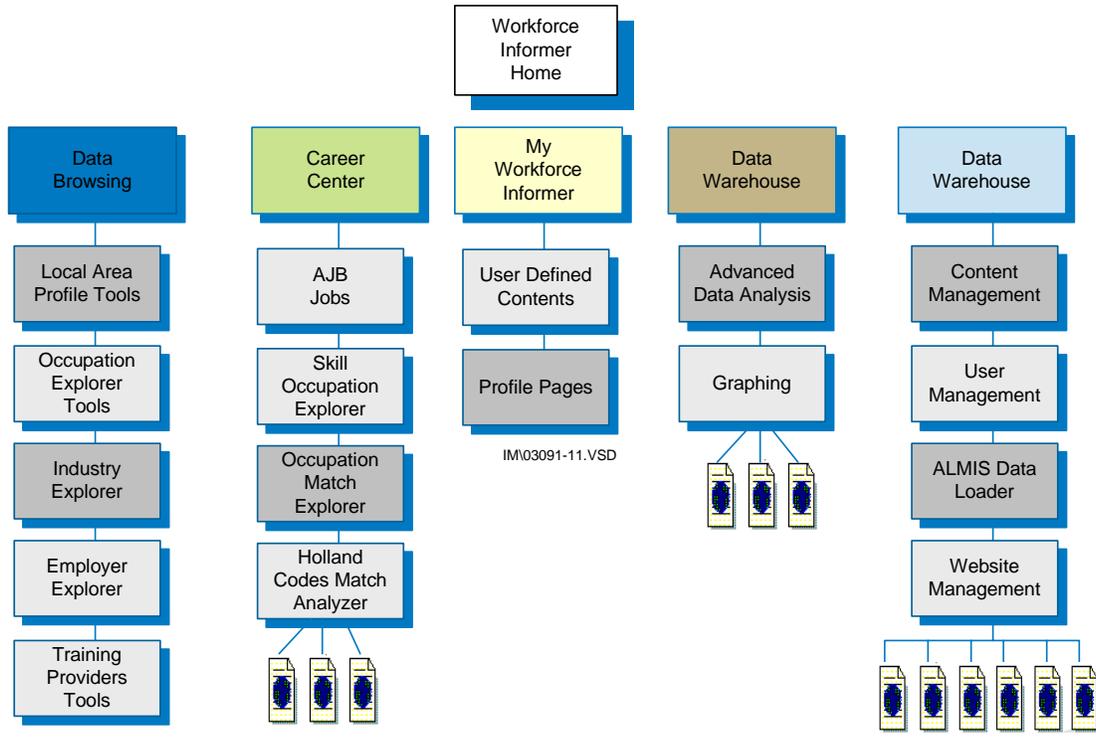
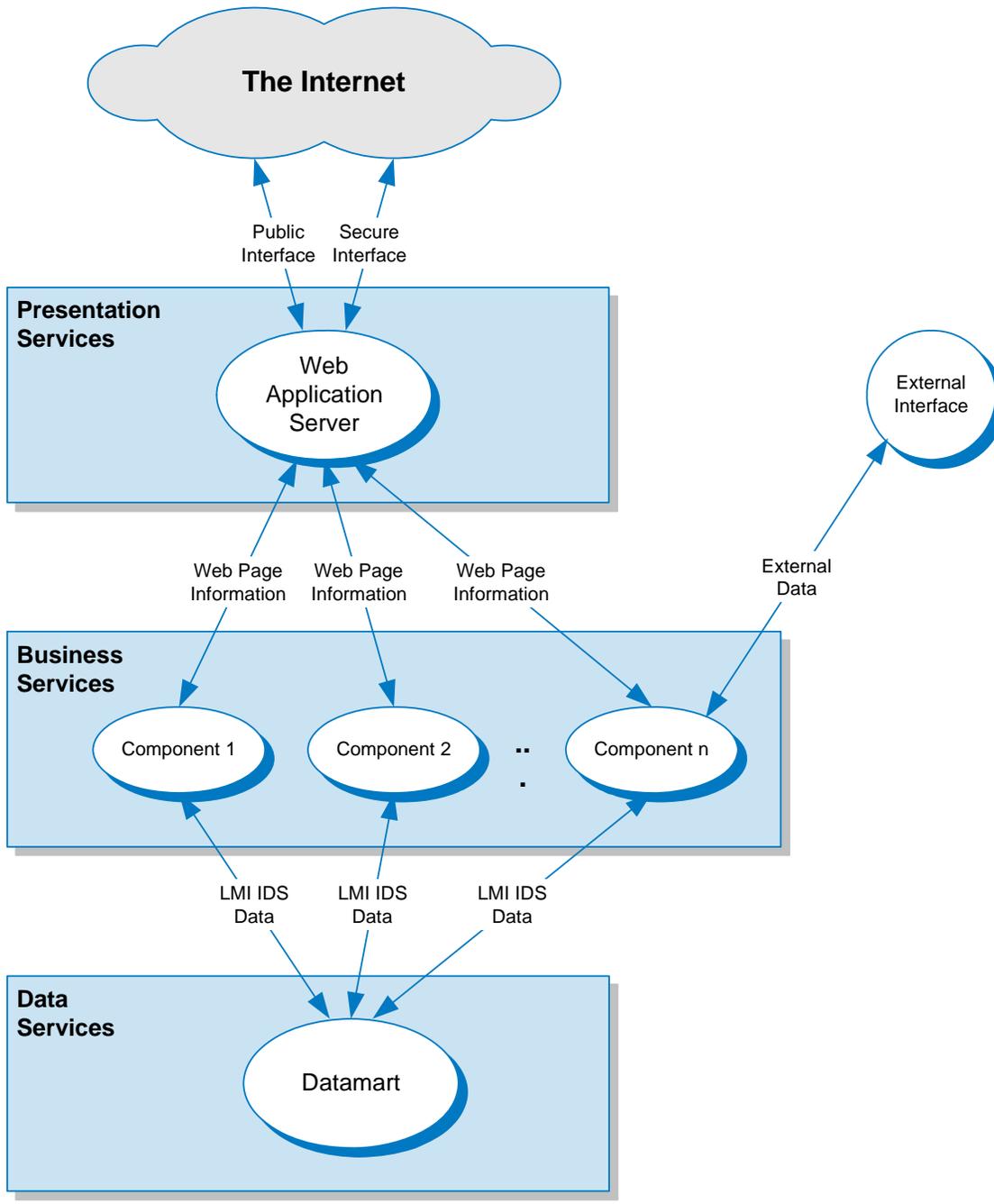


Exhibit 11: Workforce Informer Site Map

System Infrastructure

The Workforce Informer system is based on a three-tier architecture consisting of data, business and presentation services. This architecture is presented in Exhibit 11.



IM03091-10.VSD

Exhibit 12: Workforce Informer System Architecture

The presentation services will provide a browser-based interface to the end user. The presentation services tier is based on ASP pages, HTML, CSS and Windows Internet Information Server.

Data services will provide a data mart containing the ALMIS 2.2 database structure. The data services tier is based on Microsoft's SQL Server 2000.

Business services will use the data services tier to create the information used by the presentation services tier. Business services will also generate required updates to the data contained in the data services tier using

external interfaces and information obtained from the presentation services tier. The Business services tier will consist of VB, COM and other objects containing the business logic of the application.

Testing Plan

The testing plan for deploying the Workforce Informer is based primarily on providing ALMIS 2.2 compliancy and validation of Michigan data with the Workforce Informer schema. Testing will also encompass unit and system testing to validate the core functionality of the product. Upon completion of system testing, user acceptance testing will be performed to once again test the core features of the system and to validate the data by specific data providers including CES, LAUS and other groups. Verification of specific data integrity will be performed through:

- Validating state data structure against Workforce Informer schema
 - Provide duplicates and errors back to state for verification/clarification
 - Provide detailed list of data conversion errors to state
 - Provide Michigan with a list of mandatory tables required for the functioning of Workforce Informer
 - Provide Michigan with the data structure or the Informer schema prior to data load
- Product upgrades and implementation of customized applications will follow **CIBER Inc.**'s standards based approach to projects. The key sections that will be utilized as part of this approach will include:

- Requirements Definition and Analysis
 - JAD Sessions
 - Requirements Gathering
- Design
 - Defining System Components
 - Software Detailed Design Document
- Component Development
 - Incremental Development
 - Configuration Management
- Testing
 - Unit Testing
 - Integration Testing
 - System Testing
 - Acceptance Testing
- Deployment
 - Moving site to staging environment
 - Moving site to production environment

Every product upgrade has its own unique test plan. This includes specific test cases developed for the new functionalities and enhancements. This includes unit test and system test cases. In addition, every product upgrade or release will include release notes and test cases.

The test plan also extends to moving data and source code across multiple environments to simulate a true production environment. This includes moving a product upgrade or release to the staging area, where users can test the application prior to moving it to production. This process is also extended for new or customized applications as well as to operating system releases, COTS software and anything else related to the Workforce Informer. Under a state hosted solution, the product upgrades along with the release notes will be provided to the state and the LMI staff would be responsible for installation and moving site to production.

Operational Plan

Workforce Informer's operational plan is listed below which includes security, backup schema, site monitoring, capacity planning and Website statistics.

Security is handled at multiple levels. Network security is achieved by packet filtering firewall of all public internet traffic. The Web server and the database server are housed inside separate network segments. Additionally Norton anti virus is installed for all servers to virus protection. The servers are kept to update to with Windows patches using Windows update utility.



A detailed backup scheme is also established to back up the servers. This scheme consists of a weekly complete backup and a daily differential backup, which includes backup of all ALMIS data as well as the application source code. The backup is performed using a separate network dedicated for this purpose using a Storage Area Network solution. The backed up media is in the form of a tape, which is stored at a remote location.

Monitoring of the Website, database and the servers are performed at regular intervals. A monitoring utility has been developed that pings the servers and executes http calls that verify the status of the Website, database and the servers. This is executed from an external location outside the datacenter. This utility will page and escalate failed attempts to the maintenance support staff.

The monitoring utilities also report disk utilization, server statistics which will be used for capacity planning and bandwidth usage.

Website statistics is delivered over the Web through Web Trends Enterprise edition. This is an industry standard application that generates over 50 generic reports which includes user trends, marketing analysis, pages viewed, and number of users among others. Additional state specific reports can also be generated at the request of the client.

Source Code Delivery

The product source code can be delivered to Michigan on a regularly scheduled basis either through FTP or on CD. This includes the full database as well as the application source code and content, which are stored as XML files.

System Documentation Delivery

Along with the product source code, system documentation will delivered via FTP, CD or email upon initial product deployment as well as when new product upgrades or releases have been issued. This documentation will include release notes and test cases. Release notes includes a detailed inventory of pages and files that have been modified. Most of the code modifications have been documented at the application level within the code itself. System documentation will be regularly modified to include product upgrades, patches or releases. System documentation will be available in word or PDF format and requests can be made at the discretion of the client.

Cost Model

The cost model for the Workforce Informer is based on a low deployment cost with minimal costs for maintenance/upgrades. Most states have used **CIBER, Inc.** for hosting and maintenance due to the low-cost no frill solution. **CIBER, Inc.** has become the central point of contact for all issues surrounding the product ranging from hosting to installation of upgrades. Michigan will find this solution not only cost-effective but also very convenient.

The cost models provided below explores two unique scenarios; Scenario One details costs for a **CIBER, Inc.** hosted solution for Year One and Two and Scenario Two outlines the cost model for a state hosted solution for Year Three and beyond. **CIBER, Inc.** has also outlined a third scenario not requested in the original proposal for a three-year cost solution. Michigan will find that as the length of the contract increases, the cost of the solution decreases.

All costs defined below are fixed price with the exception of new requirements, which are charged on a time and materials basis.

Ciber-hosted solution for Year One:

YEAR	PRODUCT COSTS	DEPLOYMENT	HOSTING/ MAINTENANCE	MISC.	COMMENTS
Year One	\$0	\$0	\$120,000		Includes a minimum of three product upgrades, help desk, support, product installation.
T&M Costs				\$9,000	Customization-Transition costs
TOTAL COST				\$129,000	