Form No. DTMB-3521 (Rev. 4/2012)
AUTHORITY: Act 431 of 1984
COMPLETION: Required
PENALTY: Contract change will not be executed unless form is filed

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

CHANGE NOTICE NO. 7
to
CONTRACT NO. 071B0200162
between
THE STATE OF MICHIGAN
and

NAME & ADDRESS OF CONTRACTOR:	PRIMARY CONTACT	EMAIL
Evans Caseload, Inc. 1915 Danforth Avenue Toronto, ON M4C 1J5	Darryl Evans	daevans@caseload.com
	TELEPHONE	CONTRACTOR #, MAIL CODE
	416-762-0236	

STATE CONTACTS	AGENCY	NAME	PHONE	EMAIL
CONTRACT COMPLIANCE INSPECTOR	DTMB	Toby Pittman	517-636-5428	pittmant@michigan.gov
BUYER	DTMB	Whitnie Zuker	517-335-5306	zukerw@michigan.gov

CONTRACT SUMMARY:			
DESCRIPTION: **Enhanced Document Management - DIT**			
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW
April 12, 2010	April 11, 2015	5, 1 Year Option	April 11,2015
PAYMENT TERMS	F.O.B	SHIPPED	SHIPPED FROM
N/A	N/A	N/A	N/A
ALTERNATE PAYMENT OPTIONS:			AVAILABLE TO MiDEAL PARTICIPANTS
☐ P-card ☐ Direct Voucher (DV) ☐ Other			☐ Yes ☒ No
MINIMUM DELIVERY REQUIREMENTS:			
N/A			

DESCRIPTION OF CHANGE NOTICE:				
EXTEND CONTRACT EXPIRATION DATE	EXERCISE CONTRACT OPTION YEAR(S)	EXTENSION BEYOND CONTRACT OPTION YEARS	LENGTH OF OPTION/EXTENSION	EXPIRATION DATE AFTER CHANGE
☒ No ☐ Yes	☐	☐		April 11,2015
VALUE/COST OF CHANGE NOTICE:		ESTIMATED REVISED AGGREGATE CONTRACT VALUE:		
$7,707,828.70		$11,396,049.00		

Effective November 26, 2013, this contract is increased by $7,707,828.70 to enable the Office of Financial & Insurance Regulations (OFIR) to add multiple divisions to the current system. Please also note that the buyer has been changed to Whitnie Zuker. All other terms, conditions, pricing and specifications remain the same. Per vendor and agency agreement, DTMB Procurement approval and the approval of the State Administrative Board on November 26, 2013.

CaseLoad

September 13, 2013

STATE OF MICHIGAN
Department of Insurance and Financial Services

Evans CaseLoad, Inc.
2152 Danforth Ave.
Suite 200
Toronto, ON
M4C 1K3
1-800-604-5961

Contact:
Craig Keller
Director, Sales & Marketing
1-416-762-0236 x114
ckeller@caseload.com

Change Control

Revision Date	Author	Section(s)	Summary
July 23, 2013	Richard Madle	1. Project Plan & Implementation 2. Pricing	1. Modified the Phase 2 Project Plan and Implementation section to include more detailed description of tasks. 2. Modified Pricing section to reflect fixed cost Phase 2 pricing based on detailed analysis of Phase 1 results (increased number of workflows). Modified Phase 3 estimated costs (increased estimates for workflow programming).
August 8, 2013	Richard Madle	All	1. Incorporated Greg Hopkins' review comments from the 7/23 document. 2. Modified proposal to reflect phased implementation approach requested by DIFS at meeting held on 7/26/2013.
August 16, 2013	Richard Madle	All	1. Responded to review comments from Greg Hopkins and Chris Weiss on 8/8 version.
August 28, 2013	Richard Madle	All	1. Responded to review comments from Greg Hopkins and Chris Weiss dated 8/21.
September 9, 2013	Richard Madle	All	1. Responded to review comments from Greg Hopkins dated 9/03.
September 12, 2013	Greg Hopkins	Appendix E, Costs	1. Response to September 9 Proposal and Project Plan
September 13, 2013	Richard Madle	Appendix E, Costs	1. Modified Phase 3 Office Cost Exhibits to provide additional detail. 2. Reviewed and accepted Greg Hopkins comments from line above.

TABLE OF CONTENTS

Executive Summary

The State of Michigan, through the Department of Insurance and Financial Services (DIFS) and with the assistance and support of the Michigan Department of Technology, Management & Budget (DTMB), has created a Statement of work that includes a requirement for the selected contractor to submit updated proposals and project plans for each Phase of the DIFS Modernization Project. As the selected vendor and contractor for the DIFS Modernization Project, myCaseLoad is hereby submitting this detailed proposal for Phase Two of the project, including high-level estimates and costs for Phases Three and Four and a Project Plan that reflects all work described below.

The effort required to implement the following Offices within DIFS will leverage the work in process for Phase One of the Modernization Project (Requirements Definition).

- Insurance Evaluation Office
- Insurance Licensing Section of the Insurance Licensing and Market Conduct Office
- Market Conduct Section of the Insurance Licensing and Market Conduct Office
- Consumer Services Office
- Consumer Finance Office
- Credit Unions Office
- Office of Banking
- Office of General Counsel

DIFS is seeking out a single CRM that will improve business processes, simplify program operations and reporting, and improve the quality of information accessed and used by staff and clients. We have examined the requirements of the SOW DIFS Modernization Project and it is our opinion that the Department's requirements do fall more in line within a typical CRM solution, not a sales or customer-focused CRM. It also seems to us that the solution could be described as a Client Management or Tracking System but also needs to be a central or main record, the focus of which will be to track, monitor and validate insurance and education providers and education credits. Additional fields will need to be added to myCaseLoad in order to track and relate all of the entities required. This would be the emphasis of the customization effort in this project. Much of the relationships of entities in the database that would be created for one Office would also be relevant for other Offices. However they may not be exact matches, and in order to ensure we are not duplicating effort and are maximizing efficiency, we are suggesting to make changes to the Project Plan and Implementation Phases that were proposed in previous responses.

From a high level, we are proposing that this Modernization Project of many Offices be implemented as one large project with multiple sub Offices, implemented in a phased approach. This will be a single database solution, supporting multiple offices.

The most critical path within this project will be the customization effort. This is due to two factors: Functionality and time. As stated above, there will be a significant amount of customization to the system to meet DIFS's requirements. These are not highly difficult changes to make but will be labor intensive. DIFS has set very aggressive timelines for completion of this project which will require many efforts happening simultaneously. The single largest of those efforts will be the customization piece. We feel it is important to be as efficient as possible in all areas but most importantly within the customization phase. We have taken great effort to examine the requirements in this SOW as well as the previous two to which we have already responded in great detail. As stated earlier there is a large degree of overlap between the Offices with respect to their requirements. We feel that it would be most efficient to first get a better understanding of all the functional requirements of all Offices before we design and start building the solution. This would greatly reduce the risk of having to go back and change or redo any of the development work once it has been started. You will see in the project schedule that the dates for the custom development or Sprints have changed from our previous responses. The 16 sprints listed in this project plan will address a combination of all requirements for all DIFS Offices. We feel that there would be great benefit in both cost and timeliness if we take the requirements from all Offices into account and combine them into one final release that all Offices would implement. At DIFS request, we will implement the system in stages as follows:

- Installation 1 – Insurance Offices (Insurance Evaluation, Insurance Licensing, Market Conduct)
- Installation 2 – Finance Offices (Consumer Finance, Banking, Credit Union)
- Installation 3 – Administrative Offices (Consumer Services, Office of General Counsel)

In order to achieve the earliest possible implementation dates for these installations, we plan to overlap Phases 2, 3 and 4. In this manner, we can begin Phase 3 activities for Insurance Offices as soon as Phase 2 Workflow Design has completed for these offices, while Workflow Design for other offices continues. Similarly, we will begin the Phase 4 implementation of Insurance Offices as soon as Customization is complete for these offices, again while Phase 3 activities for other offices continue.

The project plan that details this approach has been delivered under separate cover. The exhibit below presents the high-level schedule,

High Level myCaseLoad Implementation Schedule

Task Name	Duration	Start	Finish
DIFS - myCaseLoad Implementation	**481 days**	**Mon 4/8/13**	**Thu 3/19/15**
Phase 1 - Project Planning and Requirements Validation	158 days	Mon 4/8/13	Wed 11/20/13
Phase 2 - Customization and Workflow Mapping	**95 days**	**Mon 7/29/13**	**Fri 12/13/13**
Insurance Installation (IE, IL, MC)	72 days	Mon 7/29/13	Thu 11/7/13
Finance Installation (CF, OB, CU)	85 days	Mon 8/12/13	Fri 12/13/13
Administration Installation (OGC, CS)	61 days	Mon 9/9/13	Fri 12/6/13
Phase 3 - Configuration and Customization	**314 days**	**Mon 11/18/13**	**Tue 3/3/15**
Insurance Installation (IE, IL, MC)	**190 days**	**Mon 11/18/13**	**Wed 8/27/14**
Development	154 days	Mon 11/18/13	Mon 7/7/14
System Testing	18 days	Mon 6/30/14	Fri 7/25/14
User Acceptance Testing	21 days	Tue 7/29/14	Wed 8/27/14
Finance Installation (CF, OB, CU)	**109 days**	**Mon 7/7/14**	**Fri 12/12/14**
Development	68 days	Mon 7/7/14	Fri 10/10/14
System Testing	18 days	Wed 10/15/14	Fri 11/7/14
User Acceptance Testing	21 days	Wed 11/12/14	Fri 12/12/14
Administration Installation (OGC, CS)	**95 days**	**Thu 10/9/14**	**Tue 3/3/15**
Development	49 days	Thu 10/9/14	Mon 12/22/14
System Testing	18 days	Mon 1/5/15	Thu 1/29/15
User Acceptance Testing	21 days	Mon 2/2/15	Tue 3/3/15
Phase 4 - Implementation	**136 days**	**Thu 8/28/14**	**Thu 3/19/15**
Insurance Installation (IE, IL, MC)	16 days	Thu 8/28/14	Fri 9/19/14
Finance Installation (CF, OB, CU)	18 days	Mon 12/15/14	Mon 1/12/15
Administration Installation (OGC, CS)	12 days	Wed 3/4/15	Thu 3/19/15

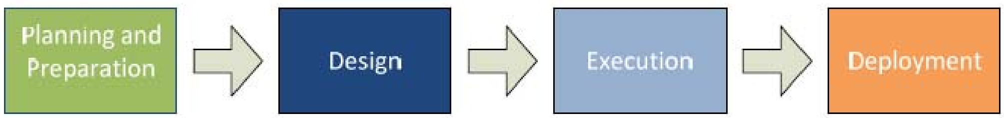
1. Notes: Exhibit excludes OGC tasks originally delivered under Change Order 5.
2. Data Migration Mapping begins in Phase 1 and is delivered under separate cover in Phase 2.
3. Insurance Installation is critical path. Each subsequent phase begins when the Insurance component of the previous phase is complete. Note that implementation (Phase 4) begins prior to Phase 3 Insurance components because training can occur prior to the completion of development.

This SOW describes implementation and deliverables in four phases, which closely mirrors the CaseLoad Implementation Methodology. Our response to this SOW follows your phases and combines them with our proven implementation methodology. We have incorporated e-Filing and Community Website implementation into this proposal. Previously, this was addressed as an optional Phase 5. The pricing for this phase is now included in the pricing breakdown for each Office and included in the project plan. We have found that several offices seem to require e-Filing at this point (Insurance Licensing, Consumer Finance, Consumer Services, General Counsel). These offices do not seem to require it (Banking, Credit Union, Market Conduct, Insurance Evaluation). We have added tasks in the pricing and Project plan to deliver this requirement. And we've added one more sprint to accommodate development tasks associated with e-Filing.

CaseLoad has been implementing and supporting our COTS to clients across North America for over 18 years. The basic functionality of our highly configurable solution is to track, manage and report on business processes. Whether that process is designed for Cases or Customers, myCaseLoad has all the underlying functionality needed to complete this task. The vast majority of the requirements list in this SOW can be handled through simple configuration of our out-of-box capabilities.

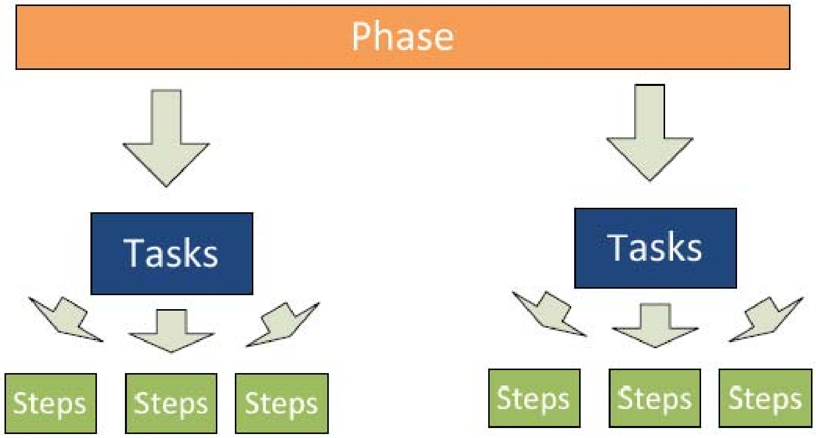
All implementation services have been estimated based on the use of the CaseLoad implementation methodology and customized to meet the deliverables and structure of your SOW with some changes that are outlined in the response. The CaseLoad Implementation Methodology has been developed and used successfully in dozens of case management projects implemented by CaseLoad. The methodology was designed using "best-practices procedures" for implementing COTS software and adjusted to meet the unique aspects of our industry, our customers and the advantages of Internet technology.

The CaseLoad Implementation Methodology is a structured road-map to accelerate success and provide flexibility in the project. The methodology includes four broad stages that identify CaseLoad and client responsibilities, project deliverables and milestones.



CaseLoad approaches the implementation of our case management software products in a manner that allows for flexibility and success. Understanding that each customer's project is unique, the phases of the project plan are designed to adapt to the needs of each individual client's requirements. The methodology allows your implementation team to perform some tasks rather than employing CaseLoad for these services.

The implementation is divided into key phases and tasks to track the progress of established deliverables and milestones. This will match the deliverables of the SOW with some slight changes that are outlined in the response. CaseLoad utilizes a phased implementation methodology that addresses each of these tasks to ensure a successful implementation.



Further details of our implementation methodology are included in the Project Plans and Assumptions Section of this proposal. Please keep in mind that we will be following this methodology as a baseline. Some changes have been outlined in the project plans which are unique to this project and the requirements of this SOW.

A detailed Project Plan has been included with this response. All assumptions made with regard to pricing are included in the pricing section of this response.

Project Objective

CaseLoad will approach this project armed with "best-practices procedures" for implementing their Commercial Off-the- Shelf Software (COTS) and customizing to meet the DTMB's unique requirements.

The following sections outline the various components to this preliminary plan and can be further modified in order to confirm to the SUITE methodology.

Roles and Responsibilities

For this project the required staff roles will be as follows:

The SOW states "**The Modernization Project will likely require multiple deliverables being worked on by multiple teams working simultaneously with various DIFS Offices".** In this project that statement could not be truer. We have taken great care in proposing a project plan that is as efficient as possible and will meet the needs of all Offices. Key to this plan is the personnel required to meet these goals. You will see from our project plan that there are many activities going on in every Office at the same time. CaseLoad will be sourcing the resources to meet each of these deliverables both internally through additional hires, and through outside contractors where applicable.

It is of our opinion that no other personnel will be more important to the success of this project than the Project Management team. This team will consist of a Lead Project Manager from CaseLoad, a Project Manager provided by CaseLoad to be located in Michigan, and the DIFS Project Lead. They will be responsible for the task of coordinating the various activities and making sure that deliverables are met on time by both CaseLoad and DIFS personnel.

Michigan Team

Name	Agency/Office	Title	Role
Sean Hennika	DIFS/Information Technology Services	Manager	Project Sponsor
Greg Hopkins	DTMB	Project Manager	Project Manager
Chris Weiss	DTMB	Architect	Technical Advisor/Consultant
Pam Hardin	DTMB	Senior Business Analyst	Quality Assurance/Consultant
Jessie Weston	DTMB	HP-TRIM Project Leader	Consultant/Implementation Manager for HP-Trim
TBD	DIFS	IPT Team	Determined by Office
Diane Alexander	DTMB	Technical Manager	Technical Manager

CaseLoad Team

Name	Title	Role
Jason Cull	Client Services Manager	Lead Project Manager
Darryl Evans	President	Sr. Consultant
Matthew Kennell	Team Leader	Application Architect
Patrick Gibbs	Data Analyst	Data Analyst
Kyle Dykstra	Business Analyst	Business Analyst
Deb Barantchouk	Business Analyst	Business Analyst
Sue King	Business Analyst	Business Analyst
Rich Madle	Project Manager	Onsite Project Manager
Skweda O'Bomsawin	Manager of Technology	System Implementation
Craig Keller	Director	DIFS Account Manager

Phase Two Team

The Phase Two team will be led by the Onsite Project Manager Rich Madle. The Lead Senior Consultant for Phase Two of the project will be Darryl Evans. As the founder of our company, Darryl has been involved in every implementation that CaseLoad has completed over the last 19 years. He brings an enormous wealth of knowledge and experience to this project.

Rich and Darryl will be supported by a team that will include 3 Business Analysts (Kyle Dykstra, Deb Barantchouk, and Sue King) and our internal Application Architect (Matthew Kennell).

Matthew Kennell has been a part of the CaseLoad Team for over 6 years. He has been the lead Architect for our product for the last four years.

Project Implementation Team

The Functional Design Phase will require that an Implementation Project Team (IPT) be assembled for each DIFS Office – preferably, identical in composition to the IPTs that were assigned to Phase One of the project. The core members will consist of a CaseLoad Onsite Project Manager, a CaseLoad Business Analyst, the DIFS Project Manager, a representative from the DIFS IT team, and a number of core business experts that should be very familiar with the different processes and activities of their respective Office within DIFS. The IPT will be the key contributors to the Workflow Analysis sessions and will be responsible for creating, reviewing, and approving the workflow documentation.

Executive Steering Committee

CaseLoad recommends that an Executive Steering Committee (ESC) also be convened. The core members should include the CaseLoad Lead Project Manager, the CaseLoad Onsite Project Manager, the DIFS Project Sponsor, the DIFS Project Manager, and the DTMB Project Architect. The ESC will discuss the project status on a bi-weekly basis via teleconference call. Its primary purpose is to communicate directly with the various project sponsors and to escalate issues that may require resolution.

Change Management Plan

The change management plan exists to provide a formal process for:

- Submission and receipt of change requests
- Review and logging of change requests
- Determination of the feasibility of change requests
- Approval of change requests
- Implementation and closure of change requests

CaseLoad will utilize the Change Control forms currently utilized by the State of Michigan for this project. Any changes in scope will be measured carefully to ensure the project milestones can still be met. Since time will be of essence during the project, using familiar Change Management procedures and forms should expedite the review process.

Process

1. Written change request is submitted by CaseLoad Business analyst to the CaseLoad Onsite Project Manager.
2. CaseLoad Onsite Project Manager Logs change request.
3. CaseLoad Project Implementation Team evaluates change request and estimates impact to scope, schedule, and cost and submits Change Request to DIFS Project Manager.
4. DIFS Project manager takes change request to DIFS Sponsor and appropriate Steering Committee.
5. DIFS Sponsor and/or Steering Committee reviews change request and either approves or rejects it.
6. DIFS Project Manager communicates Steering Committee decision to CaseLoad Project Manager.
7. CaseLoad Project manager updates project change and decision log to reflect decision made by change review board.
8. Stakeholders, sponsors, and team members are notified of decision about change request.
9. If approved, the Contract Administrator will submit a request for change to the Department of Technology, Management and Budget, Purchasing Operations Buyer, who will make recommendations to the Director of Purchasing Operations regarding ultimate approval/disapproval of change request. If the DTMB Purchasing Operations Director agrees with the proposed modification, and all required approvals are obtained (including State Administrative Board if required), the Purchasing Operations Buyer will issue an addendum to the Contract via a Contract Change Notice.

Communications Management Plan

This Communications Management Plan sets the communications framework for this project. It will serve as a guide for communications throughout the life of the project and will be updated as communication needs change. The DTMB Project Manager will take a proactive role in ensuring effective communications on this project. The communications requirements are outlined below:

Weekly Project Status Report

Delivery Method: Email and weekly meeting
Format: Michigan's Project Status *Report SUITE* template (PMM-0013)
Attendance: CaseLoad onsite Project Manager, DIFS Project Manager, DIFS Technical Architect, DTMB Customer Services Manager

Executive Steering Committee Meetings

Delivery Method: Teleconference
Format: To Be Determined
Attendance: Project Managers, Account Manager and Project Sponsors
Components:

- Executive Summary of activity during the report period
- Accomplishments during the reporting period
    - Accomplishments indicate specific work started or completed and not work in process
- Deliverable status
- Schedule status
- Change Control
- Planned accomplishments during the coming report period
    - Planned Accomplishments indicate specific work started or completed and not work in process
- Action Item status
- Key Issues
- Risks

Enterprise Architecture/Security Assessment and Plan

When requested, CaseLoad will review the Security Assessment and the Enterprise Architecture Assessment documents created by DTMB and consult with the DTMB team to implement the plans.

Issue Management

At DIFS request, we will use the DIFS SharePoint site to manage issues for this project. This system should allow for the logging of the following components:

- Description of issue
- Issue identification date
- Responsibility for resolving issue (a single owner).
- Priority for issue resolution (to be mutually agreed upon by the State and the Contractor)
- Due date for resolution
- Resources assigned responsibility for resolution
- Updates (indicating date and progress made towards resolution of the issue)
- Resolution date
- Resolution description

Issues initiated by CaseLoad shall be escalated for resolution through DIFS from level 1 through level 3, as defined below:

Level 1 – DIFS Project Manager
Level 2 – DIFS Project Sponsor
Level 3 – DIFS Executive Steering Committee

Issues initiated by DIFS shall be escalated for resolution through CaseLoad from level 1 through level 4, as defined below:

Level 1 – CaseLoad Onsite Project Manager
Level 2 – Executive Project Manager
Level 3 – Account Director
Level 4 – President/Senior Consultant

The Solution

myCaseLoad includes all of the functionality necessary to enter new cases, schedule events, administer security, generate documents and reports and will be tailored during the implementation project to meet your particular requirements. Because myCaseLoad is a web-based solution, users with the proper privileges can access the case management software and all of its functionality from anywhere they have an internet connection.

myCaseLoad is a complete Case Management System (CMS) package developed in modules, so you can purchase the functionality necessary for your organization. The Base Module is the main piece to which other modules can be added if required. All the basic case management, scheduling, work flow and reporting capabilities are found in the Base Module. A high level overview of some of its capabilities can be found in Appendix A of this response. The additional modules DIFS may require will be determined in Phase One and Two of this project; however, from a preliminary review of your requirements and for initial estimates I have included the modules for each Office based on our original assessments.

myCaseLoad is a .Net application developed using Windows Standards. The infrastructure requirements can be found in Appendix B. The deployment options can be found in the attached document myCaseLoad Deployment Options v6.0 included with this response.

Thank you for allowing us to submit this Phase Two Proposal for the DIFS Modernization Project.

Regards,

Craig Keller
Director, Sales and Marketing
CaseLoad Software

Project Plan and Implementation

The following pages include a detailed overview of the proposed project tasks and deliverables, assumptions, and the resources required by DIFS and DTMB during Phases Two, Three, and Four of the project. The tasks and deliverables are also included in the Project Plan and the associated costs for each deliverable are included in the Cost Summary at the end of this section.

Phase One: Requirements Definition (Feature Requirements Investigation)

This phase is currently in process and is focused on CaseLoad's verification and validation of the DIFS feature requirements.

The deliverables for this phase include the following:

CaseLoad will deliver an updated and edited version of the SEM 402 document for approval by each respective Office. CaseLoad will also produce a SEM401 (Requirements Traceability Matrix - Baseline) to be submitted to the DIFS Project Manager. At the completion of all the requirements for all Offices, CaseLoad will deliver a consolidated SEM 501 that addresses all Offices, including OGC. This will include pricing and mockups for any customizations required for approval by the DIFS Steering Committee. Any customizations that involve changes to CaseLoad screens will be outlined in the 501 documentation with mock-ups where required to illustrate the changes and how the system will work.

Phase Two: Workflow Process Analysis

The Workflow Process Analysis will proceed in a similar manner as the Feature Requirements Investigation from Phase One. This effort will begin once the Feature Request analysis sessions have been completed for the first seven Offices (note that review comments from some offices will not be received prior to starting the workflow sessions for other offices).

The Business Analysts will conduct mapping and documenting sessions with the IPT of each office. The estimated duration of the sessions is based on the estimated number of workflows for each office as follows:

Office	Estimated Number of Work Flows	Days to map (BA + Core Team)[1]	Days for MI Extended Team Review[2]	Days to Finalize[3]	Days to sign off[4]	Total Days
Market Conduct	103	21	3	5	3	**32**
Insurance Licensing	204	41	3	10	3	**57**
Credit Union	89	18	3	4	3	**28**
Banking	119	24	3	6	3	**36**
Consumer Finance	125	25	3	6	3	**37**
Consumer Services	57	11	3	3	3	**20**
Insurance Evaluation	98	20	3	5	3	**31**
TOTAL	**795**	**159**	**21**	**40**	**21**	**241**

[1] Assume 1 morning session (2 hrs.) and 1 afternoon session (2 hrs.) daily with core team. Core team will define workflow requirements in AM session. BA will finalize workflows after AM adjournment. Team continues defining new workflows in PM. Repeat cycle.

[2] After all Core Team sessions are completed and workflows finalized, documentation will be delivered to extended team for review.

[3] CaseLoad incorporates Extended Team Review comments.

[4] DIFS final review and signoff.

The IPT will be required to be available 50% of each day to assist in this process. This will include one morning session (2 hrs.) and one afternoon session (2 hrs.) Business Analysts will use the remaining time each day to produce the final documentation and follow-up with issues that arise in earlier sessions. Once complete, the Workflow documentation will be submitted to the DIFS Project Manager for review with the IPT.

When the workflow documentation is returned with questions or comments, the BA's will make any changes, and return it to the DIFS Project Manager for review and signoff if no further issues or questions are raised.

This process will continue until all Offices are complete.

The documentation produced from each workflow session will be a modified set of SEM502 documents which serve as use cases. Exhibit 1 on the following two pages provides an example of the documentation.

Exhibit 1: Example SEM502 Deliverable (Page 1 of 2)

State of Michigan
DIFS Modernization Project - OGC
Workflow/Use Cases

General Information

System or Project ID/Acronym:	DIFS Modernization Project	Creation Date:	7/22/2013
Client Agency:	Department of Insurance and Financial Services (DIFS)	Modification Date:	
Author(s):		DTMB Authorized by:	

Enforcement

Group Name - Enter Enforcement Case

Process Flow Name - Description / Post-conditions

As an alternative to the automated enforcement intake process, this action will usher the actor through an intake process to enter an enforcement case.

Pre-conditions / Triggers

1. Information related to an enforcement problem report has been sent to OGC by email or some other mechanism.

Dependencies

1. None.

Primary Actors List

- OGC Deputy General Counsel – Enforcement

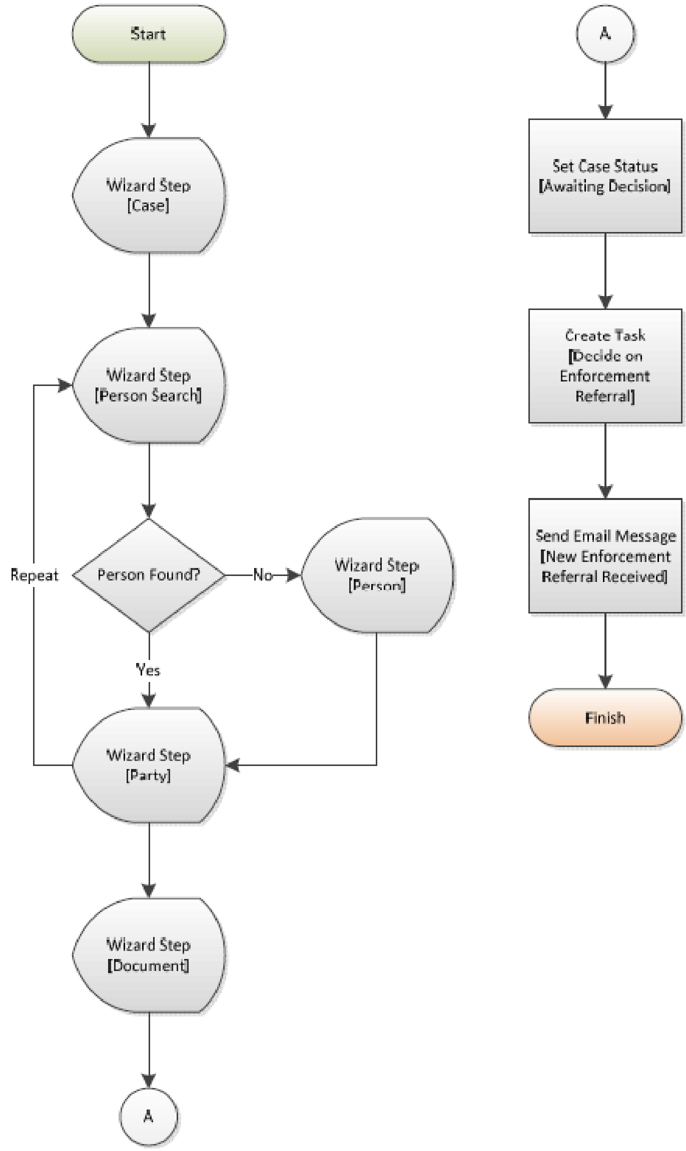
Special Requirements / Business Rules

None

Exhibit 1: Example SEM502 Deliverable (Page 1 of 2)

Process Flow

ENTITY ACTION NAME Enter Problem Report / Enforcement		
WORKFLOW FILE NAME GC Enter Problem Report		
ENTITY None		
RELATED TYPES All		
SECURITY ROLES OGC User		
APPEARANCE [ENTITY ACTION LISTS, MENU ITEM] Intake > Enforcement Referral		
SAVE No	SUMMARY Yes	EXIT ENTITY View Case
LAST REVISION Wednesday, June 12, 2013		



Provide Workflow Process Analysis

During the Workflow Process Analysis sessions, a CaseLoad Analyst will document DIFS existing or proposed internal processes ("process mapping") using the Microsoft Visio tool for each DIFS Office. This incremental analysis and design effort will attempt to capture the key system requirements while continually involving the key IPT participants.

During the Workflow Process Analysis session, DIFS internal workflow processes will be identified. During the Development Phase that takes place in Phase 3, the workflow processes will be translated into our Workflow Designer tool. DIFS screens will be defined using the CaseLoad Wizard Engine, in Phase 3.

During the Functional Design Document process (SEM501 - Phase 1 task), Functional Specifications are developed to document programming modifications, business process changes, or a combination of both. During the Functional Design Document Phase, the Functional Specifications are updated to provide a detailed description of customizations. The documents are reviewed with the IPT to ensure accuracy. Changes to the functional design identified during Workflow Process Analysis may result in updates to the SEM501. The SEM501 will be amended in such instances.

New or modified requirements may also be identified during the Workflow Process Analysis. The SEM401 Traceability Matrix contains all requirements identified during Phase 1. These documents will be updated with new requirements identified during Phase 2.

Collection of data migration requirements began in Phase 1. At DIFS request, this process will be completed as part of the Workflow sessions. DIFS goal is to minimize the tables migrated from OBASE and other sources. The BAs will work with the IPT to determine which data is required for migration to myCaseLoad. They will use existing reports, queries and OBASE screen documentation to support this. Much of this data has been identified and captured during Phase 1. The focus of Phase 2 will be to finalize the exact data to be migrated which will support each office's critical business processes. The Data Migration dictionary is a Phase 1 deliverable (component of the SEM501). The Data Migration dictionary will be updated throughout the workflow sessions and delivered at the completion of Phase 2.

Once customizations requested by DIFS are finalized in the SEM501, the DIFS team can review the documented solution. This step, while time intensive, proves to greatly reduce the number of late projects and increases the overall level of satisfaction. If the solution is not what was envisioned or is discovered not to work, an alternate method must be used. CaseLoad will prepare a preliminary sizing of the effort to implement each customized feature. The DIFS team will then have the opportunity to evaluate the cost/benefit of each desired enhancement, discuss CaseLoad's expected approach (or suggested alternatives), and prioritize the desired enhancement list.

Deliver Workflow Documents

An outcome of the Workflow Mapping Sessions will be documentation that represents the Offices Business Workflows or Use Cases (SEM502). Each document will be reviewed by the IPT of each office and modified where required for DIFS signoff. The Workflow charts included in each SEM502 are produced using MS Visio. These charts along with the narrative SEM502 information will be provided to the DIFS team in a PDF format for their review. The PDF will include all relevant narrative, flowcharts and shape data.

Upon completion of the Phase 2 deliverables for the Insurance Offices (Insurance Evaluation, Insurance Licensing and Market Conduct), CaseLoad will provide a revised proposal, an updated project plan, and a revised Cost Model that will include fixed costs for the Insurance Licensing track of the Phase Three deliverables and revised (if needed) costs for Phase Four.

Following completion of the Phase 2 deliverables for the Finance Offices (Banking, Credit Union, Consumer Finance) and the Administrative Offices (General Counsel, Consumer Services), the fixed costs for Phase 3 of these tracks will be determined and the estimated costs for Phase 4 will be revised, if necessary.

Phase Three:

As outlined in the SOW, Phase Three is the building of the DIFS system. We have needed to make some assumptions in this area of the project plan which will also be outlined in the pricing section.

We have tried to give estimates using the requirements that we have. We have also tried to estimate given normal requirements of similar clients. We tried to error on the high side of estimates for time and effort required for budgetary reasons. We have also taken into account that there will be new employees and contractors required for many of the tasks included in this phase and, at least at first, their productivity will not be as high as our present staff. The estimates on duration are reflective of the assumptions listed below.

You will see that the customization effort and the workflow creation effort are the critical paths as far as budget and time in this phase. As stated above, DIFS will be presented with the SEM-501 Functional Design document in Phase One. The DIFS team will then have the opportunity to evaluate the cost/benefit of each desired enhancement or customization, discuss CaseLoad's expected approach (or suggested alternatives), and prioritize the desired enhancement lists. It is our hope that the teams will, whenever possible, work within the framework of the COTS solution and find ways to diminish the amount of customizations. This can be achieved through an alternative "work-around" or business process change, the effect of which could greatly reduce the timelines and cost of Phase Three.

Some of the key assumptions made in this phase were:

- CaseLoad will be responsible for any report creation. We estimated the creation of 12 reports per office (96). CaseLoad will provide report training in Phase 4 for post-implementation report development by DIFS staff.
- CaseLoad will be responsible for mail merge template creation. We estimated the creation of 35 mail merges per office (280). CaseLoad will provide Mail Merge training in Phase 4 for post-implementation Mail Merge development by DIFS staff.
- The number of workflows to be created is based on the Estimated Workflow Exhibit in the Phase 2 description above. (Please keep in mind the number of workflows, as defined in our engine, is not necessarily reflective of the number of business processes. Each process may have several workflows within it. Workflows can more closely be correlated with the number of tasks or actions taken within a business process.)
- 4 Offices require eFiling and they would average approximately 10 eforms per Office
- Credit card interface for payment would be required to the Michigan credit card system CEPAS for each office requiring eFiling

Our standard approach is to divide this Phase into two distinct activities: Construction/Configuration and Testing

I. Construction/Configuration Stage

	▪ **Construction/Configuration Tasks**
	✓ Update website to call myCaseLoad test site

- ✓ Program updates and customizations
- ✓ Admin Configuration
- ✓ Mail merge templates
- ✓ E-Filing development
- ✓ Interface development
- ✓ Data Migration Load development
- ✓ Install software release on test site at CaseLoad Site
- ✓ Verify software release (by DIFS)
- ✓ Deliver software with databases to DIFS

The tasks associated with this activity are related to development of any system modifications necessary to meet DIFS's requirements. These tasks include analysis and design, coding, quality assurance testing and documentation. Specific components will be identified as a result of the Feature Design Document sessions. If any additional components are identified after the final Functional Design Document has been accepted and additional development effort is required, these changes will be addressed via the project change management process.

CaseLoad Software has adopted the use of the Scrum Agile framework to build and customize our products. Please refer to the Product Development Methodology section for a detailed overview of our approach to software customizations in Appendix C.

During Phase 4, CaseLoad will be training members of the DIFS team on the Administrative Console and creation of Mail merge templates. CaseLoad will be responsible for these tasks for the initial implementation of the system. It is expected that members of the DIFS team will - upon training - be able to configure the site using the console and create mail merge templates post implementation. The minimum skill set for mail merge training is:

Template Creation: Basic Microsoft Word knowledge
Stored Procedure Creation: Intermediate SQL knowledge – proficient in Transact-SQL that includes selecting/joining/filtering tables and data.

Report creation for initial implementation is the responsibility of CaseLoad., In Phase 4, we will conduct a 3-day training course in CaseLoad related to report creation. It is expected that the person(s) attending this training would at minimum have the following skill set:

Intermediate SQL knowledge – proficient in Transact-SQL that includes selecting/joining/filtering tables and data.

II. Testing Stage

- **Testing Tasks**

- ✓ Conduct user acceptance testing (by DIFS)
- ✓ Program bug fixes

During the Testing phase, DIFS IPT will ensure that each element of the application meets the functional requirements as outlined in the Functional Specifications and Feature Design documents created during the course of the project. Appendix C provides a detailed description of our development and testing methodology. Structured functional and performance testing will provide a straightforward method for demonstrating proposed solutions, installing bug fixes, and diagnosing problems. At this stage, all testing will be completed on DIFS test servers hosted by DTMB. CaseLoad will work with DIFS to produce a UAT test plan. Also CaseLoad will conduct knowledge transfer sessions and assist in the installation of a test site with DTMB staff.

Test data will be produced while executing test cases. Integration testing will ensure that all areas of the system interface with each other correctly and that there are no gaps in the data flow. CaseLoad will work closely with the DIFS team to identify any software issues and provide any necessary bug fixes. Final integration tests will prove that the system works as an integrated unit when all the fixes and changes to the existing functionality are complete.

An end-user training plan will be developed in this phase by DIFS and CaseLoad. All custom training material used for end user training will be created by DIFS using standard CaseLoad User Guides to be supplied by CaseLoad.

As mentioned above, there will be three separate Construction/Configuration and Implementation tracks (Insurance Offices, Finance Offices, Administrative Offices). At the conclusion of each Phase Three track, CaseLoad will update the project plan and the fixed costs for Phase Four.

Phase Four:

This phase is primarily the implementation and rollout of the solution. As discussed above, there will be three phases to this rollout – Insurance (IE, IL, MC), Finance (CF, OB, CU) and Administration (CS, GC). Implementation is phased in this manner to minimize disruption to DIFS organization that occurs in a big-bang approach and to allow for the Insurance offices deployed earlier than otherwise possible.

The one assumption that we have made that is reflected in the project plan and the pricing is the train-the-trainer approach we recommend for end user. CaseLoad has been training organizations on our system for many years and it has been our general practice to promote a train-the-trainer approach. We have found this approach to be highly successful and also cost effective. Training and knowledge transfer happens throughout the implementation process.

Our standard approach is to divide this Phase into three distinct activities: End-User Training, Implementation, and Post Implementation Review:

I. End-User Training

- **End User Training Tasks (one set of training sessions per Installation of Insurance, Finance, Administration)**

✓ Design training course and database (by DIFS)
✓ Conduct End-User Training (by DIFS)

End-user training will occur during this phase. Training will be based on the setup, configuration, procedures, and reporting established during Phase Two.

Our standard approach is a "Train-the-Trainer" method. A member of the IPT should conduct functional training that will focus on data entry and information inquiries using the specific process and roles of that Office. If DIFS implementation requires custom modifications, the classroom user-training should occur after custom modifications have been delivered and tested and as close to the "Go-Live" date as possible.

Training usually consists of a combination of lecture, demonstration, and hands-on exercises. End-users should dedicate at least one day to training, with half of the time spent on lecture and discussion, and the other half spent on practice and exercises.

As DIFS completes training and approaches the “go live” date, we will work with the Department to develop a transition plan. In most cases, that will include a “mini parallel run” on a test database. You will compare data via inquiries, reports and other activities to ensure that you are ready to extend the process to a production environment.

II. Implementation

- **Implementation Tasks (one set of Implementation activities for each Installation of Insurance, Finance, Administration)**

✓ Establish Production Environment
✓ Install Production Website at DIFS Site
✓ Go Live
✓ Conduct Technical Training for DIFS Administrators (Reports, Workflow Designer, Mail Merge, etc.)

The implementation phase entails installation and configuration of the application in the integration, test and production environments. The development and system test environments belong to CaseLoad and will not be deployed at the client’s vicinity. With the assistance of CaseLoad staff, DTMB will first establish an integration environment that will be used to ensure the system is interacting properly with the other components specific to the DTMB architecture. This environment will also be used as a test platform for the future deployment of updates and upgrades to the system.

Once the integration environment is known to be stable, DTMB with the help of CaseLoad staff will deploy a test environment that will be used for the user acceptance test level. This environment will also be used to test future updates and upgrades of the system. This environment will be re-deployed if issues are identified or modifications to the system are required.

An actual production environment will be created by DTMB with the assistance of CaseLoad staff to ensure the system is ready to use and accessible to the users.

In order to maintain consistent and proper customizations and migrate data between the environments, a configuration management process including identification, control and verification procedures will be developed. This will ensure that reports, workflows and wizards, mail merge templates and system configuration will be successfully migrated from the CaseLoad development environment to the DTMB integration environment. It will also be used by DTMB to migrate the configurations between the integration, test and production environments. On the Go Live date, it is important to have all internal project staff available in case they are needed.

III. Post-Implementation Review

- **Post Implementation Task (one Post- Implementation review for each Installation of Insurance, Finance, Administration)**

✓ Review progress with Executive Steering Committee (ESC) and the DIFS, CaseLoad, and HP-TRIM Project Teams

Two weeks after the "Go Live" date for each group of Offices (Insurance, Finance, and Administrative), the ESC will discuss and document lessons learned from the project and areas that still need attention. This will ensure that issues are resolved satisfactorily and the success of future projects.

Project Plan:

The project plan for the implementation of the DIFS Modernization Project is attached under separate cover. The plan includes tasks for both the Caseload and State of Michigan teams as well as baseline dates for the major project deliverables.

Pricing Section

Below is a listing of the pricing in response to this SOW. Phase One pricing has been approved, Phase Two prices are fixed, and all other prices are estimates at this point.

We have attempted to be as accurate as we could be at this point but when there was an assumption to be made or further information required we tried to use experience and typical requirements to guide our estimates. In many areas we also chose to error on the high side of effort and cost estimates for budget reasons.

Customizations are defined as feature requirements that cannot be met by normal configuring of the system. myCaseLoad is a highly configurable solution and most of the creation of your workflows can be made by using our built-in tools. However, we know that there will be customizations, specifically to our database that will require a large effort. These customizations are not difficult to make but can take a high level of effort from a development and QA perspective.

Interfaces are a very difficult requirement to price with any accuracy without very specific information. Interface requirements can vary greatly depending on the system and data being passed back and forth from each system. It is our hope that many of the same interfaces that will be created for one Office can be leveraged in this project with only slight changes. I have listed below the External system interfaces that have been identified to date.

Data Conversion is also a difficult process to properly estimate until the data elements have been identified. The estimate for this effort has been based on a list of assumptions that are included below.

Listed below are a total cost summary and a breakdown of the software and subscription costs for each Office. I have also included updates to the OGC and Insurance Evaluation pricing. The software modules listed are those that we think will be required. The specific Feature Modules that may be required will not be finalized until after agreement on Phase Two deliverables. I have included these estimates in the Phase Three Estimations.

Subscription is the yearly support and maintenance for the software. The license costs are one-time fees. Yearly Subscription will be billable on the first day of the new fiscal year (October 1) after each Office's Go Live Date and on the first day of the new fiscal year annually thereafter. For initial implementations, the Yearly Subscription will be billed 90 days after Go Live date and be prorated for the remaining portion of the year through September 30.

You will note that we have included software licenses in each Phase One deliverable. It is customary for us to bill for software licenses at contract signing. I have included in each Office's cost summary table the software costs for the myCaseLoad Base Module and a proportionate level of Standard Edition User Licenses based on the number of users provided at this time. The specific Feature Modules that may be required will not be finalized until after agreement on Phase Two deliverables. I have included these estimates in the Phase Three Estimations.

Additional assumptions are listed below the following pricing breakdowns.

Total Cost Summary

Summary	
Description	Total
Project Phase One	$379,272.00
Project Phase Two	$578,679.00
Project Phase Three	$2,018,769.00
Project Phase Four	$175,415.00
e-Filing Integration Services	$298,180.00
Software Licenses	$1,022,067.50
Software Subscription	$218,369.20
Software Customization	$3,017,077.00
	$7,707,828.70

myCaseLoad Software Description

The myCaseLoad software is licensed by individual server components and named-user seat licenses, allowing DIFS to purchase exactly what is required, reflecting the value of the application and keeping the solution affordable for smaller Offices.

User Licenses for the standard implementation are available in these choices:

1. The "Standard" Edition User license allows the named user to perform read and write functions.

2. The "Query" Edition User License permits only read-only access to the application.

3. Workflow Designer User.

Server Software

1. All Offices must purchase one myCaseLoad Base Module.

2. Other Module Options are priced and licensed separately. (See Appendix A for a further description of available Modules)

Software Breakdown by Office

OGC				
License Costs				
License Costs	Unit Description	Unit Price ($)	Quantity	Total ($)
myCaseLoad Base Module	Organization	$30,600.00	0	$0.00
Standard Edition User	Named User	$1,662.50	0	$0.00
Workflow Designer	Named User	$3,060.00	0	$0.00
File Tracking Module	Organization	$5,100.00	0	$0.00
Full Text Search Module	Organization	$4,080.00	0	$0.00
Document Publishing	Organization	$10,200.00	0	$0.00
eFiling Module	Organization	$10,200.00	1	$10,200.00
Community Website Module	Organization	$7,600.00	1	$7,600.00
Clerk Review Module	Organization	$8,160.00	1	$8,160.00
Clerk Review Users	Named User	$2,040.00	3	$6,120.00
Team Resource Module	Organization	$10,200.00	1	$10,200.00
Criminal Module	Organization	$10,200.00	1	$10,200.00
Accounts Receivable Module	Organization	$10,200.00	0	$0.00
Accounts Receivable User	Named User	$510.00	0	$0.00
Exchange Base Module (25)	Organization	$10,200.00	0	$0.00
Exchange Module Extension (5)	Organization	$510.00	0	$0.00
WebServices Module	Named User	$15,300.00	0	$0.00
			Licenses Total:	$52,480.00

Subscription Fees				
Subscription Fees		Unit Price ($)	Quantity	Total ($)
myCaseLoad Base Module		$6,426.00	0	$0.00
Standard Edition Users		$350.00	0	$0.00
Workflow Designer		$630.00	0	$0.00
File Tracking Module		$1,050.00	0	$0.00
Full Text Search Module		$840.00	0	$0.00
Document Publishing		$2,142.00	0	$0.00
eFiling Module		$2,142.00	1	$2,142.00
Community Website Module		$2,142.00	1	$2,142.00
Clerk Review Module		$1,713.60	1	$1,713.60
Clerk Review Users		$428.40	3	$1,285.20
Team Resource Module		$2,142.00	1	$2,142.00
Criminal Module		$2,142.00	1	$2,142.00
Accounts Receivable Module		$2,142.00	0	$0.00
Accounts Receivable User		$107.10	0	$0.00
Exchange Base Module (25)		$2,142.00	0	$0.00
Exchange Module Extension (5)		$107.10	0	$0.00
WebServices Module		$3,213.00	0	$0.00
			Subscription Total:	$11,566.80

Insurance Evaluation				
License Costs				
License Costs	Unit Description	Unit Price ($)	Quantity	Total ($)
myCaseLoad Base Module	Organization	$30,600.00	0	$0.00
Standard Edition User	Named User	$1,662.50	0	$0.00
Workflow Designer	Named User	$3,060.00	0	$0.00
File Tracking Module	Organization	$5,100.00	0	$0.00
Full Text Search Module	Organization	$4,080.00	0	$0.00
Document Publishing	Organization	$10,200.00	0	$0.00
eFiling Module	Organization	$10,200.00	0	$0.00
Community Website Module	Organization	$7,600.00	0	$0.00
Clerk Review Module	Organization	$8,160.00	1	$8,160.00
Clerk Review Users	Named User	$2,040.00	3	$6,120.00
Team Resource Module	Organization	$10,200.00	0	$0.00
Criminal Module	Organization	$10,200.00	0	$0.00
Accounts Receivable Module	Organization	$10,200.00	0	$0.00
Accounts Receivable User	Named User	$510.00	0	$0.00
Exchange Base Module (25)	Organization	$10,200.00	0	$0.00
Exchange Module Extension (5)	Organization	$510.00	0	$0.00
WebServices Module	Named User	$15,300.00	0	$0.00
			Licenses Total:	$14,280.00

Subscription Fees				
Subscription Fees		Unit Price ($)	Quantity	Total ($)
myCaseLoad Base Module		$6,426.00	0	$0.00
Standard Edition Users		$350.00	0	$0.00
Workflow Designer		$630.00	0	$0.00
File Tracking Module		$1,050.00	0	$0.00
Full Text Search Module		$840.00	0	$0.00
Document Publishing		$2,142.00	0	$0.00
eFiling Module		$2,142.00	0	$0.00
Community Website Module		$2,142.00	0	$0.00
Clerk Review Module		$1,713.60	1	$1,713.60
Clerk Review Users		$428.40	3	$1,285.20
Team Resource Module		$2,142.00	0	$0.00
Criminal Module		$2,142.00	0	$0.00
Accounts Receivable Module		$2,142.00	0	$0.00
Accounts Receivable User		$107.10	0	$0.00
Exchange Base Module (25)		$2,142.00	0	$0.00
Exchange Module Extension (5)		$107.10	0	$0.00
WebServices Module		$3,213.00	0	$0.00
			Subscription Total:	$2,998.80

Insurance Licensing				
License Costs				
License Costs	Unit Description	Unit Price ($)	Quantity	Total ($)
myCaseLoad Base Module	Organization	$30,600.00	1	$30,600.00
Standard Edition User	Named User	$1,662.50	19	$31,587.50
Workflow Designer	Named User	$3,060.00	1	$1,530.00
File Tracking Module	Organization	$5,100.00	1	$5,100.00
Full Text Search Module	Organization	$4,080.00	1	$4,080.00
Document Publishing	Organization	$10,200.00	0	$0.00
eFiling Module	Organization	$10,200.00	1	$10,200.00
Community Website Module	Organization	$7,600.00	1	$7,600.00
Clerk Review Module	Organization	$8,160.00	1	$8,160.00
Clerk Review Users	Named User	$2,040.00	3	$6,120.00
Team Resource Module	Organization	$10,200.00	0	$0.00
Criminal Module	Organization	$10,200.00	0	$0.00
Accounts Receivable Module	Organization	$10,200.00	1	$10,200.00
Accounts Receivable User	Named User	$510.00	3	$1,530.00
Exchange Base Module (25)	Organization	$10,200.00	1	$10,200.00
Exchange Module Extension (5)	Organization	$510.00	0	$0.00
WebServices Module	Named User	$15,300.00	1	$15,300.00
			Licenses Total:	$142,207.50

Subscription Fees				
Subscription Fees		Unit Price ($)	Quantity	Total ($)
myCaseLoad Base Module		$6,426.00	1	$6,426.00
Standard Edition Users		$350.00	19	$6,650.00
Workflow Designer		$630.00	1	$315.00
File Tracking Module		$1,050.00	1	$1,050.00
Full Text Search Module		$840.00	1	$840.00
Document Publishing		$2,142.00	0	$0.00
eFiling Module		$2,142.00	1	$2,142.00
Community Website Module		$2,142.00	1	$2,142.00
Clerk Review Module		$1,713.60	1	$1,713.60
Clerk Review Users		$428.40	3	$1,285.20
Team Resource Module		$2,142.00	0	$0.00
Criminal Module		$2,142.00	0	$0.00
Accounts Receivable Module		$2,142.00	1	$2,142.00
Accounts Receivable User		$107.10	3	$321.30
Exchange Base Module (25)		$2,142.00	1	$2,142.00
Exchange Module Extension (5)		$107.10	0	$0.00
WebServices Module		$3,213.00	1	$3,213.00
			Subscription Total:	$30,382.10

Market Conduct				
License Costs				
License Costs	Unit Description	Unit Price ($)	Quantity	Total ($)
myCaseLoad Base Module	Organization	$30,600.00	1	$30,600.00
Standard Edition User	Named User	$1,662.50	16	$26,600.00
Workflow Designer	Named User	$3,060.00	1	$1,530.00
File Tracking Module	Organization	$5,100.00	1	$5,100.00
Full Text Search Module	Organization	$4,080.00	1	$4,080.00
Document Publishing	Organization	$10,200.00	0	$0.00
eFiling Module	Organization	$10,200.00	1	$10,200.00
Community Website Module	Organization	$7,600.00	1	$7,600.00
Clerk Review Module	Organization	$8,160.00	1	$8,160.00
Clerk Review Users	Named User	$2,040.00	3	$6,120.00
Team Resource Module	Organization	$10,200.00	0	$0.00
Criminal Module	Organization	$10,200.00	0	$0.00
Accounts Receivable Module	Organization	$10,200.00	1	$10,200.00
Accounts Receivable User	Named User	$510.00	3	$1,530.00
Exchange Base Module (25)	Organization	$10,200.00	1	$10,200.00
Exchange Module Extension (5)	Organization	$510.00	0	$0.00
WebServices Module	Named User	$15,300.00	1	$15,300.00
			Licenses Total:	$137,220.00

Subscription Fees				
Subscription Fees		Unit Price ($)	Quantity	Total ($)
myCaseLoad Base Module		$6,426.00	1	$6,426.00
Standard Edition Users		$350.00	16	$5,600.00
Workflow Designer		$630.00	1	$315.00
File Tracking Module		$1,050.00	1	$1,050.00
Full Text Search Module		$840.00	1	$840.00
Document Publishing		$2,142.00	0	$0.00
eFiling Module		$2,142.00	1	$2,142.00
Community Website Module		$2,142.00	1	$2,142.00
Clerk Review Module		$1,713.60	1	$1,713.60
Clerk Review Users		$428.40	3	$1,285.20
Team Resource Module		$2,142.00	0	$0.00
Criminal Module		$2,142.00	0	$0.00
Accounts Receivable Module		$2,142.00	1	$2,142.00
Accounts Receivable User		$107.10	3	$321.30
Exchange Base Module (25)		$2,142.00	1	$2,142.00
Exchange Module Extension (5)		$107.10	0	$0.00
WebServices Module		$3,213.00	1	$3,213.00
			Subscription Total:	$29,332.10

Office of Consumer Sevices				
License Costs				
License Costs	Unit Description	Unit Price ($)	Quantity	Total ($)
myCaseLoad Base Module	Organization	$30,600.00	1	$30,600.00
Standard Edition User	Named User	$1,662.50	36	$59,850.00
Workflow Designer	Named User	$3,060.00	1	$1,530.00
File Tracking Module	Organization	$5,100.00	1	$5,100.00
Full Text Search Module	Organization	$4,080.00	1	$4,080.00
Document Publishing	Organization	$10,200.00	0	$0.00
eFiling Module	Organization	$10,200.00	0	$0.00
Community Website Module	Organization	$7,600.00	1	$7,600.00
Clerk Review Module	Organization	$8,160.00	1	$8,160.00
Clerk Review Users	Named User	$2,040.00	3	$6,120.00
Team Resource Module	Organization	$10,200.00	0	$0.00
Criminal Module	Organization	$10,200.00	0	$0.00
Accounts Receivable Module	Organization	$10,200.00	1	$10,200.00
Accounts Receivable User	Named User	$510.00	3	$1,530.00
Exchange Base Module (25)	Organization	$10,200.00	1	$10,200.00
Exchange Module Extension (5)	Organization	$510.00	3	$1,530.00
WebServices Module	Named User	$15,300.00	1	$15,300.00
			Licenses Total:	**$161,800.00**

Subscription Fees				
Subscription Fees		Unit Price ($)	Quantity	Total ($)
myCaseLoad Base Module		$6,426.00	1	$6,426.00
Standard Edition Users		$350.00	36	$12,600.00
Workflow Designer		$630.00	1	$315.00
File Tracking Module		$1,050.00	1	$1,050.00
Full Text Search Module		$840.00	1	$840.00
Document Publishing		$2,142.00	0	$0.00
eFiling Module		$2,142.00	0	$0.00
Community Website Module		$2,142.00	1	$2,142.00
Clerk Review Module		$1,713.60	1	$1,713.60
Clerk Review Users		$428.40	3	$1,285.20
Team Resource Module		$2,142.00	0	$0.00
Criminal Module		$2,142.00	0	$0.00
Accounts Receivable Module		$2,142.00	1	$2,142.00
Accounts Receivable User		$107.10	3	$321.30
Exchange Base Module (25)		$2,142.00	1	$2,142.00
Exchange Module Extension (5)		$107.10	3	$321.30
WebServices Module		$3,213.00	1	$3,213.00
			Subscription Total:	**$34,511.40**

Consumer Finance				
License Costs				
License Costs	Unit Description	Unit Price ($)	Quantity	Total ($)
myCaseLoad Base Module	Organization	$30,600.00	1	$30,600.00
Standard Edition User	Named User	$1,662.50	43	$71,487.50
Workflow Designer	Named User	$3,060.00	1	$1,530.00
File Tracking Module	Organization	$5,100.00	1	$5,100.00
Full Text Search Module	Organization	$4,080.00	1	$4,080.00
Document Publishing	Organization	$10,200.00	0	$0.00
eFiling Module	Organization	$10,200.00	1	$10,200.00
Community Website Module	Organization	$7,600.00	1	$7,600.00
Clerk Review Module	Organization	$8,160.00	1	$8,160.00
Clerk Review Users	Named User	$2,040.00	3	$6,120.00
Team Resource Module	Organization	$10,200.00	0	$0.00
Criminal Module	Organization	$10,200.00	0	$0.00
Accounts Receivable Module	Organization	$10,200.00	1	$10,200.00
Accounts Receivable User	Named User	$510.00	3	$1,530.00
Exchange Base Module (25)	Organization	$10,200.00	1	$10,200.00
Exchange Module Extension (5)	Organization	$510.00	4	$2,040.00
WebServices Module	Named User	$15,300.00	1	$15,300.00
			Licenses Total:	$184,147.50

Subscription Fees				
Subscription Fees		Unit Price ($)	Quantity	Total ($)
myCaseLoad Base Module		$6,426.00	1	$6,426.00
Standard Edition Users		$350.00	43	$15,050.00
Workflow Designer		$630.00	1	$315.00
File Tracking Module		$1,050.00	1	$1,050.00
Full Text Search Module		$840.00	1	$840.00
Document Publishing		$2,142.00	0	$0.00
eFiling Module		$2,142.00	1	$2,142.00
Community Website Module		$2,142.00	1	$2,142.00
Clerk Review Module		$1,713.60	1	$1,713.60
Clerk Review Users		$428.40	3	$1,285.20
Team Resource Module		$2,142.00	0	$0.00
Criminal Module		$2,142.00	0	$0.00
Accounts Receivable Module		$2,142.00	1	$2,142.00
Accounts Receivable User		$107.10	3	$321.30
Exchange Base Module (25)		$2,142.00	1	$2,142.00
Exchange Module Extension (5)		$107.10	4	$428.40
WebServices Module		$3,213.00	1	$3,213.00
			Subscription Total:	$39,210.50

Office of Credit Union				
License Costs				
License Costs	Unit Description	Unit Price ($)	Quantity	Total ($)
myCaseLoad Base Module	Organization	$30,600.00	1	$30,600.00
Standard Edition User	Named User	$1,662.50	48	$79,800.00
Workflow Designer	Named User	$3,060.00	1	$1,530.00
File Tracking Module	Organization	$5,100.00	1	$5,100.00
Full Text Search Module	Organization	$4,080.00	1	$4,080.00
Document Publishing	Organization	$10,200.00	0	$0.00
eFiling Module	Organization	$10,200.00	0	$0.00
Community Website Module	Organization	$7,600.00	1	$7,600.00
Clerk Review Module	Organization	$8,160.00	1	$8,160.00
Clerk Review Users	Named User	$2,040.00	3	$6,120.00
Team Resource Module	Organization	$10,200.00	0	$0.00
Criminal Module	Organization	$10,200.00	0	$0.00
Accounts Receivable Module	Organization	$10,200.00	0	$0.00
Accounts Receivable User	Named User	$510.00	0	$0.00
Exchange Base Module (25)	Organization	$10,200.00	1	$10,200.00
Exchange Module Extension (5)	Organization	$510.00	5	$2,550.00
WebServices Module	Named User	$15,300.00	1	$15,300.00
			Licenses Total:	**$171,040.00**

Subscription Fees				
Subscription Fees		Unit Price ($)	Quantity	Total ($)
myCaseLoad Base Module		$6,426.00	1	$6,426.00
Standard Edition Users		$350.00	48	$16,800.00
Workflow Designer		$630.00	1	$315.00
File Tracking Module		$1,050.00	1	$1,050.00
Full Text Search Module		$840.00	1	$840.00
Document Publishing		$2,142.00	0	$0.00
eFiling Module		$2,142.00	0	$0.00
Community Website Module		$2,142.00	1	$2,142.00
Clerk Review Module		$1,713.60	1	$1,713.60
Clerk Review Users		$428.40	3	$1,285.20
Team Resource Module		$2,142.00	0	$0.00
Criminal Module		$2,142.00	0	$0.00
Accounts Receivable Module		$2,142.00	0	$0.00
Accounts Receivable User		$107.10	0	$0.00
Exchange Base Module (25)		$2,142.00	1	$2,142.00
Exchange Module Extension (5)		$107.10	5	$535.50
WebServices Module		$3,213.00	1	$3,213.00
			Subscription Total:	**$36,462.30**

Office of Banking				
License Costs				
License Costs	Unit Description	Unit Price ($)	Quantity	Total ($)
myCaseLoad Base Module	Organization	$30,600.00	1	$30,600.00
Standard Edition User	Named User	$1,662.50	41	$68,162.50
Workflow Designer	Named User	$3,060.00	1	$1,530.00
File Tracking Module	Organization	$5,100.00	1	$5,100.00
Full Text Search Module	Organization	$4,080.00	1	$4,080.00
Document Publishing	Organization	$10,200.00	0	$0.00
eFiling Module	Organization	$10,200.00	0	$0.00
Community Website Module	Organization	$7,600.00	1	$7,600.00
Clerk Review Module	Organization	$8,160.00	1	$8,160.00
Clerk Review Users	Named User	$2,040.00	3	$6,120.00
Team Resource Module	Organization	$10,200.00	0	$0.00
Criminal Module	Organization	$10,200.00	0	$0.00
Accounts Receivable Module	Organization	$10,200.00	0	$0.00
Accounts Receivable User	Named User	$510.00	0	$0.00
Exchange Base Module (25)	Organization	$10,200.00	1	$10,200.00
Exchange Module Extension (5)	Organization	$510.00	4	$2,040.00
WebServices Module	Named User	$15,300.00	1	$15,300.00
			Licenses Total:	$158,892.50

Subscription Fees				
Subscription Fees		Unit Price ($)	Quantity	Total ($)
myCaseLoad Base Module		$6,426.00	1	$6,426.00
Standard Edition Users		$350.00	41	$14,350.00
Workflow Designer		$630.00	1	$315.00
File Tracking Module		$1,050.00	1	$1,050.00
Full Text Search Module		$840.00	1	$840.00
Document Publishing		$2,142.00	0	$0.00
eFiling Module		$2,142.00	0	$0.00
Community Website Module		$2,142.00	1	$2,142.00
Clerk Review Module		$1,713.60	1	$1,713.60
Clerk Review Users		$428.40	3	$1,285.20
Team Resource Module		$2,142.00	0	$0.00
Criminal Module		$2,142.00	0	$0.00
Accounts Receivable Module		$2,142.00	0	$0.00
Accounts Receivable User		$107.10	0	$0.00
Exchange Base Module (25)		$2,142.00	1	$2,142.00
Exchange Module Extension (5)		$107.10	4	$428.40
WebServices Module		$3,213.00	1	$3,213.00
			Subscription Total:	$33,905.20