Form No. DTMB-3522 (Rev. 4/2012)
AUTHORITY: Act 431 of 1984
COMPLETION: Required
PENALTY: Contract will not be executed unless form is filed

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

CONTRACT NO. 071B6600078

between

THE STATE OF MICHIGAN

and

NAME & ADDRESS OF CONTRACTOR:	PRIMARY CONTACT	EMAIL
The Consultants Consortium dba TCC Software Solutions	Alison J. Maloof	Alison.maloof@e-tcc.com
1022 E 52nd Street	TELEPHONE	CONTRACTOR #, MAIL CODE
Indianapolis, IN 46205	317-638-0173	0942

STATE CONTACTS	AGENCY	NAME	PHONE	EMAIL
CONTRACT COMPLIANCE INSPECTOR:	DTMB	Tracy Mansberger	517-373-6984	mansbergert@michigan.gov
BUYER:	DTMB	Jarrod Barron	517-284-7045	Barronj1@michigan.gov

CONTRACT SUMMARY:			
DESCRIPTION: Charitable Gaming Information System			
INITIAL TERM	EFFECTIVE DATE	INITIAL EXPIRATION DATE	AVAILABLE OPTIONS
5 years	4/19/2016	4/18/2021	5 x 1-year
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			
MISCELLANEOUS INFORMATION:			
N/A			
ESTIMATED CONTRACT VALUE AT TIME OF EXECUTION:			$1,298,595.00

THIS IS NOT AN ORDER: This Contract Agreement is awarded on the basis of our inquiry bearing the solicitation # 007115B0005142. Orders for delivery will be issued directly by the Department of Technology, Management & Budget through the issuance of a Purchase Order Form.

Form No. DTMB-3522 (Rev. 4/2012)

Notice of Contract #: 071B6600078

FOR THE CONTRACTOR:	FOR THE STATE:
The Consultants Consortium dba TCC Software Solutions	
Firm Name	Signature
	William Pemble
Authorized Agent Signature	Name/Title
	IT Division Director
Authorized Agent (Print or Type)	Enter Name of Agency
Date	Date

STATE OF MICHIGAN

CONTRACT TERMS
CUSTOM SOFTWARE DEVELOPMENT

This CUSTOM SOFTWARE DEVELOPMENT CONTRACT (this "**Contract**") is agreed to between the State of Michigan (the "**State**") and The Consultant's Consortium, Inc., dba TCC Software Solutions, Inc. ("**Contractor**"), an Indiana corporation. This Contract is effective on April 19, 2016 ("**Effective Date**"), and unless earlier terminated, will expire on April 18, 2021 (the "**Term**").

This Contract may be renewed for up to five (5) additional one-year period(s). Renewal must be by written notice from the State and will automatically extend the Term of this Contract.

The parties agree as follows:

1. Definitions. For purposes of this Contract, the following terms have the following meanings:

"**Acceptance**" has the meaning set forth in **Section 9.5**.

"**Acceptance Tests**" means such tests as may be conducted in accordance with **Section 9** and the Statement of Work to determine whether any Software Deliverable meets the requirements of this Contract and the Specifications and Documentation.

"**Affiliate**" means any entity which directly or indirectly controls, is controlled by or is under common control of Contractor. The term "control" means the possession of the power to direct or cause the direction of the management and the policies of an entity, whether through the ownership of a majority of the outstanding voting rights or by contract or otherwise.

"**Aggregate Software**" means the Software, as a whole, to be developed or otherwise provided under the Statement of Work. For avoidance of doubt, if the Statement of Work provides for a single Software Deliverable, such Software Deliverable also constitutes Aggregate Software.

"**Allegedly Infringing Materials**" has the meaning set forth in **Section 18.3(b)(ii)**.

"**Approved Open-Source Components**" means Open-Source Components that the State has approved to be included in or used in connection with any Software developed or provided under this Contract, and are specifically identified in the Statement of Work.

"**Approved Third-Party Materials**" means Third-Party Materials that the State has approved to be included in or for use in connection with any Software developed or provided under this Contract, and are specifically identified in the Statement of Work.

"**Background Technology**" means all Software, data, know-how, ideas, methodologies, specifications, and other technology in which Contractor owns such Intellectual Property Rights as are necessary for Contractor to grant the rights and licenses set forth in **Section 14.1**, and for the State (including its licensees,

successors and assigns) to exercise such rights and licenses, without violating any right of any Third Party or any Law or incurring any payment obligation to any Third Party. Background Technology must: (a) be identified as Background Technology in the Statement of Work; and (b) have been developed or otherwise acquired by Contractor prior to the date of the RFP.

"**Business Day**" means a day other than a Saturday, Sunday or State holiday.

"Business Owner" is the individual appointed by the end-user agency procuring the software to (a) act as such agency's representative in all matters relating to the Contract, and (b) co-sign off on the State's notice of Acceptance for all Software Deliverables and Aggregate Software. The Business Owner will be identified in the Statement of Work**.**

"**Business Requirements Specification**" means the initial specification setting forth the State's business requirements regarding the features and functionality of the Software, as set forth in the Statement of Work.

"**Change**" has the meaning set forth in **Section 2.2**.

"**Change Notice**" has the meaning set forth in **Section 2.4(b)**.

"**Change Proposal**" has the meaning set forth in **Section 2.4(a)**.

"**Change Request**" has the meaning set forth in **Section 2.2**.

"**Confidential Information**" has the meaning set forth in **Section 22.1**.

"**Contract**" has the meaning set forth in the preamble.

"**Contract Administrator**" is the individual appointed by each party to (a) administer the terms of this Contract, and (b) approve and execute any Change Notices under this Contract. Each party's Contract Administrator will be identified in the Statement of Work.

"**Contractor**" has the meaning set forth in the preamble.

"**Contractor's Bid Response**" means the Contractor's proposal submitted in response to the RFP.

"**Contractor Personnel**" means all employees of Contractor or any Permitted Subcontractors involved in the performance of Services or providing Work Product under this Contract.

"**Deliverables**" means all Software Deliverables and all other documents, Work Product, and other materials that Contractor is required to or otherwise does provide to the State under this Contract and otherwise in connection with any Services, including all items specifically identified as Deliverables in the Statement of Work.

"**Derivative Work**" means any modification, addition, upgrade, update, or improvement of the Software and any other work constituting a derivative work under the United States Copyright Act, 17 U.S.C. Section 101, *et seq.*

"**Dispute Resolution Procedure**" means the procedure for resolving disputes under this Contract as set forth in **Section 28**.

"**Documentation**" means all user manuals, operating manuals, technical manuals and any other instructions, specifications, documents and materials, in any form or media, that describe the functionality, installation, testing, operation, use, maintenance, support and technical and other components, features and requirements of any Software.

"**DTMB**" means the Michigan Department of Technology, Management and Budget.

"**Effective Date**" has the meaning set forth in the preamble.

"**Escrow Agreement"** has the meaning set forth in **Section 14.5**.

"**Fees**" has the meaning set forth in **Section 11.1**

"Financial Audit Period" has the meaning set forth in **Section 26.1**.

"**Force Majeure**" has the meaning set forth in **Section 29.8**.

"**Harmful Code**" means any: (a) virus, trojan horse, worm, backdoor or other software or hardware devices the effect of which is to permit unauthorized access to, or to disable, erase, or otherwise harm, any computer, systems or software; or (b) time bomb, drop dead device, or other software or hardware device designed to disable a computer program automatically with the passage of time or under the positive control of any Person, or otherwise deprive the State of its lawful right to use such Software.

"**HIPAA**" has the meaning set forth in **Section 21.1**.

"**Implementation Plan**" means the schedule included in the Statement of Work setting forth the sequence of events for the performance of Services under the Statement of Work, including the Milestones and Milestone Dates.

"**Initial Statement of Work**" means the Statement of Work for the initial Software development and related Services, attached as **Schedule A** to this Contract.

"**Intellectual Property Rights**" means all or any of the following: (a) patents, patent disclosures, and inventions (whether patentable or not); (b) trademarks, service marks, trade dress, trade names, logos, corporate names, and domain names, together with all of the associated goodwill; (c) copyrights and copyrightable works (including computer programs), mask works and rights in data and databases; (d) trade secrets, know-how and other confidential information; and (e) all other intellectual property rights, in each case whether registered or unregistered and including all applications for, and renewals or extensions of, such rights, and all similar or equivalent rights or forms of protection provided by applicable Law in any jurisdiction throughout the world.

"**Intended Users**" means the users that are intended to use Software or particular features or functions of the Software, as described in the Specifications for such Software.

"**Key Personnel**" means any Contractor Personnel identified as key personnel in the Statement of Work.

"**Law**" means any statute, law, ordinance, regulation, rule, code, order, constitution, treaty, common law, judgment, decree, other requirement or rule of law of any federal, state, local or foreign government or political subdivision thereof, or any arbitrator, court, or tribunal of competent jurisdiction.

"**Maintenance and Support Schedule**" means the schedule attached as **Schedule C**, setting forth the Maintenance and Support Services, the Support Fees, and the parties' additional rights and obligations with respect to such services.

"**Maintenance and Support Services**" means the Software maintenance and support services the Contractor is required to or otherwise does provide under this Contract as set forth in the Maintenance and Support Schedule.

"**Milestone**" means an event or task described in the Implementation Plan under the Statement of Work that must be completed by the corresponding Milestone Date.

"**Milestone Date**" means the date by which a particular Milestone must be completed as set forth in the Implementation Plan under the Statement of Work.

"**Non-Conformity**" means any failure of any: (a) Software or Documentation to conform to the requirements of this Contract (including the Statement of Work) or (b) Software to conform to the requirements of this Contract or the Specifications or Documentation.

"**Object Code**" means computer programs assembled or compiled in magnetic or electronic binary form on software media, which are readable and useable by machines, but not generally readable by humans without reverse assembly, reverse compiling, or reverse engineering.

"**Open-Source Components**" means any software component that is subject to any open-source copyright license contract, including any GNU General Public License or GNU Library or Lesser Public License, or other license contract that substantially conforms to the Open Source Initiative's definition of "open source" or otherwise may require disclosure or licensing to any third party of any source code with which such software component is used or compiled.

"**Open-Source License**" has the meaning set forth in **Section 3.3**.

"**Operating Environment**" means, collectively, the State platform and environment on, in, or under which Software is intended to be installed and operate, as set forth in the Statement of Work, including such structural, functional and other features, conditions and components as hardware, operating software and system architecture and configuration.

"**Permitted Subcontractor**" has the meaning set forth in **Section 5.5**.

"**Person**" means an individual, corporation, partnership, joint venture, limited liability entity, governmental authority, unincorporated organization, trust, association, or other entity.

"**Project Manager**" is the individual appointed by each party to (a) monitor and coordinate the day-to-day activities of this Contract, and (b) in the case of the State, co-sign off on its notice of Acceptance for all Software Deliverables and Aggregate Software. Each party's Project Manager will be identified in the Statement of Work.

"**Representatives**" means a party's employees, officers, directors, consultants, legal advisors, and Permitted Subcontractors.

"**RFP**" means the State's request for proposal designed to solicit responses for Services under this Contract.

"**Services**" means any of the services Contractor is required to or otherwise does provide under this Contract or the Statement of Work, as more fully described in this Contract or the Statement of Work.

"**Site**" means the physical location designated by the State in, or in accordance with, this Contract or the Statement of Work for delivery and installation of any Software.

"**Software**" means the computer program(s), including programming tools, scripts and routines, the Contractor is required to or otherwise does develop or otherwise provide under this Contract, as described more fully in the Statement of Work, including all updates, upgrades, new versions, new releases, enhancements, improvements, and other modifications made or provided under the Maintenance and Support Services. As context dictates, Software may refer to one or more Software Deliverables or Aggregate Software.

"**Software Deliverable**" means any Software, together with its Documentation, required to be delivered as a Milestone as set forth in the Implementation Plan for such Software.

"**Source Code**" means the human readable source code of the Software to which it relates, in the programming language in which such Software was written, together with all related flow charts and technical documentation, including a description of the procedure for generating object code, all of a level sufficient to enable a programmer reasonably fluent in such programming language to understand, operate, support, maintain and develop modifications, upgrades, updates, enhancements, improvements and new versions of, and to develop computer programs compatible with, such Software.

"**Specifications**" means, for any Software, the specifications collectively set forth in the Business Requirements Specification and Technical Specification, together with any other specifications set forth in the RFP or Contractor's Bid Response, if any, for such Software, or elsewhere in the Statement of Work.

"**State**" means the State of Michigan.

"**State Data**" has the meaning set forth in **Section 21.1**.

"**State Materials**" means all materials and information, including documents, data, know-how, ideas, methodologies, specifications, software, content and technology, in any form or media, directly or indirectly provided or made available to Contractor by or on behalf of the State in connection with this Contract, whether or not the same: (a) are owned by the State, a Third Party or in the public domain; or (b) qualify for or are protected by any Intellectual Property Rights.

"**State Resources**" has the meaning set forth in **Section 6.1**.

"**Statement of Work**" means any statement of work entered into by the parties and attached as a schedule to this Contract. The Initial Statement of Work is attached as **Schedule A**, and subsequent Statements of Work shall be sequentially identified and attached as Schedules A-1, A-2, A-3, etc.

"**Stop Work Order"** has the meaning set forth in **Section 16**.

"**Support Fees**" means the fees, if any, payable by the State for Maintenance and Support Services as set forth in the Maintenance and Support Schedule.

"**Support Commencement Date**" means, with respect to any Software, the date on which the Warranty Period for such Software expires or such other date as may be set forth in the Maintenance and Support Schedule.

"**Technical Specification**" means, with respect to any Software, the document setting forth the technical specifications for such Software and included in the Statement of Work.

"**Term**" has the meaning set forth in the preamble**.**

"**Testing Period**" has the meaning set forth in **Section 9.1**.

"**Third Party**" means any Person other than the State or Contractor.

"**Third-Party Materials**" means any materials and information, including documents, data, know-how, ideas, methodologies, specifications, software, content, and technology, in any form or media, in which any Person other than the State or Contractor owns any Intellectual Property Right, but excluding Open-Source Components.

"**Transition Period**" has the meaning set forth in **Section 15.4**.

"**Transition Responsibilities**" has the meaning set forth in **Section 15.4**.

"**Unauthorized Removal**" has the meaning set forth in **Section 5.4(b)**.

"**Unauthorized Removal Credit**" has the meaning set forth in **Section 5.4(c)**.

"**Warranty Period**" means, for any Software, the ninety (90) calendar-day period commencing (a) in the case of Aggregate Software, upon the State's Acceptance; and (b) in the case of any updates, upgrades, new versions, new releases, enhancements and other modifications to previously-Accepted Aggregate Software, upon the State's receipt of such modification.

"**Work Product**" means all Software, Documentation, Specifications, and other documents, work product and related materials, that Contractor is required to, or otherwise does, provide to the State under this Contract, together with all ideas, concepts, processes, and methodologies developed in connection with this Contract whether or not embodied in this Contract.

2. Statements of Work. Contractor shall provide Services and Deliverables pursuant to Statements of Work entered into under this Contract. No Statement of Work shall be effective unless signed by each party's Contract Administrator. The term of each Statement of Work shall commence on the parties' full execution of the Statement of Work and terminate when the parties have fully performed their obligations. The terms and conditions of this Contract will apply at all times to any Statements of Work entered into by the parties and attached as a schedule to this Contract. The State shall have the right to terminate such Statement of Work as set forth in **Section 15**. Contractor acknowledges that time is of the essence with respect to Contractor's

obligations under each Statement of Work and agrees that prompt and timely performance of all such obligations in accordance with this Contract and the Statements of Work (including the Implementation Plan and all Milestone Dates) is strictly required.

2.1 Statement of Work Requirements. Each Statement of Work will include the following:

(a) names and contact information for Contractor's Contract Administrator, Project Manager and Key Personnel;

(b) names and contact information for the State's Contract Administrator, Project Manager and Business Owner;

(c) a detailed description of the Services to be provided under this Contract, including any training obligations of Contractor;

(d) a detailed description of the Software and other Work Product to be developed or otherwise provided under this Contract, including the:

(i) Business Requirements Specification;
(ii) Technical Specification; and
(iii) a description of the Documentation to be provided;

(e) an Implementation Plan, including all Milestones, the corresponding Milestone Dates and the parties' respective responsibilities under the Implementation Plan;

(f) Fees payable under this Contract, the manner in which such Fees will be calculated, the due dates for payment and any invoicing requirements, including any Milestones on which any such Fees are conditioned, and such other information as the parties deem necessary;

(g) disclosure of all Background Technology, Approved Third-Party Materials, Approved Open-Source Components (each identified on a separate exhibit to the Statement of Work), in each case accompanied by such related documents as may be required by this Contract;

(h) a detailed description of all State Resources required to complete the Implementation Plan, if applicable.

2.2 Initial Statement of Work. The Initial Statement of Work is attached as **Schedule A** to this Contract. Commencing on the Effective Date, Contractor shall perform the Services set forth in **Schedule A** for purposes of creating and providing to the State Contractor's proposal for developing Software that meets all criteria set forth in the Business Requirements Specification.

2.3 Additional Statements of Work. Promptly following receipt of the State's request for additional Software development or other Services, Contractor shall provide the State with a proposal containing all information specified in **Section 2.1**. Upon the parties' agreement with respect to the terms of such proposal, all such terms shall be incorporated in a Statement of Work and each party shall cause the same to be signed by its Contract Administrator. Each fully executed Statement of Work shall be attached as a Schedule to, and by this reference incorporated in and made a part of, this Contract.

2.4 Change Control Process. The State may at any time request in writing (each, a "**Change Request**") changes to the Statement of Work, including changes to the Services, Work Product, Implementation Plan, or any Specifications (each, a "**Change**"). Upon the State's submission of a Change Request, the parties will evaluate and implement all Changes in accordance with this **Section 2.4**.

(a) As soon as reasonably practicable, and in any case within twenty (20) Business Days following receipt of a Change Request, Contractor will provide the State with a written proposal for implementing the requested Change ("**Change Proposal**"), setting forth:

(i) a written description of the proposed Changes to any Services, Work Product, or Deliverables;

(ii) an amended Implementation Plan reflecting: (A) the schedule for commencing and completing any additional or modified Services, Work Product, or Deliverables; and (B) the effect of such Changes, if any, on completing any other Services or Work Product under the Statement of Work;

(iii) any additional Third-Party Materials, Open-Source Components, and State Resources Contractor deems necessary to carry out such Changes; and

(iv) any increase or decrease in Fees resulting from the proposed Changes, which increase or decrease will reflect only the increase or decrease in time and expenses Contractor requires to carry out the Change.

(b) Within fifteen (15) Business Days following the State's receipt of a Change Proposal, the State will by written notice to Contractor, approve, reject, or propose modifications to such Change Proposal. If the State proposes modifications, Contractor must modify and re-deliver the Change Proposal reflecting such modifications, or notify the State of any disagreement, in which event the parties will negotiate in good faith to resolve their disagreement. Upon the State's approval of the Change Proposal or the parties' agreement on all proposed modifications, as the case may be, the parties will execute a written agreement to the Change Proposal ("**Change Notice**"), which Change Notice will be signed by the State's Contract Administrator and will constitute an amendment to the Statement of Work to which it relates; and

(c) If the parties fail to enter into a Change Notice within fifteen (15) Business Days following the State's response to a Change Proposal, the State may, in its discretion:

(i) require Contractor to perform the Services under the Statement of Work without the Change;

(ii) require Contractor to continue to negotiate a Change Notice;

(iii) initiate a Dispute Resolution Procedure; or

(iv) notwithstanding any provision to the contrary in the Statement of Work, terminate this Contract for cause under **Section 15.1**.

(d) No Change will be effective until the parties have executed a Change Notice. Except as the State may request in its Change Request or otherwise in writing, Contractor must continue to perform its obligations in accordance with the Statement of Work pending negotiation and execution of a Change Notice. Contractor will use its best efforts to limit any delays or Fee increases from any Change to those necessary to perform the Change in accordance with the applicable Change Notice. Each party is responsible for its own

costs and expenses of preparing, evaluating, negotiating, and otherwise processing any Change Request, Change Proposal, and Change Notice.

(e) The performance of any functions, activities, tasks, obligations, roles and responsibilities comprising the Services as described in this Contract are considered part of the Services and, thus, will not be considered a Change. This includes the delivery of all Deliverables in accordance with their respective Specifications, and the diagnosis and correction of Non-Conformities discovered in Deliverables prior to their Acceptance by the State or, subsequent to their Acceptance by the State, as necessary for Contractor to fulfill its associated warranty requirements and its Maintenance and Support Services under this Contract.

(f) Contractor may, on its own initiative and at its own expense, prepare and submit its own Change Request to the State. However, the State will be under no obligation to approve or otherwise respond to a Change Request initiated by Contractor.

3. Software. Contractor will design, develop, create, test, deliver, install, configure, integrate, customize and otherwise provide and make fully operational Software as described in the Statement of Work on a timely and professional basis in accordance with all terms, conditions, and Specifications set forth in this Contract and the Statement of Work.

3.1 Software Specifications. Contractor will ensure all Software complies with the Specifications. Contractor will provide all Software to the State in both Object Code and Source Code form.

3.2 Third-Party Materials.

(a) Contractor will not include in any Software, and operation of all Software in accordance with its Specifications and Documentation will not require, any Third-Party Materials, other than Approved Third-Party Materials, which must be specifically approved by the State and identified and described in the Statement of Work, and will be licensed to the State in accordance with **Section 14.3**.

(b) Contractor must secure, at its sole cost and expense, all necessary rights, licenses, consents, approvals, and authorizations necessary for the State to use, perpetually and throughout the universe, all Approved Third-Party Materials that are incorporated by Contractor as a functional component of the Software, as specified in the Statement of Work or elsewhere in this Contract.

(c) The State must secure, at its sole cost and expense, all necessary rights and licenses to all Approved Third Party Materials that (i) will interface with or connect to the Software, or (ii) are required to maintain the hosting environment for the Software, as specified in the Statement of Work or elsewhere in this Contract. .

3.3 Open-Source Components. Contractor will not include in any Software, and operation of all Software in accordance with its Specifications and Documentation will not require the use of, any Open-Source Components, other than Approved Open-Source Components, which must be specifically approved by the State and identified and described in the Statement of Work, and for which the relevant open-source license(s) (each, an "**Open-Source License**") are attached as exhibits to the Statement of Work. Contractor will provide the State with the Source Code for Approved Open-Source Components in accordance with the terms of the Open-Source License(s) at no cost to the State.

4. Documentation. Prior to or concurrently with the delivery of any Software, or by such earlier date as may be specified in the Implementation Plan for such Software, Contractor will provide the State with complete and accurate Documentation for such Software. Where the Statement of Work requires or permits delivery of Software in two or more phases, Contractor will also provide the State with integrated Documentation for the Aggregate Software upon its delivery.

4.1 Adequacy of Documentation. All Documentation must include all such information as may be reasonably necessary for the effective installation, testing, use, support, and maintenance of the applicable Software by the Intended User, including the effective configuration, integration, and systems administration of the Software and performance of all other functions set forth in the Specifications.

4.2 Documentation Specifications. Contractor will provide all Documentation in both hard copy and electronic form, in such formats and media as are set forth in the Statement of Work, or as the State may otherwise reasonably request in writing.

4.3 Third-Party Documentation. Other than Documentation for Approved Third-Party Materials and Approved Open-Source Components, no Documentation will consist of or include Third-Party Materials. To the extent Documentation consists of or includes Third-Party Materials, Contractor must secure, at its sole cost and expense, all rights, licenses, consents, approvals and authorizations specified in **Section 14.3** with respect to Approved Third-Party Materials.

5. Performance of Services. Contractor will provide all Services and Work Product in a timely, professional and workmanlike manner and in accordance with the terms, conditions, and Specifications set forth in this Contract and the Statement of Work.

5.1 State Standards.

(a) The Contractor must adhere to all existing standards as described within the comprehensive listing of the State's existing technology standards at http://www.michigan.gov/dmb/0,4568,7-150-56355-108233--,00.html

(b) To the extent that Contractor has access to the State's computer system, Contractor must comply with the State's Acceptable Use Policy, see http://michigan.gov/cybersecurity/0,1607,7-217-34395_34476---,00.html. All Contractor Personnel will be required, in writing, to agree to the State's Acceptable Use Policy before accessing the State's system. The State reserves the right to terminate Contractor's access to the State's system if a violation occurs.

(c) Contractor is not authorized to make changes to any State systems without prior written authorization from the State's Project Manager. Any changes Contractor makes to any State systems with the State's approval must be done according to applicable State procedures, including security, access, and configuration standards.

5.2 Contractor Personnel.

(a) Contractor is solely responsible for all Contractor Personnel and for the payment of their compensation, including, if applicable, withholding of income taxes, and the payment and withholding of social security and other payroll taxes, unemployment insurance, workers' compensation insurance payments and disability benefits.

(b) Prior to any Contractor Personnel performing any Services, Contractor will:

(i) ensure that such Contractor Personnel have the legal right to work in the United States;

(ii) require such Contractor Personnel to execute written agreements, in form and substance acceptable to the State, that bind such Contractor Personnel to confidentiality provisions that are at least as protective of the State's information (including all Confidential Information) as those contained in this Contract and Intellectual Property Rights provisions that grant the State rights in the Work Product consistent with the provisions of **Section 13.1** and, upon the State's request, provide the State with a copy of each such executed Contract; and

(iii) if requested by the State, and at Contractor's sole cost and expense, conduct background checks on such Contractor Personnel, which background checks must comprise, at a minimum, a review of credit history, references and criminal record, in accordance with applicable Law.

(c) Contractor and all Contractor Personnel will comply with all rules, regulations, and policies of the State that are communicated to Contractor in writing, including security procedures concerning systems and data and remote access, building security procedures, including the restriction of access by the State to certain areas of its premises or systems, and general health and safety practices and procedures.

(d) The State reserves the right to require the removal of any Contractor Personnel found, in the judgment of the State, to be unacceptable. The State's request must be written with reasonable detail outlining the reasons for the removal request. Replacement personnel for the removed person must be fully qualified for the position. If the State exercises this right, and Contractor cannot immediately replace the removed personnel, the State agrees to negotiate an equitable adjustment in schedule or other terms that may be affected by the State's required removal.

5.3 Contractor's Project Manager. Throughout the Term of this Contract, Contractor must maintain a Contractor employee acceptable to the State to serve as Contractor's Project Manager. Contractor's Project Manager will be identified in the Statement of Work.

(a) Contractor's Project Manager must:

(i) have the requisite authority, and necessary skill, experience, and qualifications, to perform in such capacity;

(ii) be responsible for overall management and supervision of Contractor's performance under this Contract; and

(iii) be the State's primary point of contact for communications with respect to this Contract, including with respect to giving and receiving all day-to-day approvals and consents.

(b) Contractor's Project Manager must attend all regularly scheduled meetings as set forth in the Implementation Plan, and will otherwise be available as set forth in the Statement of Work.

(c) Contractor will maintain the same Project Manager throughout the Term of this Contract, unless:

(i) the State requests in writing the removal of Contractor's Project Manager;

(ii) the State consents in writing to any removal requested by Contractor in writing;

(iii) Contractor's Project Manager ceases to be employed by Contractor, whether by resignation, involuntary termination or otherwise.

(d) Contractor will promptly replace its Project Manager on the occurrence of any event set forth in **Section 5.3(c)**. Such replacement will be subject to the State's prior written approval.

5.4 Contractor's Key Personnel.

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

(b) Contractor will not remove any Key Personnel from their assigned roles on this Contract without the prior written consent of the State. The Contractor's removal of Key Personnel without the prior written consent of the State is an unauthorized removal ("**Unauthorized Removal**"). An Unauthorized Removal does not include replacing Key Personnel for reasons beyond the reasonable control of Contractor, including illness, disability, leave of absence, personal emergency circumstances, resignation, or for cause termination of the Key Personnel's employment. Any Unauthorized Removal may be considered by the State to be a material breach of this Contract, in respect of which the State may elect to terminate this Contract for cause under **Section 15.1**.

(c) It is further acknowledged that an Unauthorized Removal will interfere with the timely and proper completion of this Contract, to the loss and damage of the State, and that it would be impracticable and extremely difficult to fix the actual damage sustained by the State as a result of any Unauthorized Removal. Therefore, Contractor and the State agree that in the case of any Unauthorized Removal in respect of which the State does not elect to exercise its rights under **Section 15.1**, Contractor will issue to the State the corresponding credits set forth below (each, an "**Unauthorized Removal Credit**"):

(i) For the Unauthorized Removal of any Key Personnel designated in the applicable Statement of Work, the credit amount will be $39,000.00 per individual if Contractor identifies a replacement approved by the State and assigns the replacement to shadow the Key Personnel who is leaving for a period of at least 30 calendar days before the Key Personnel's removal.

(ii) If Contractor fails to assign a replacement to shadow the removed Key Personnel for at least 30 calendar days, in addition to the $39,000.00 credit specified above, Contractor will credit the State $1300.00 per calendar day for each day of the 30 calendar-day shadow period that the replacement Key Personnel does not shadow the removed Key Personnel, up to $39,000.00 maximum per individual. The total Unauthorized Removal Credits that may be assessed per Unauthorized Removal and failure to provide 30 calendar days of shadowing will not exceed $78,000.00 per individual.

(d) Contractor acknowledges and agrees that each of the Unauthorized Removal Credits assessed under **Subsection (c)** above: (i) is a reasonable estimate of and compensation for the anticipated or actual harm to the State that may arise from the Unauthorized Removal, which would be impossible or very difficult to accurately estimate; and (ii) may, at the State's option, be credited or set off against any Fees or other charges payable to Contractor under this Contract.

5.5 Subcontractors. Contractor will not, without the prior written approval of the State, which consent may be given or withheld in the State's sole discretion, engage any Third Party to perform Services (including to create any Work Product). The State's approval of any such Third Party (each approved Third Party, a "**Permitted Subcontractor**") does not relieve Contractor of its representations, warranties or obligations under this Contract. Without limiting the foregoing, Contractor will:

(a) be responsible and liable for the acts and omissions of each such Permitted Subcontractor (including such Permitted Subcontractor's employees who, to the extent providing Services or creating Work Product, shall be deemed Contractor Personnel) to the same extent as if such acts or omissions were by Contractor or its employees;

(b) name the State a third party beneficiary under Contractor's Contract with each Permitted Subcontractor with respect to the Services and Work Product;

(c) be responsible for all fees and expenses payable to, by or on behalf of each Permitted Subcontractor in connection with this Contract, including, if applicable, withholding of income taxes, and the payment and withholding of social security and other payroll taxes, unemployment insurance, workers' compensation insurance payments and disability benefits; and

(d) prior to the provision of Services or creation of Work Product by any Permitted Subcontractor:

(i) obtain from such Permitted Subcontractor confidentiality, work-for-hire and intellectual property rights assignment agreements, in form and substance acceptable by the State, giving the State rights consistent with those set forth in **Section 13.1** and **Section 21** and, upon request, provide the State with a fully-executed copy of each such contract; and

(ii) with respect to all Permitted Subcontractor employees providing Services or Work Product, comply with its obligations under **Section 5.2(b)**.

6. State Obligations.

6.1 State Resources and Access. The State is responsible for:

(a) providing the State Materials and such other resources as may be specified in the Statement of Work (collectively, "**State Resources**");

(b) providing Contractor Personnel with such access to the Site(s) and Operating Environment as is necessary for Contractor to perform its obligations on a timely basis as set forth in the Statement of Work; and

(c) Responding to Contractor requests for information or communications within fifteen (15) business days as related to the Scope of Work and any Change Requests, provided however that such communication does not necessarily need to contain an approval of a Deliverable or change request.

6.2 State Project Manager. Throughout the Term of this Contract, the State will maintain a State employee to serve as the State's Project Manager under this Contract. The State's Project Manager will be identified in the Statement of Work. The State's Project Manager or designee will attend regularly scheduled meetings as set forth in the Implementation Plan and will otherwise be available as set forth in the Statement of Work.

7. Pre-Delivery Testing.

7.1 Testing By Contractor. Before delivering and installing any Software Deliverable, Contractor must:

(a) test the Software component of such Software Deliverable to confirm that it is fully operable, meets all applicable Specifications and will function in accordance with the Specifications and Documentation when properly installed in the Operating Environment;

(b) scan such Software Deliverable using the most up-to-date scanning software and definitions to confirm it is free of Harmful Code;

(c) remedy any Non-Conformity or Harmful Code identified and retest and rescan the Software Deliverable; and

(d) prepare, test and, as necessary, revise the Documentation component of the Software Deliverable to confirm it is complete and accurate and conforms to all requirements of this Contract.

7.2 State Participation. The State has the right to be present for all pre-installation testing. Contractor must give the State at least fifteen (15) calendar days' prior notice of all such testing.

8. Delivery and Installation.

8.1 Delivery. Contractor will deliver each Deliverable, and install all Software, on or prior to the applicable Milestone Date in accordance with the delivery criteria set forth in the Statement of Work. Contractor will deliver each Software Deliverable, including complete Documentation in compliance with **Section 4**, and the applicable Source Code. No Software Deliverable will be deemed to have been delivered or installed unless it complies with the preceding sentence.

8.2 Site Preparation. As specified in the Statement of Work, the State or Contractor is responsible for ensuring the relevant Operating Environment is set up and in working order to allow Contractor to deliver and install each Software Deliverable on or prior to the applicable Milestone Date. Contractor will provide the State with such notice as is specified in the Statement of Work, prior to delivery of each such Software Deliverable to give the State sufficient time to prepare for Contractor's delivery and installation of the Software Deliverable. If the State is responsible for Site preparation, Contractor will provide such assistance as the State requests to complete such preparation on a timely basis.

9. Acceptance Testing; Acceptance.

9.1 Acceptance Testing.

(a) Upon installation of each Software Deliverable, Acceptance Tests will be conducted as set forth in this **Section 9.1** to ensure the Software Deliverable, including all Software and Documentation, conforms to the requirements of this Contract, including the applicable Specifications and, in the case of the Software, the Documentation.

(b) All Acceptance Tests will take place at the designated Site(s) in the Operating Environment described in the Statement of Work for the Software Deliverable, commence on the Business Day following installation of such Software Deliverable and be conducted diligently for up to thirty (30) Business Days, or such other period as may be set forth in the Statement of Work (the "**Testing Period**"). Acceptance Tests will be conducted by the party responsible as set forth in the Statement of Work or, if the Statement of Work does not specify, the State, provided that:

(i) for Acceptance Tests conducted by the State, if requested by the State, Contractor will make suitable Contractor Personnel available to observe or participate in such Acceptance Tests; and

(ii) for Acceptance Tests conducted by Contractor, the State has the right to observe or participate in all or any part of such Acceptance Tests.

Contractor is solely responsible for all costs and expenses related to Contractor's performance of, participation in, and observation of Acceptance Testing.

(c) Upon delivery and installation of the Aggregate Software under the Statement of Work, additional Acceptance Tests will be performed on the Aggregate Software as a whole to ensure full operability, integration, and compatibility among all elements of the Aggregate Software ("**Integration Testing**"). Integration Testing is subject to all procedural and other terms and conditions set forth in **Section 9.1**, **Section 9.3**, and **Section 9.4**.

(d) The State may suspend Acceptance Tests and the corresponding Testing Period by written notice to Contractor if the State discovers a material Non-Conformity in the tested Software Deliverable or part or feature of such Software Deliverable. In such event, Contractor will immediately, and in any case within ten (10) Business Days, correct such Non-Conformity, whereupon the Acceptance Tests and Testing Period will resume for the balance of the Testing Period.

9.2 Notices of Completion, Non-Conformities, and Acceptance. Within fifteen (15) Business Days following the completion of any Acceptance Tests, including any Integration Testing, the party responsible for conducting the tests will prepare and provide to the other party written notice of the completion of the tests. Such notice must include a report describing in reasonable detail the tests conducted and the results of such tests, including any uncorrected Non-Conformity in the tested Software Deliverables.

(a) If such notice is provided by either party and identifies any Non-Conformities, the parties' rights, remedies, and obligations will be as set forth in **Section 9.3** and **Section 9.4**.

(b) If such notice is provided by the State, is signed by the State's Business Owner and Project Manager, and identifies no Non-Conformities, such notice constitutes the State's Acceptance of such Software Deliverable or Aggregate Software.

(c) If such notice is provided by Contractor and identifies no Non-Conformities, the State will have thirty (30) Business Days to use such Software Deliverable in the Operating Environment and determine, in the exercise of its sole discretion, whether it is satisfied that such Software Deliverable or Aggregate Software contains no Non-Conformities, on the completion of which the State will, as appropriate:

(i) notify Contractor in writing of Non-Conformities the State has observed in the Software Deliverable or, in the case of Integration Testing, Aggregate Software, and of the State's non-acceptance thereof, whereupon the parties' rights, remedies and obligations will be as set forth in **Section 9.3** and **Section 9.4**; or

(ii) provide Contractor with a written notice of its Acceptance of such Software Deliverable or Aggregate Software, which must be signed by the State's Business Owner and Project Manager.

9.3 Failure of Acceptance Tests. If Acceptance Tests identify any Non-Conformities, Contractor, at Contractor's sole cost and expense, will remedy all such Non-Conformities and re-deliver the Software Deliverables, in accordance with the requirements set forth in the Statement of Work. Redelivery will occur as promptly as commercially possible and, in any case, within thirty (30) Business Days following, as applicable, Contractor's:

(a) completion of such Acceptance Tests, in the case of Acceptance Tests conducted by Contractor; or

(b) receipt of the State's notice under **Section 9.1(a)** or **Section 9.2(c)(i)**, identifying any Non-Conformities.

9.4 Repeated Failure of Acceptance Tests. If Acceptance Tests identify any Non-Conformity in any Software Deliverable after a second or subsequent delivery of such Software Deliverable, or Contractor fails to re-deliver the Software Deliverable on a timely basis, the State may, in its sole discretion, by written notice to Contractor:

(a) continue the process set forth in this **Section 9**;

(b) accept the Software Deliverable as a nonconforming deliverable, in which case the Fees Such Software Deliverable will be reduced equitably to reflect the value of the Software Deliverable as received relative to the value of the Software Deliverable had it conformed; or

(c) deem the failure to be a non-curable material breach of this Contract and the Statement of Work and terminate this Contract for cause in accordance with **Section 15.1**.

9.5 Acceptance. Acceptance ("**Acceptance**") of each Software Deliverable (subject, where applicable, to the State's right to Integration Testing) and Aggregate Software will occur on the date that is the earliest of.

(a) the State's delivery of a notice accepting such Software Deliverable under **Section 9.2(b)**, or **Section 9.2(c)(ii)**;

(b) solely if the State is responsible for performing such Acceptance Tests or Integration Testing, fifteen (15) Business Days after expiration of the Testing Period if the State has not notified Contractor of one or more Non-Conformities prior to such date; or

(c) solely if Contractor is responsible for performing such Acceptance Tests or Integration Tests, the number of days specified in **Section 9.2(c)** after the State receives Contractor's Notice of Completion, if the State fails to respond to such Notice of Completion prior to such date.

10. Training; Maintenance and Support.

10.1 Training. With respect to all Software, Contractor will provide the State with training as set forth in the Statement of Work. All training set forth in the Statement of Work will be provided pursuant to the prices set forth and incorporated in the Statement of Work. The State may request, and if so requested, Contractor must provide on a timely basis, additional training at the rates specified in the Pricing Schedule set forth in **Schedule B**.

10.2 Maintenance and Support. With respect to all Software, Contractor will provide the State with the Maintenance and Support Services set forth in **Schedule C**. Such Maintenance and Support Services will be provided:

(a) During the warranty period, identified bugs will be resolved free of charge. Help desk support services, enhancements, and reports will be billed according to the terms of the pricing schedule.

(b) Thereafter, for so long as the State elects to receive Support and Maintenance Services for such Software, in consideration of the State's payment of the Support Fees as determined in accordance with the rates set forth in the Maintenance and Support Schedule.

11. Fees.

11.1 Fees. Subject to all terms and conditions set forth in this **Section 11** and Contractor's performance of Services to the State's satisfaction and the State's Acceptance of the applicable Deliverables, the State will pay the fees set forth in the Statement of Work ("**Fees**"). All such Fees will be determined in accordance with the fees, billing rates, and discounts ("**Pricing**") set forth in **Schedule B** (the "**Pricing Schedule**").

11.2 Firm Pricing. The Pricing set forth in the Pricing Schedule is firm and may not be modified during the Term. However, any new work engagements under Section 2.4 will be under Vendor's fixed rate card attached to this contract as Table 8.

11.3 Reporting.

(a) Contractor must submit an itemized purchasing activity report, which includes at a minimum, the name of the purchasing entity and the total dollar volume in sales.

(b) Itemized purchasing activity reports should be mailed to DTMB-Procurement:

The Department of Technology, Management and Budget
Financial Services – Cashier Unit
Lewis Cass Building
320 South Walnut St.
P.O. Box 30681
Lansing, MI 48909

The purchasing activity report are due within 30 calendar days from the last day of each quarter.

12. Invoices and Payment.

12.1 Invoices. Contractor will invoice the State for Fees in accordance with the requirements set forth in the Statement of Work, including any requirements that condition the rendering of invoices and the payment of

Fees upon the successful completion of Milestones. Contractor must submit each invoice in both hard copy and electronic format, via such delivery means and to such address as are specified by the State in the Statement of Work. Each separate invoice must:

(a) clearly identify the Contract to which it relates, in such manner as is required by the State;

(b) list each Fee item separately;

(c) include sufficient detail for each line item to enable the State to satisfy its accounting and charge-back requirements;

(d) for Fees determined on a time and materials basis, report details regarding the number of hours performed during the billing period, the skill or labor category for such Contractor Personnel and the applicable hourly billing rates; and

(e) include such other information as may be required by the State as set forth in the Statement of Work.

12.2 Payment. Invoices are due and payable by the State, in accordance with the State's standard payment procedures as specified in 1984 Public Act no. 279, MCL 17.51, *et seq*., within forty-five (45) calendar days after receipt, provided the State determines that the invoice was properly rendered. The State will only disburse payments under this Contract through Electronic Funds Transfer (EFT). Contractor must register with the State at http://www.michigan.gov/cpexpress to receive electronic fund transfer payments. If Contractor does not register, the State is not liable for failure to provide payment.

12.3 Taxes. The State is exempt from State sales tax for direct purchases and may be exempt from federal excise tax, if Services or Deliverables purchased under this Contract are for the State's exclusive use. Notwithstanding the foregoing, all Fees are inclusive of taxes, and Contractor is responsible for all sales, use and excise taxes, and any other similar taxes, duties and charges of any kind imposed by any federal, state, or local governmental entity on any amounts payable by the State under this Contract.

12.4 Withhold Remedy. In addition and cumulative to all other remedies in law, at equity and under this Contract, if Contractor is in material default of its performance or other obligations under this Contract and fails to cure the default within fifteen (15) calendar days after receipt of the State's written notice of default, the State may, without waiving any other rights under this Contract, elect to withhold from the payments due to Contractor under this Contract during the period beginning with the sixteenth (16th) calendar day after Contractor's receipt of such notice of default, and ending on the date that the default has been cured to the reasonable satisfaction of the State, an amount that, in the State's reasonable judgment, is in proportion to the magnitude of the default or the Services that Contractor is not providing. Upon Contractor's cure of the default, the State will cause the withheld payments to be paid to Contractor, without interest.

12.5 Right of Set Off. Without prejudice to any other right or remedy it may have, the State reserves the right to set off at any time any amount owing to it by Contractor against any amount payable by the State to Contractor under this Contract.

12.6 Payment Does Not Imply Acceptance. The making of any payment by the State, or Contractor's receipt of payment, will in no way affect the responsibility of Contractor to perform the Services in accordance with this Contract, and will not imply the State's acceptance of any Services or Deliverables or the waiver of any warranties or requirements of this Contract.

12.7 Support Not to be Withheld or Delayed. Contractor will not withhold, delay, or fail to perform any Services or obligations under this Contract by reason of the State's good faith withholding of any payment or amount in accordance with this **Section 12**.

13. Intellectual Property Rights.

13.1 State Ownership of Work Product. Except as set forth in **Section 13.3**, the State is and will be the sole and exclusive owner of all right, title, and interest in and to all Work Product, including all Intellectual Property Rights. In furtherance of the foregoing, subject to **Section 13.3**:

(a) Contractor will create all Work Product as work made for hire as defined in Section 101 of the Copyright Act of 1976; and

(b) to the extent any Work Product or Intellectual Property Rights do not qualify as, or otherwise fails to be, work made for hire, Contractor hereby:

(i) assigns, transfers, and otherwise conveys to the State, irrevocably and in perpetuity, throughout the universe, all right, title, and interest in and to such Work Product, including all Intellectual Property Rights; and

(ii) irrevocably waives any and all claims Contractor may now or hereafter have in any jurisdiction to so-called "moral rights" or rights of *droit moral* with respect to the Work Product.

13.2 Further Actions. Contractor will, and will cause the Contractor Personnel to, take all appropriate action and execute and deliver all documents, necessary or reasonably requested by the State to effectuate any of the provisions or purposes of **Section 13.1**, or otherwise as may be necessary or useful for the State to prosecute, register, perfect, record, or enforce its rights in or to any Work Product or any Intellectual Property Right therein. Contractor hereby appoints the State as Contractor's attorney-in-fact with full irrevocable power and authority to take any such actions and execute any such documents if Contractor refuses, or within a period deemed reasonable by the State otherwise fails, to do so.

13.3 Background Technology, Approved Third-Party Materials, and Open-Source Components.

(a) Contractor is and will remain the sole and exclusive owner of all right, title, and interest in and to the Background Technology, including all Intellectual Property Rights therein, subject to the license granted in **Section 14.1**.

(b) Ownership of all Approved Third-Party Materials, and all Intellectual Property Rights therein, is and will remain with its respective owners, subject to any express licenses or sublicenses granted to the State under this Contract.

(c) Ownership of all Open-Source Components, and all Intellectual Property Rights therein, is and will remain with its respective owners, subject to the State's rights under the applicable Open-Source Licenses.

13.4 State Materials. The State will remain the sole and exclusive owners of all right, title, and interest in and to State Materials, including all Intellectual Property Rights therein. Contractor will have no right or license to, and will not, use any State Materials except solely during the Term of this Contract for which they are provided to the extent necessary to perform the Services and provide the Work Product to the State. All other rights in and to the State Materials are expressly reserved by the State.

14. Licenses.

14.1 Background Technology License. Contractor hereby grants to the State such rights and licenses with respect to the Background Technology that will allow the State to use and otherwise exploit perpetually throughout the universe for all or any purposes whatsoever the Work Product, to the same extent as if the State owned the Background Technology, without incurring any fees or costs to Contractor (other than the Fees set forth under this Contract) or any other Person in respect of the Background Technology. In furtherance of the foregoing, such rights and licenses will:

(a) be irrevocable, perpetual, fully paid-up and royalty-free;

(b) include the rights to use, reproduce, perform (publicly or otherwise), display (publicly or otherwise), modify, improve, create Derivative Works of, distribute, import, make, have made, sell and offer to sell the Background Technology, including all such modifications, improvements and Derivative Works thereof, solely as part of, or as necessary to use and exploit, the Work Product; and

(c) be freely assignable and sublicensable, in each case solely in connection with the assignment or licensing of the Work Product or any portion, modification, or Derivative Work thereof, and only to the extent necessary to allow the assignee or sublicensee, as the case may be, to use and exploit the Work Product or portion, modification, improvement, or Derivative Work thereof.

14.2 State Materials. The State hereby grants to Contractor the limited, royalty-free, non-exclusive right and license to State Materials solely as necessary to incorporate such State Materials into, or otherwise use such State Materials in connection with creating, the Work Product. The term of such license will commence upon the State's delivery of the State Materials to Contractor, and will terminate upon the State's acceptance or rejection of the Work Product to which the State Materials relate. Subject to the foregoing license, the State reserves all rights in the State Materials. All State Materials are considered Confidential Information of the State.

14.3 Approved Third-Party Materials.

(a) Prior to the delivery date for any Deliverables under the Statement of Work, Contractor will secure for the State, at Contractor's sole cost and expense, such rights, licenses, consents and approvals for any Approved Third-Party Materials, that will allow the State to use and otherwise exploit perpetually throughout the universe for all or any purposes whatsoever the Work Product, to the same extent as if the State owned the Approved Third-Party Materials, without incurring any fees or costs to any Third-Party (other than the Fees set forth under this Contract) in respect of the Approved Third-Party Materials.

(b) All royalties, license fees, or other consideration payable in respect of such licenses are included in the Fees specified in the Statement of Work. Any additional amounts will be the sole responsibility of Contractor.

(c) Contractor acknowledges that the State cannot indemnify any third parties, including but not limited to any third-party software providers that provide Third-Party Materials, and that notwithstanding anything to the contrary contained in any third-party software license agreement or end user license agreement, the State will not indemnify any third-party software provider for any reason whatsoever.

14.4 Open-Source Components. Any use of the Open-Source Components by the State will be governed by, and subject to, the terms and conditions of the applicable Open-Source Licenses.

14.5 Escrow Agreement. Concurrently with their execution of this Contract, the parties are entering into a source code escrow agreement with a mutually agreed third-party escrow agent (the "**Escrow Agreement**"). The Escrow Agreement is attached as **Schedule E** to this Contract, and all terms and conditions of the Escrow Agreement are a part of, and by this reference are incorporated in, this Contract.

15. Termination, Expiration, Transition. The State may terminate this Contract, the Maintenance and Support Services for all or any Software, or any Statement of Work, in accordance with the following:

15.1 Termination for Cause.

(a) Upon thirty (30) days written notice, the State may terminate this Contract for cause, in whole or in part, if Contractor, as determined by the State: (i) endangers the value, integrity, or security of any State system, data, facility or personnel; (ii) becomes insolvent, petitions for bankruptcy court proceedings, or has an involuntary bankruptcy proceeding filed against it by any creditor; (iii) engages in any conduct that may expose the State to liability; or (iv) breaches any of its material duties or obligations under this Contract. Any reference to specific breaches being material breaches within this Contract will not be construed to mean that other breaches are not material.

(b) If the State terminates this Contract under this **Section 15.1**, the State will issue a termination notice specifying whether Contractor must: (a) cease performance immediately, or (b) continue to perform for a specified period. If it is later determined that Contractor was not in breach of this Contract, the termination will be deemed to have been a termination for convenience, effective as of the same date, and the rights and obligations of the parties will be limited to those provided in **Section 15.2**.

(c) The State will only pay for amounts due to Contractor for Services and Deliverables accepted by the State on or before the date of termination, subject to the State's right to set off any amounts owed by the Contractor for the State's reasonable costs in terminating this Contract. The Contractor must pay all reasonable costs incurred by the State in terminating this Contract for cause, including administrative costs, attorneys' fees, court costs, transition costs, and any costs the State incurs to procure the Services from other sources.

15.2 Termination for Convenience. Upon 30 days written notice, The State may terminate this Contract in whole or in part, without penalty and for any reason, including but not limited to, appropriation or budget shortfalls. The termination notice will specify whether Contractor must: (a) cease performance immediately, or (b) continue to perform in accordance with **Section 15.4**. If the State terminates this Contract for convenience, the State will pay all actual and verifiable costs due to Contractor under the Scope of Work or appropriate Change Order up through the date of termination, and for all costs set forth in the Transition Responsibilities as stated in Section 15.4.

15.3 Mutual Termination. The parties may agree to terminate this Contract upon at least thirty (30) Calendar Days' prior written agreement. If the parties mutually terminate this Contract, Contractor shall be entitled to reimbursement of the following:

(a) The price for delivered deliverables accepted by State (and not previously paid for);

(b) If either party terminates under this Section 15.3, Section 15.4 shall apply and define the transition responsibilities.

15.4 Transition Responsibilities. Upon termination or expiration of this Contract for any reason, Contractor must, for a period of time specified by the State (not to exceed 90 calendar days, unless otherwise agreed to by the parties)(the "**Transition Period**"), provide all reasonable transition assistance requested by the State, to allow for the expired or terminated portion of the Contract to continue without interruption or adverse effect, and to facilitate the orderly transfer of the Services to the State or its designees. Such transition assistance may include but is not limited to: (a) continuing to perform the Services at the established Contract rates; (b) taking all reasonable and necessary measures to transition performance of the work, including all applicable Services and Deliverables to the State or the State's designee; (c) taking all necessary and appropriate steps, or such other action as the State may direct, to preserve, maintain, protect, or return to the State all State Materials and State Data; (d) transferring title in and delivering to the State, at the State's discretion, all completed or partially completed Deliverables prepared under this Contract as of the Contract termination or expiration date; and (e) preparing an accurate accounting from which the State and Contractor may reconcile all outstanding accounts (collectively, the "**Transition Responsibilities**"). This Contract is automatically extended through the end of the Transition Period.

15.5 Effect of Expiration or Termination.

(a) Upon termination or expiration of this Contract for any reason:

(i) Contractor will be obligated to perform all Transition Responsibilities specified in **Section 15.4**.

(ii) All licenses granted to Contractor in the State Materials and State Data will immediately and automatically also terminate. Contractor must promptly return to the State all State Materials and State Data not required by Contractor for its Transition Responsibilities, if any.

(iii) Contractor will (A) return to the State all documents and tangible materials (and any copies) containing, reflecting, incorporating, or based on the State's Confidential Information, (B) permanently erase the State's Confidential Information from its computer systems and (C) certify in writing to the State that it has complied with the requirements of this **Section 15.5(a)(iii)**, in each case to the extent such materials are not required by Contractor for Transition Responsibilities, if any.

(b) No expiration or termination of this Contract will affect the State's rights in any of the Deliverables that have already been paid for by the State.

15.6 Survival. This **Section 15** survives termination or expiration of this Contract.

16. Stop Work Order. The State may, at any time, order the Services of Contractor fully or partially stopped for its own convenience for up to sixty (60) calendar days at no additional cost to the State. The State will provide Contractor a written notice detailing such suspension (a "**Stop Work Order**"). Contractor must comply with the Stop Work Order upon receipt. Within sixty (60) days, or any longer period agreed to by Contractor, the State will either: (a) issue a notice authorizing Contractor to resume work, or (b) terminate this Contract. The State will not pay for any Services, Contractor's lost profits, or any additional compensation during a stop work period. Contractor may reallocate resources during this period without penalty.

17. Contractor Representations and Warranties.

17.1 Authority. Contractor represents and warrants to the State that:

(a) It is duly organized, validly existing, and in good standing as a corporation or other entity as represented under this Contract under the laws and regulations of its jurisdiction of incorporation, organization, or chartering;

(b) It has the full right, power, and authority to enter into this Contract, to grant the rights and licenses granted under this Contract, and to perform its contractual obligations;

(c) The execution of this Contract by its Representative has been duly authorized by all necessary organizational action; and

(d) When executed and delivered by Contractor, this Contract will constitute the legal, valid, and binding obligation of Contractor, enforceable against Contractor in accordance with its terms.

17.2 Bid Response. Contractor represents and warrants to the State that:

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

(b) All written information furnished to the State by or for Contractor in connection with this Contract, including Contractor's Bid Response, is true, accurate, and complete, and contains no untrue statement of material fact or omits any material fact necessary to make the information not misleading;

(c) Contractor is not in material default or breach of any other contract or agreement that it may have with the State or any of its departments, commissions, boards, or agencies. Contractor further represents and warrants that it has not been a party to any contract with the State or any of its departments that was terminated by the State within the previous five (5) years for the reason that Contractor failed to perform or otherwise breached an obligation of the contract; and

(d) If any of the certifications, representations, or disclosures made in Contractor's Bid Response change after contract award, the Contractor is required to report those changes immediately to the Contract Administrator.

17.3 Software and Service. Contractor represents and warrants to the State that:

(a) It will perform all Services in a professional and workmanlike manner in accordance with best industry standards and practices for similar services, using personnel with the requisite skill, experience and qualifications, and will devote adequate resources to meet its obligations under this Contract;

(b) It is in compliance with, and will perform all Services in compliance with, all applicable Law;

(c) The State will receive good and valid title to the Software, free and clear of all encumbrances and liens of any kind;

(d) When delivered and installed by Contractor, the Software will not contain any Harmful Code;

(e) The Software will not contain, or operate in such a way that it is compiled with or linked to, any Open-Source Components other than Approved Open-Source Components;

(f) The Software will not contain, or operate in such a way that it is compiled with or linked to, any Third-Party Materials other than Approved Third-Party Materials;

(g) The Software, including all updates, upgrades, new versions, new releases, enhancements, improvements and other modifications thereof, but excluding components comprising State Materials, Approved Third-Party Materials, and Open-Source Components, is or will be the original creation of Contractor;

(h) As delivered, installed, specified, or approved by Contractor and used by the State or any Third Party authorized by the State, the Software: (i) will not infringe, misappropriate, or otherwise violate any Intellectual Property Right or other right of any third party; and (ii) will comply with all applicable Laws; and

(i) No expiration or loss of any patent or application for patent rights in the Software is pending, or, to Contractor's knowledge after reasonable inquiry, threatened or reasonably foreseeable, and Contractor has no reason to believe that any claims of any such patent or patent application are or will be invalid, unenforceable, fail to issue, or be materially limited or restricted beyond the current claims, except for patent rights expiring at the end of their statutory term.

17.4 Performance Warranty and Limited Remedy.

(a) Contractor warrants that during the Warranty Period:

(i) all Software will be, and as installed in the Operating Environment (or any successor thereto) and used in accordance with the Documentation will function in all respects, in conformity with this Contract and the Specifications and Documentation; and

(ii) any media on which any Software Deliverable is delivered will be free of damage or defect in design, material, and workmanship, and will remain so under ordinary use as contemplated by this Contract and the Specifications and, with respect to the Software component, the Documentation.

(b) If the Contractor breaches any of the warranties set forth in **Section 17.4(a)** Contractor will, upon written notice from the State and at Contractor's sole cost and expense, remedy such breach in accordance with the Maintenance and Support Schedule, including the time periods set forth in such schedule. In the event Contractor fails to remedy such breach on a timely basis, the State will be entitled to such remedies as are specified in the Maintenance and Support Schedule or as may otherwise be available under this Contract, at law or in equity for breach of its Maintenance and Support obligations. Nothing in this **Section 17.4(b)** limits the State's right to indemnification under **Section 18.1**.

18. Indemnification.

18.1 General Indemnification. Contractor must defend, indemnify and hold the State, its departments, divisions, agencies, offices, commissions, officers, and employees harmless, without limitation, from and against any and all actions, claims, losses, liabilities, damages, costs, attorney fees, and expenses (including those required to establish the right to indemnification), arising out of or relating to: (a) any breach by Contractor (or any of Contractor's employees, agents, subcontractors, or by anyone else for whose acts any of them may be liable) of any of the promises, agreements, representations, warranties, or insurance requirements contained in this Contract; (b) any infringement, misappropriation, or other violation of any Intellectual Property Right or other right of any Third Party; and (c) any bodily injury, death, or damage to real or tangible personal property occurring wholly or in part due to action or inaction by Contractor (or any of Contractor's employees, agents, subcontractors, or by anyone else for whose acts any of them may be liable).

18.2 Indemnification Procedure. The State will notify Contractor in writing if indemnification is sought; however, failure to do so will not relieve Contractor, except to the extent that Contractor is materially prejudiced. Contractor must, to the satisfaction of the State, demonstrate its financial ability to carry out these obligations. The State is entitled to: (i) regular updates on proceeding status; (ii) participate in the defense of the proceeding; (iii) employ its own counsel; and to (iv) retain control of the defense, at its own cost and expense, if the State deems necessary. Contractor will not, without the State's prior written consent (not to be unreasonably withheld), settle, compromise, or consent to the entry of any judgment in or otherwise seek to terminate any claim, action, or proceeding. Any litigation activity on behalf of the State or any of its subdivisions, under this **Section 18**, must be coordinated with the Department of Attorney General. An attorney designated to represent the State may not do so until approved by the Michigan Attorney General and appointed as a Special Assistant Attorney General.

18.3 Infringement Remedies.

(a) The remedies set forth in this **Section 18.3** are in addition to, and not in lieu of, all other remedies that may be available to the State under this Contract or otherwise, including the State's right to be indemnified for such actions.

(b) If any Software or any component thereof, other than State Materials, is found to be infringing or if any use of any Software or any component thereof is enjoined, threatened to be enjoined or otherwise the subject of an infringement claim, Contractor must, at Contractor's sole cost and expense:

(i) procure for the State the right to continue to use such Software or component thereof to the full extent contemplated by this Contract; or

(ii) modify or replace the materials that infringe or are alleged to infringe ("**Allegedly Infringing Materials**") to make the Software and all of its components non-infringing while providing fully equivalent features and functionality.

(c) If neither of the foregoing is possible notwithstanding Contractor's best efforts, then Contractor may direct the State to cease any use of any materials that have been enjoined or finally adjudicated as infringing, provided that Contractor will:

(i) refund to the State all amounts paid by the State in respect of such Allegedly Infringing Materials and any other aspects of the Aggregate Software provided under the Statement of Work for the Allegedly Infringing Materials that the State cannot reasonably use as intended under this Contract; and

(ii) in any case, at its sole cost and expense, secure the right for the State to continue using the Allegedly Infringing Materials for a transition period of up to six (6) months to allow the State to replace the affected features of the Software without disruption.

(d) If Contractor directs the State to cease using any Software under **Section 18.3(c)**, the State may terminate this Contract for cause under **Section 15.1**.

(e) Contractor will have no liability for any claim of infringement arising solely from:

(i) Contractor's compliance with any designs, specifications, or instructions of the State; or

(ii) Modification of the Software by the State without the prior knowledge and approval of Contractor; unless the claim arose against the Software independently of any of the above specified actions.

19. Liquidated Damages.

(a) The parties agree that any delay or failure by Contractor to timely perform its obligations in accordance with the Implementation Plan and Milestone Dates agreed to by the parties will interfere with the proper and timely implementation of the Software, to the loss and damage of the State. Further, the State will incur major costs to perform the obligations that would have otherwise been performed by Contractor. The parties understand and agree that any liquidated damages Contractor must pay to the State as a result of such nonperformance are described in the Statement of Work, and that these amounts are reasonable estimates of the State's damages in accordance with applicable Law.

(b) The parties acknowledge and agree that Contractor could incur liquidated damages for more than one event if Contractor fails to timely perform its obligations by each Milestone Date.

(c) The assessment of liquidated damages will not constitute a waiver or release of any other remedy the State may have under this Contract for Contractor's breach of this Contract, including without limitation, the State's right to terminate this Contract for cause under **Section 15.1**, and the State will be entitled in its discretion to recover actual damages caused by Contractor's failure to perform its obligations under this Contract. However, the State will reduce such actual damages by the amounts of liquidated damages received for the same events causing the actual damages.

(d) Amounts due the State as liquidated damages may be set off against any Fees payable to Contractor under this Contract, or the State may bill Contractor as a separate item and Contractor will promptly make payments on such bills.

20. Damages Disclaimers and Limitations.

(a) The State's Disclaimer of Damages. THE STATE WILL NOT BE LIABLE, REGARDLESS OF THE FORM OF ACTION, WHETHER IN CONTRACT, TORT, NEGLIGENCE, STRICT LIABILITY OR BY STATUTE OR OTHERWISE, FOR ANY CLAIM RELATED TO OR ARISING UNDER THIS CONTRACT FOR CONSEQUENTIAL, INCIDENTAL, INDIRECT, OR SPECIAL DAMAGES, INCLUDING WITHOUT LIMITATION LOST PROFITS AND LOST BUSINESS OPPORTUNITIES.

(b) The State's Limitation of Liability. IN NO EVENT WILL THE STATE'S AGGREGATE LIABILITY TO CONTRACTOR UNDER THIS CONTRACT, REGARDLESS OF THE FORM OF ACTION, WHETHER IN CONTRACT, TORT, NEGLIGENCE, STRICT LIABILITY OR BY STATUTE OR OTHERWISE, FOR ANY CLAIM RELATED TO OR ARISING UNDER THIS CONTRACT, EXCEED THE MAXIMUM AMOUNT OF FEES SPECIFIED IN THE STATEMENT OF WORK.

21. State Data.

21.1 Ownership. The State's data ("**State Data**," which will be treated by Contractor as Confidential Information) includes the State's data collected, used, processed, stored, or generated as the result of the Services, including but not limited to (a) personally identifiable information ("**PII**") collected, used, processed, stored, or generated as the result of the Services, including, without limitation, any information that identifies an individual, such as an individual's social security number or other government-issued identification number, date of birth, address, telephone number, biometric data, mother's maiden name, email address, credit card information, or an individual's name in combination with any other of the elements here listed; and, (b) personal

health information ("**PHI**") collected, used, processed, stored, or generated as the result of the Services, which is defined under the Health Insurance Portability and Accountability Act ("**HIPAA**") and its related rules and regulations. State Data is and will remain the sole and exclusive property of the State and all right, title, and interest in the same is reserved by the State. This **Section 21.1** survives termination or expiration of this Contract.

21.2 Contractor Use of State Data. Contractor is provided a limited license to State Data for the sole and exclusive purpose of providing the Services, including a license to collect, process, store, generate, and display State Data only to the extent necessary in the provision of the Services. Contractor must: (a) keep and maintain State Data in strict confidence, using such degree of care as is appropriate and consistent with its obligations as further described in this Contract and applicable law to avoid unauthorized access, use, disclosure, or loss; (b) use and disclose State Data solely and exclusively for the purpose of providing the Services, such use and disclosure being in accordance with this Contract, any applicable Statement of Work, and applicable law; and (c) not use, sell, rent, transfer, distribute, or otherwise disclose or make available State Data for Contractor's own purposes or for the benefit of anyone other than the State without the State's prior written consent. This **Section 21.2** survives termination or expiration of this Contract.

21.3 Extraction of State Data. Contractor must, within three (3) Business Days of the State's request, provide the State, without charge and without any conditions or contingencies whatsoever (including but not limited to the payment of any fees due to Contractor), an extract of State Data in the format specified by the State.

21.4 Backup and Recovery of State Data. Unless otherwise specified in the Statement of Work, Contractor is responsible for maintaining a backup of State Data and providing for an orderly and timely recovery of such data. Unless otherwise described in the Statement of Work, Contractor must maintain a contemporaneous backup of State Data that can be recovered within two (2) hours at any point in time.

21.5 Loss of Data. In the event of any act, error or omission, negligence, misconduct, or breach that compromises or is suspected to compromise the security, confidentiality, or integrity of State Data or the physical, technical, administrative, or organizational safeguards put in place by Contractor that relate to the protection of the security, confidentiality, or integrity of State Data, Contractor must, as applicable: (a) notify the State as soon as practicable but no later than twenty-four (24) hours of becoming aware of such occurrence; (b) cooperate with the State in investigating the occurrence, including making available all relevant records, logs, files, data reporting, and other materials required to comply with applicable law or as otherwise required by the State; (c) in the case of PII or PHI, at the State's sole election, (i) notify the affected individuals who comprise the PII or PHI as soon as practicable but no later than is required to comply with applicable law, or, in the absence of any legally required notification period, within five (5) calendar days of the occurrence; or (ii) reimburse the State for any costs in notifying the affected individuals; (d) in the case of PII, provide third-party credit and identity monitoring services to each of the affected individuals who comprise the PII for the period required to comply with applicable law, or, in the absence of any legally required monitoring services, for no less than twenty-four (24) months following the date of notification to such individuals; (e) perform or take any other actions required to comply with applicable law as a result of the occurrence; (f) without limiting Contractor's obligations of indemnification as further described in this Contract, indemnify, defend, and hold harmless the State for any and all claims, including reasonable attorneys' fees, costs, and incidental expenses, which may be suffered by, accrued against, charged to, or recoverable from the State in connection with the occurrence; (g) be responsible for recreating lost State Data in the manner and on the schedule set by the

State without charge to the State; and (h) provide to the State a detailed plan within ten (10) calendar days of the occurrence describing the measures Contractor will undertake to prevent a future occurrence. Notification to affected individuals, as described above, must comply with applicable law, be written in plain language, and contain, at a minimum: name and contact information of Contractor's representative; a description of the nature of the loss; a list of the types of data involved; the known or approximate date of the loss; how such loss may affect the affected individual; what steps Contractor has taken to protect the affected individual; what steps the affected individual can take to protect himself or herself; contact information for major credit card reporting agencies; and, information regarding the credit and identity monitoring services to be provided by Contractor. The State will have the option to review and approve any notification sent to affected individuals prior to its delivery. This **Section 21.5** survives termination or expiration of this Contract.

22. Confidential Information. Each party acknowledges that it may be exposed to or acquire communication or data of the other party that is confidential in nature and is not intended to be disclosed to third parties. This **Section 22** survives termination or expiration of this Contract.

22.1 Meaning of Confidential Information. The term "**Confidential Information**" means all information and documentation of a party that: (a) has been marked "confidential" or with words of similar meaning, at the time of disclosure by such party; (b) if disclosed orally or not marked "confidential" or with words of similar meaning, was subsequently summarized in writing by the disclosing party and marked "confidential" or with words of similar meaning; and, (c) should reasonably be recognized as confidential information of the disclosing party. The term "Confidential Information" does not include any information or documentation that was or is: (a)subject to disclosure under the Michigan Freedom of Information Act (FOIA); (b) already in the possession of the receiving party without an obligation of confidentiality; (c) developed independently by the receiving party, as demonstrated by the receiving party, without violating the disclosing party's proprietary rights; (d) obtained from a source other than the disclosing party without an obligation of confidentiality; or, (e) publicly available when received, or thereafter became publicly available (other than through any unauthorized disclosure by, through, or on behalf of, the receiving party). Notwithstanding the above, in all cases and for all matters, State Data is deemed to be Confidential Information.

22.2 Obligation of Confidentiality. The parties agree to hold all Confidential Information in strict confidence and not to copy, reproduce, sell, transfer, or otherwise dispose of, give or disclose such Confidential Information to third parties other than employees, agents, or subcontractors of a party who have a need to know in connection with this Contract or to use such Confidential Information for any purposes whatsoever other than the performance of this Contract. The parties agree to advise and require their respective employees, agents, and subcontractors of their obligations to keep all Confidential Information confidential. Disclosure to the Contractor's subcontractor is permissible where: (a) the subcontractor is a Permitted Subcontractor; (b) the disclosure is necessary or otherwise naturally occurs in connection with work that is within the Permitted Subcontractor's responsibilities; and (c) Contractor obligates the Permitted Subcontractor in a written contract to maintain the State's Confidential Information in confidence. At the State's request, any of the Contractor's Representatives may be required to execute a separate agreement to be bound by the provisions of this **Section 22.2**.

22.3 Cooperation to Prevent Disclosure of Confidential Information. Each party must use its best efforts to assist the other party in identifying and preventing any unauthorized use or disclosure of any Confidential Information. Without limiting the foregoing, each party must advise the other party immediately in the event either party learns or has reason to believe that any person who has had access to Confidential Information

has violated or intends to violate the terms of this Contract. Each party will cooperate with the other party in seeking injunctive or other equitable relief against any such person.

22.4 Remedies for Breach of Obligation of Confidentiality. Each party acknowledges that breach of its obligation of confidentiality may give rise to irreparable injury to the other party, which damage may be inadequately compensable in the form of monetary damages. Accordingly, a party may seek and obtain injunctive relief against the breach or threatened breach of the foregoing undertakings, in addition to any other legal remedies which may be available, to include, in the case of the State, at the sole election of the State, the immediate termination, without liability to the State, of this Contract or any Statement of Work corresponding to the breach or threatened breach.

22.5 Surrender of Confidential Information upon Termination. Upon termination or expiration of this Contract or a Statement of Work, in whole or in part, each party must, within five (5) calendar days from the date of termination, return to the other party any and all Confidential Information received from the other party, or created or received by a party on behalf of the other party, which are in such party's possession, custody, or control. If Contractor or the State determine that the return of any Confidential Information is not feasible, such party must destroy the Confidential Information and certify the same in writing within five (5) calendar days from the date of termination to the other party.

23. Data Privacy and Information Security.

23.1 Undertaking by Contractor. Without limiting Contractor's obligation of confidentiality as further described, Contractor is responsible for establishing and maintaining a data privacy and information security program, including physical, technical, administrative, and organizational safeguards, that is designed to: (a) ensure the security and confidentiality of the State Data; (b) protect against any anticipated threats or hazards to the security or integrity of the State Data; (c) protect against unauthorized disclosure, access to, or use of the State Data; (d) ensure the proper disposal of State Data; and (e) ensure that all Contractor Representatives comply with all of the foregoing. In no case will the safeguards of Contractor's data privacy and information security program be less stringent than the safeguards used by the State, and Contractor must at all times comply with all applicable State IT policies and standards, which are available at http://www.michigan.gov/dtmb/0,4568,7-150-56355_56579_56755---,00.html.

23.2 Right of Audit by the State. Without limiting any other audit rights of the State, the State has the right to review Contractor's data privacy and information security program prior to the commencement of Services and from time to time during the term of this Contract. During the providing of Services, on an ongoing basis from time to time and without notice, the State, at its own expense, is entitled to perform, or to have performed, an on-site audit of Contractor's data privacy and information security program. In lieu of an on-site audit, upon request by the State, Contractor agrees to complete, within forty-five (45) calendar days of receipt, an audit questionnaire provided by the State regarding Contractor's data privacy and information security program.

23.3 Audit Findings. With respect to State Data, Contractor must implement any required safeguards as identified by the State or by any audit of Contractor's data privacy and information security program.

23.4 State's Right to Termination for Deficiencies. The State reserves the right, at its sole election, to immediately terminate this Contract or the Statement of Work without limitation and without liability if the State determines that Contractor fails or has failed to meet its obligations under this **Section 23**.

24. PCI Compliance

24.1 Undertaking by Contractor. Contractors that process, transmit, store or affect the security of credit/debit cardholder data, must adhere to the Payment Card Industry Data Security Standard (PCI DSS). The Contractor is responsible for the security of cardholder data in its possession. The data may only be used to assist the State or for other uses specifically authorized by law.

24.2 Cooperation to Notify of Breach. The Contractor must notify the State's Contract Administrator, within 48 hours of discovery, of any breaches in security where cardholder data has been compromised. In that event, the Contractor must provide full cooperation to the card associations (e.g. Visa, MasterCard, and Discover) and state acquirer representative(s), or a PCI approved third party, to conduct a thorough security review. The review must validate compliance with the PCI Data Security Standard for protecting cardholder data. The Contractor must provide, at the request of the State, the results of such third party security review. At the State's sole discretion, the State may perform its own security review, either by itself or through a PCI approved third party.

24.3 Responsibilities for Costs Incurred. The Contractor is responsible for all costs incurred as the result of the breach. Costs may include, but are not limited to, fines/fees for non-compliance, card reissuance, credit monitoring, and any costs associated with a card association, PCI approved third party, or State initiated security review. Without limiting Contractor's obligations of indemnification as further described in this Contract, Contractor must indemnify, defend, and hold harmless the State for any and all claims, including reasonable attorneys' fees, costs, and incidental expenses, which may be suffered by, accrued against, charged to, or recoverable from the State in connection with the breach.

24.4 Disposing of Cardholder Data. The Contractor must dispose of cardholder data when it is no longer needed in compliance with PCI DSS policy. The Contractor must continue to treat cardholder data as confidential upon contract termination.

24.5 Audit by Contractor. The Contractor may provide the State's Contract Administrator with an annual Attestation of Compliance or a Report on Compliance showing the contractor is in compliance with the PCI Data Security Standard. The State shall advise Contractor whether such and audit is required. The Contractor must notify the State's Contract Administrator of all failures to comply with the PCI Data Security Standard.

25. CEPAS Electronic Receipt Processing Standard. All electronic commerce applications that allow for electronic receipt of credit or debit card and electronic check transactions must be processed via the State's Centralized Electronic Payment Authorization System (CEPAS). To minimize the risk to the State, full credit/debit card numbers, sensitive authentication data, and full bank account information must never be stored on state-owned IT resources.

26. Records Maintenance, Inspection, Examination, and Audit.

26.1 Right of Audit. The State or its designee may audit Contractor to verify compliance with this Contract. Contractor must retain, and provide to the State or its designee and the auditor general upon request, all financial and accounting records related to this Contract through the Term of this Contract and for four (4) years after the latter of termination, expiration, or final payment under this Contract or any extension ("**Financial Audit Period**"). If an audit, litigation, or other action involving the records is initiated before the end of the Financial Audit Period, Contractor must retain the records until all issues are resolved.

26.2 Right of Inspection. Within ten (10) calendar days of providing notice, the State and its authorized representatives or designees have the right to enter and inspect Contractor's premises or any other places where Services are being performed, and examine, copy, and audit all records related to this Contract. Contractor must cooperate and provide reasonable assistance. If financial errors are revealed, the amount in error must be reflected as a credit or debit on subsequent invoices until the amount is paid or refunded. Any remaining balance at the end of this Contract must be paid or refunded within forty-five (45) calendar days.

26.3 Application. This **Section 26** applies to Contractor, any Affiliate, and any Permitted Subcontractor that performs Services in connection with this Contract.

27. Insurance Requirements.

27.1 Contractor must maintain the insurances identified below and is responsible for all deductibles. All required insurance must: (a) protect the State from claims that may arise out of, are alleged to arise out of, or result from Contractor's or a Permitted Subcontractor's performance; (b) be primary and non-contributing to any comparable liability insurance (including self-insurance) carried by the State; and (c) be provided by a company with an A.M. Best rating of "A" or better and a financial size of VII or better.

Required Limits	Additional Requirements
Commercial General Liability Insurance	
Minimal Limits: $1,000,000 Each Occurrence Limit $1,000,000 Personal & Advertising Injury Limit $2,000,000 General Aggregate Limit $2,000,000 Products/Completed Operations Deductible Maximum: $50,000 Each Occurrence	Contractor must have their policy endorsed to add "the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees, and agents" as additional insureds using endorsement CG 20 10 11 85, or both CG 2010 07 04 and CG 2037 07 0.
Umbrella or Excess Liability Insurance	
Minimal Limits: $5,000,000 General Aggregate	Contractor must have their policy endorsed to add "the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees, and agents" as additional insureds.
Automobile Liability Insurance	
Minimal Limits: $1,000,000 Per Occurrence	Contractor must have their policy: (1) endorsed to add "the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees, and agents" as additional insureds; and (2) include Hired and Non-Owned Automobile coverage.
Workers' Compensation Insurance	
Minimal Limits: Coverage according to applicable laws governing work activities.	Waiver of subrogation, except where waiver is prohibited by law.
Employers Liability Insurance	
Minimal Limits: $500,000 Each Accident $500,000 Each Employee by Disease $500,000 Aggregate Disease.	

Privacy and Security Liability (Cyber Liability) Insurance	
Minimal Limits: $1,000,000 Each Occurrence $1,000,000 Annual Aggregate	Contractor must have their policy: (1) endorsed to add "the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees, and agents" as additional insureds; and (2) cover information security and privacy liability, privacy notification costs, regulatory defense and penalties, and website media content liability.
Professional Liability (Errors and Omissions) Insurance	
Minimal Limits: $3,000,000 Each Occurrence $3,000,000 Annual Aggregate Deductible Maximum: $50,000 Per Loss	

27.2 If Contractor's policy contains limits higher than the minimum limits, the State is entitled to coverage to the extent of the higher limits. The minimum limits are not intended, and may not be construed to limit any liability or indemnity of Contractor to any indemnified party or other persons.

27.3 If any of the required policies provide claims-made coverage, the Contractor must: (a) provide coverage with a Retroactive Date before the effective date of the contract or the beginning of contract work; (b) maintain coverage and provide evidence of coverage for at least three (3) years after completion of the contract of work; and (c) if coverage is canceled or non-renewed, and not replaced with another claims-made policy form with a Retroactive Date prior to the contract effective date, the Contractor must purchase extended reporting coverage for a minimum of three (3) years after completion of work.

27.4 Contractor must: (a) provide insurance certificates to the State's Contract Administrator, containing the Contract number, at Contract formation and within twenty (20) calendar days of the expiration date of the applicable policies; (b) require that Permitted Subcontractors maintain the required insurances contained in this Section; (c) notify the State's Contract Administrator within five (5) Business Days if any insurance is cancelled; and (d) waive all rights against the State for damages covered by insurance. Failure to maintain the required insurance does not limit this waiver.

28. Dispute Resolution.

28.1 Unless otherwise specified in the Statement of Work, the parties will endeavor to resolve any Contract dispute in accordance with **Section 28**. The initiating party will reduce its description of the dispute to writing (including all supporting documentation) and deliver it to the responding party's Project Manager. The responding party's Project Manager must respond in writing within five (5) Business Days. The initiating party has five (5) Business Days to review the response. If after such review resolution cannot be reached, both parties will have an additional five (5) Business Days to negotiate in good faith to resolve the dispute. If the dispute cannot be resolved within a total of fifteen (15) Business Days, the parties must submit the dispute to the parties' Contract Administrators. The parties will continue performing while a dispute is being resolved, unless the dispute precludes performance. A dispute involving payment does not preclude performance.

28.2 Litigation to resolve the dispute will not be instituted until after the dispute has been elevated to the parties' Contract Administrators, and either Contract Administrator concludes that resolution is unlikely, or fails to respond within fifteen (15) Business Days. The parties are not prohibited from instituting formal proceedings: (a) to avoid the expiration of statute of limitations period; (b) to preserve a superior position with respect to creditors; or (c) where a party makes a determination that a temporary restraining order or other injunctive relief is the only adequate remedy. This **Section 28** does not limit the State's right to terminate this Contract.

29. Miscellaneous.

29.1 Effect of Contractor Bankruptcy. All rights and licenses granted by Contractor under this Contract are and will be deemed to be rights and licenses to "intellectual property," and all Work Product is and will be deemed to be "embodiments" of "intellectual property," for purposes of, and as such terms are used in and interpreted under, Section 365(n) of the United States Bankruptcy Code (the "**Code**"). If Contractor or its estate becomes subject to any bankruptcy or similar proceeding, the State retains and has the right to fully exercise all rights, licenses, elections, and protections under this Contract, the Code and all other applicable bankruptcy, insolvency, and similar Laws with respect to all Software and other Work Product. Without limiting the generality of the foregoing, Contractor acknowledges and agrees that, if Contractor or its estate shall become subject to any bankruptcy or similar proceeding:

(a) all rights and licenses granted to the State under this Contract will continue subject to the terms and conditions of this Contract, and will not be affected, even by Contractor's rejection of this Contract; and

(b) the State will be entitled to a complete duplicate of (or complete access to, as appropriate) all such intellectual property and embodiments of intellectual property comprising or relating to any Software or other Work Product, and the same, if not already in the State's possession, will be promptly delivered to the State, unless Contractor elects to and does in fact continue to perform all of its obligations under this Contract.

29.2 Conflicts and Ethics. Contractor will uphold high ethical standards and is prohibited from: (a) holding or acquiring an interest that would conflict with this Contract; (b) doing anything that creates an appearance of impropriety with respect to the award or performance of the Contract; (c) attempting to influence or appearing to influence any State employee by the direct or indirect offer of anything of value; or (d) paying or agreeing to pay any person, other than employees and consultants working for Contractor, any consideration contingent upon the award of the Contract. Contractor must immediately notify the State of any violation or potential violation of these standards. This **Section 29.2** applies to Contractor, any Affiliate, and any Permitted Subcontractor that Performs Services in connection with this Contract.

29.3 Compliance with Laws. Contractor and its Representatives must comply with all Laws in connection with this Contract.

29.4 Nondiscrimination. Under the Elliott-Larsen Civil Rights Act, 1976 PA 453, MCL 37.2101, et seq., and the Persons with Disabilities Civil Rights Act, 1976 PA 220, MCL 37.1101, et seq., Contractor and its Permitted Subcontractors agree not to discriminate against an employee or applicant for employment with respect to hire, tenure, terms, conditions, or privileges of employment, or a matter directly or indirectly related to employment, because of race, color, religion, national origin, age, sex, height, weight, marital status, or mental or physical disability. Breach of this covenant is a material breach of this Contract.

29.5 Unfair Labor Practice. Under MCL 423.324, the State may void any Contract with a Contractor or Permitted Subcontractor who appears on the Unfair Labor Practice register compiled under MCL 423.322.

29.6 Governing Law. This Contract is governed, construed, and enforced in accordance with Michigan law, excluding choice-of-law principles, and all claims relating to or arising out of this Contract are governed by Michigan law, excluding choice-of-law principles. Any dispute arising from this Contract must be resolved in the Michigan Court of Claims. Complaints against the State must be initiated in Ingham County, Michigan. Contractor waives any objections, such as lack of personal jurisdiction or forum non conveniens. Contractor must appoint agents in Michigan to receive service of process.

29.7 Non-Exclusivity. Nothing contained in this Contract is intended nor is to be construed as creating any requirements contract with Contractor. This Contract does not restrict the State or its agencies from acquiring similar, equal, or like Services from other sources.

29.8 Force Majeure. Neither party will be liable or responsible to the other party, nor will be deemed to have defaulted under or breached this Contract, for any failure or delay in fulfilling or performing any term of this Contract, when and to the extent such failure or delay is caused by:

(a) acts of God;

(b) flood, fire or explosion;

(c) war, terrorism, invasion, riot, or other civil unrest;

(d) embargoes or blockades in effect on or after the date of this Contract;

(e) national or regional emergency; or

(f) any passage of law or governmental order, rule, regulation or direction, or any action taken by a governmental or public authority, including imposing an embargo, export or import restriction, quota or other restriction or prohibition.

(each of the foregoing, a "**Force Majeure**"), in each case, provided that: (i) such event is outside the reasonable control of the affected party; (ii) the affected party provides prompt notice to the other party, stating the period of time the occurrence is expected to continue; and (iii) the affected party uses diligent efforts to end the failure or delay and minimize the effects of such Force Majeure event.

29.9 Relationship of the Parties. The relationship between the parties is that of independent contractors. Nothing contained in this Contract is to be construed as creating any agency, partnership, joint venture or other form of joint enterprise, employment or fiduciary relationship between the parties, and neither party shall have authority to contract for or bind the other party in any manner whatsoever.

29.10 Media Releases. News releases (including promotional literature and commercial advertisements) pertaining to this Contract or project to which it relates must not be made without the prior written approval of the State, and then only in accordance with the explicit written instructions of the State.

29.11 Website Incorporation. The State is not bound by any content on Contractor's website unless expressly incorporated directly into this Contract.

29.12 Notices. All notices, requests, consents, claims, demands, waivers and other communications under this Contract must be in writing and addressed to the parties as follows (or as otherwise specified by a party in a notice given in accordance with this **Section 29.12**):

If to Contractor: TCC Software Solutions
1022 E. 52nd Street
Indianapolis, IN 46205
Email: Alison.maloof@e-tcc.com
Attention: Alison J. Maloof, CFO

If to State: Jarrod Barron
525 W. Allegan, 1st Floor
Lansing, MI 48913
Email: barronj1@michigan.gov
Attention: Jarrod Barron, IT Buyer

Notices sent in accordance with this **Section 29.12** will be deemed effectively given: (a) when received, if delivered by hand (with written confirmation of receipt); (b) when received, if sent by a nationally recognized overnight courier (receipt requested); (c) on the date sent by email (with confirmation of transmission), if sent during normal business hours of the recipient, and on the next Business Day, if sent after normal business hours of the recipient; or (d) on the fifth (5th) calendar day after the date mailed, by certified or registered mail, return receipt requested, postage prepaid.

29.13 Headings. The headings in this Contract are for reference only and will not affect the interpretation of this Contract.

29.14 Entire Contract. This Contract, together with all Schedules, Exhibits, and the Statement of Work constitutes the sole and entire agreement of the parties to this Contract with respect to the subject matter of this Contract and supersedes all prior and contemporaneous understandings, agreements, representations and warranties, both written and oral, with respect to such subject matter. In the event of any inconsistency between the statements made in the body of this Contract, the Schedules, Exhibits, and the Statement of Work, the following order of precedence governs: (a) first, this Contract, excluding its Exhibits, Schedules, and the Statement of Work; (b) second, the Statement of Work as of the Effective Date; and (c) third, the Exhibits and Schedules to this Contract as of the Effective Date.

29.15 Assignment. Contractor may not assign or otherwise transfer any of its rights, or delegate or otherwise transfer any of its obligations or performance, under this Contract, in each case whether voluntarily, involuntarily, by operation of law or otherwise, without the State's prior written consent. For purposes of the preceding sentence, and without limiting its generality, any merger, consolidation or reorganization involving Contractor (regardless of whether Contractor is a surviving or disappearing entity) will be deemed to be a transfer of rights, obligations, or performance under this Contract for which the State's prior written consent is required. No delegation or other transfer will relieve Contractor of any of its obligations or performance under this Contract. Any purported assignment, delegation, or transfer in violation of this **Section 29.15** is void.

29.16 No Third-Party Beneficiaries. This Contract is for the sole benefit of the parties and their respective successors and permitted assigns. Nothing in this Contract, express or implied, is intended to or will confer on any other person or entity any legal or equitable right, benefit or remedy of any nature whatsoever under or by reason of this Contract.

29.17 Amendment and Modification; Waiver. No amendment to or modification of this Contract is effective unless it is in writing, identified as an amendment to this Contract and signed by both parties Contract Administrator. Further, certain amendments to this Contract may require State Administrative Board Approval. No waiver by any party of any of the provisions of this Contract will be effective unless explicitly set forth in writing and signed by the party so waiving. Except as otherwise set forth in this Contract, no failure to exercise, or delay in exercising, any right, remedy, power, or privilege arising from this Contract will operate or be construed as a waiver. Nor will any single or partial exercise of any right, remedy, power or privilege under this Contract preclude the exercise of any other right, remedy, power or privilege.

29.18 Severability. If any term or provision of this Contract is invalid, illegal, or unenforceable in any jurisdiction, such invalidity, illegality or unenforceability will not affect any other term or provision of this Contract or invalidate or render unenforceable such term or provision in any other jurisdiction. Upon such determination that any term or other provision is invalid, illegal, or unenforceable, the parties must negotiate in good faith to modify this Contract so as to effect the original intent of the parties as closely as possible in a mutually acceptable manner in order that the transactions be consummated as originally contemplated to the greatest extent possible.

29.19 Equitable Relief. Each party acknowledges that a breach by a party of **Section 13** (Intellectual Property Rights; Ownership), **Section 21** (State Data), or **Section 22** (Confidential Information) may cause the non-breaching party immediate and irreparable harm, for which an award of damages would not be adequate compensation. Each party agrees that, in the event of such breach or threatened breach, the non-breaching party will be entitled to equitable relief, including in the form of orders for preliminary or permanent injunction, specific performance, and any other relief that may be available from any court. Such remedies will not be deemed to be exclusive but will be in addition to all other remedies available under this Contract, at law or in equity, subject to any express exclusions or limitations in this Contract to the contrary.

29.20 Counterparts. This Contract may be executed in counterparts, each of which will be deemed an original, but all of which together will be deemed to be one and the same Contract. A signed copy of this Contract delivered by email or other means of electronic transmission (to which a signed PDF copy is attached) will be deemed to have the same legal effect as delivery of an original signed copy of this Contract.

Schedule A – Statement of Work (SOW)

1.000 Project Identification

1.001 PROJECT

Contractor will provide, install, configure, customize, implement, and support a system replacing the Michigan State Lottery's (Lottery) current Charitable Gaming Information System (CGIS) and associated functionality in a manner meeting the requirements shown in Exhibit A-1.

1.100 Scope of Work and Deliverables

1.101 IN SCOPE

- Software
- Systems Design and Implementation
- Testing
- Project Plan
- Training
- Documentation
- Maintenance and Support
- Future Enhancements

1.102 OUT OF SCOPE

- Vendor-hosted solutions
- Hardware

1.103 ENVIRONMENT

The links below provide information on the State's Enterprise information technology (IT) policies, standards and procedures which includes security policy and procedures, eMichigan web development, and the State Unified Information Technology Environment (SUITE).

All services and products provided must comply with all applicable State IT policies and standards. Contractors are required to review all applicable links provided below and state compliance in their response.

Enterprise IT Policies, Standards and Procedures:
http://michigan.gov/dtmb/0,4568,7-150-56355_56579_56755---,00.html

All software items provided by the Contractor must run on and be compatible with the DTMB Standard Information Technology Environment. The Contractor may request, in writing, a change in the standard environment, providing justification for the requested change and all costs associated with any change.

Enterprise IT Security Policy and Procedures:
http://www.michigan.gov/documents/dmb/1310_183772_7.pdf
http://www.michigan.gov/documents/dmb/1310.02_183775_7.pdf
http://www.michigan.gov/documents/dmb/1325_193160_7.pdf
http://www.michigan.gov/documents/dmb/1335_193161_7.pdf
http://www.michigan.gov/documents/dmb/1340_193162_7.pdf

The State's security environment includes:

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

DTMB requires that a single-login security environment be used for all new client-server software development. Where software is being converted from an existing package, or a client-server application is being purchased, the security mechanism must be approved in writing by the State's Project Manager and Michigan Cyber Security. Additionally, Lottery has its own unique security requirements. The high-level requirements are defined in a separate section of Exhibit A-1.

ADA Compliance:
Contractor shall comply with and adhere to the Accessibility Standards of Section 508 of the Rehabilitation Act of 1973, including any more specific requirements set forth in an applicable Statement of Work. See DTMB Policy at http://www.michigan.gov/documents/dmb/1650.00_209567_7.pdf?20151026134621.

The State Unified Information Technology Environment (SUITE):
Includes standards for project management, systems engineering, and associated forms and templates – must be followed: http://www.michigan.gov/suite

1.104 WORK AND DELIVERABLES

For each section of Work and Deliverable, the contractor is required to follow the SUITE methodology for acceptable practices in project management and deliverable documentation.

A. Initiation, Planning and Requirements Validation

Contractor's System and Services will meet the functional and technical requirements detailed in **Section 1.103**, **Section 1.104**, and **Exhibit A-1**.

Contractor will attend the Orientation Meeting described in **Section 1.301** and meet with State staff to review the requirements specified in **Exhibit A-1** to ensure the System will be implemented successfully. Contractor will identify any functional, general or technical issues that need to be addressed to ensure successful implementation and will propose resolutions to be undertaken and timing thereof.

The parties will review the Preliminary Project Plan Contractor submitted with its proposal and identify any issues that need to be addressed. Contractor will then provide the Final Project Plan and final report formats described in **Section 1.300 et seq.** detailing how the System will be set up to provide the State's requested functionality.

The parties will review the Preliminary Enterprise Architecture Solution Assessment (EASA) Contractor submitted with its proposal and identify any issues that need to be addressed. Contractor will then submit a Final EASA to the DTMB Project Manager (PM) encapsulating any identified changes within the timeframe established in the Final Project Plan.

It is the Contractor's responsibility to complete the DTMB 0170 (Security Assessment form), or other similar documentation as the State may require, to obtain Michigan Cyber Security and Treasury Office of Privacy and Security written approvals as required by the State within the timeframe established in the Final Project Plan.

Deliverable(s):

- Documentation verifying and validating requirements
- Current Business Operations Document
- Conceptual Business Operations Document
- Conceptual Business Work Flow Diagram
- Final Project Plan
- Final Report Formats
- Final EASA
- Final Security Assessment documentation

Acceptance Criteria:

High-level acceptance criteria per **Section 1.501**.

B. Software

The Contractor will provide a solution that replaces the CGIS system, its associated database (CGSP) and the Capstone enforcement package. The vendor's solution must have a fully integrated records management package.

Deliverable(s)

Software provided in an installable format meeting all requirements detailed in **Exhibit A-1** including but not limited to the following high-level requirements:

- Software will store all data in a database from which State staff query and extract
- Software will produce specified production and management reports

Acceptance Criteria:

- High-level acceptance criteria per **Section 1.501**.
- Software meets the requirements detailed in **Exhibit A-1**.

C. Implementation

Contractor will install, configure, integrate, and test the solution in cooperation with the State's designated employees and/or contractors to ensure the complete and successful implementation of software for use in the replacement Charitable Gaming Information System. All software installations will be performed by qualified personnel. Contractor will perform the initial software installation and configuration on-site, and will provide documented instructions for same per Section 1.104E below. Thereafter, Contractor will assist with installation either via phone, email, web session, on-site or remotely via VPN. The initial software solution will be implemented in a test environment provided by the State and run parallel for up to 30 days before being moved into production. At all times during implementation, Contractor will work with State staff to identify gaps in fulfilling requirements, will propose changes to the software to manage such gaps and will document the fulfillment of all gaps. Contractor will install all software on State virtual Windows server.

Deliverable(s)

- Initial software installation and implementation in test environment
- Configurations and customizations per the requirements and project plan
- System interfaces/integration with State's environment and hardware
- System moved into production environment
- Documentation identifying the fulfillment of each software requirement

Acceptance Criteria:

- High-level acceptance criteria per Section 1.501.

D. Training and Knowledge Transfer

The Contractor will provide training to the State as described below to transfer knowledge of the application to the State.

Deliverables

- Up to six on-site End User training sessions in Lansing, Michigan for up to thirty (30) State-designated individuals who will utilize the system.
- Up to two on-site Administrator/System training sessions in Lansing, Michigan, i.e., technical training for up to six (6) State-designated individuals who work with the Contractor to configure the applications, including but not limited to, establishing databases and interfaces, data conversion, and customization.
- Additional training as required (e.g. classroom or online / web-based training, training flier, release features, etc.) at no additional cost for all upgrades and new versions to the system that affect end-user functionality.

Acceptance Criteria

- High-level acceptance criteria per Section 1.501.
- State-identified CGIS end users are proficient in the use of the solution;
- State-identified CGIS system administrators are proficient in the administration of the solution; and
- State-identified DTMB technical staff are knowledgeable in the maintenance and support of the solution.

E. Documentation

Contractor will provide a complete set of solution documentation to the State including, but not limited to, the deliverables specified below:

1. A copy of the following documentation in an electronic format or online:
    a. User and Technical Manuals - On-line and Hard Copy
    b. Data Element Dictionary
    c. Operations Manual
    d. All updates of documentation during the term of the Contract, software license and maintenance agreement
2. The following documentation is provided for all modules and program development:
    a. System-wide documentation and specifications
    b. Baseline End-User training manuals to be used as a basis for “User Manuals” and online help
    c. Installation procedure
    d. Module configuration documents sufficient for configuration maintenance purposes
    e. Testing scripts
    f. Specification documentation
    g. Production migration
3. The documentation of components, features, and use of the hardware/software will be detailed such that resolution of most problems can be determined from the documentation, and most questions can be answered.
4. All system, operational, user, change, and issue documentation must be available in electronic format, published to a website, accessible to State users, updated regularly, with unique numerical identifiers for each section and be consistent with the most current version of the application(s) and one (1) previous version.
5. All system, operations, user, change and issue documentation is to be organized in a format approved by the State and facilitates updating and allows for revisions to the documentation to be clearly identified including the three (3) previous versions.
6. The Contractor must develop and submit for State approval complete, accurate, and timely system, operations, and user documentation.
7. Detailed workflow diagrams in an electronic pdf format depicting the business process resulting from full implementation of the solution.

All documentation provided becomes the property of the State.

The Contractor must notify the State of any discrepancies or errors outlined in the system, operations, and user documentation.

Deliverable(s)

- User manuals
- Technical manuals
- Data Elements Dictionary
- Operations Manual
- Updates to all documentation deliverables

Acceptance Criteria

- High-level acceptance criteria per Section 1.501.

F. Maintenance and Support

Contractor will provide to the State ongoing maintenance and support for the solution as described in Schedule C. The State may, at its sole option, renew maintenance and support services on an annual basis.

Deliverables

- Maintenance of the solution
- Support
  - Help Desk
  - Technical
    a. Maintenance programs commence at the end of the warranty period.
    b. All maintenance is performed by qualified personnel familiar with the software.
    c. Remote diagnostic capabilities are provided.
    d. Maintenance is available on an annual renewable contract.
    e. The software maintenance program includes all future software updates and system enhancements applicable to system modules licensed without further charge to all licensed users maintaining an annually renewable software support contract.
    f. Help desk support is available during the State's normal operating hours of Monday through Friday from 9:00 a.m. until 6:00 p.m. Eastern Standard Time (EST).
    g. Calls for service will be returned per the chart above or immediately the following day if after 6:00 p.m. EST.
    h. The State will be provided with information on software problems encountered at other locations, along with the solution to those problems, when such information is relevant to State software.
    i. Support is provided for superseded releases and back releases still in use by the State.
    j. For the first year and all subsequent Contract years, the following services are provided for the current version and one previous version of any Software provided with the deliverables, commencing upon installation of the deliverables or delivery of the Software:
      1. **Error Correction**. Upon notice by State of a problem with the Software (which problem can be verified), reasonable efforts to correct or provide a working solution for the problem.
      2. **Material Defects**. Contractor will notify the State of any material errors or defects in the deliverables known, or made known to Contractor from any source during the life of the Contract that could cause the production of inaccurate or otherwise materially incorrect results. The Contractor shall initiate actions as may be commercially necessary or proper to effect corrections of any such errors or defects.
      3. **Updates**. Contractor will provide to the State at no additional charge all new releases and bug fixes (collectively referred to as "Upgrades") for any software deliverable developed or published by Contractor and made available to its other customers.

Acceptance Criteria

- High-level acceptance criteria per Section 1.501.
- Contractor's help desk is staffed with qualified personnel familiar with and knowledgeable of the solution.
- Support is available as described above with escalation as necessary to senior technical/engineering staff, and then to higher management and/or senior management.
- Updated documentation as required to reflect changes to the solution.

G. Future Enhancements

Upon request and at the State's sole option, the Contractor will provide additional services to meet requirements stated within this section.

To request an enhancement, the State will submit a SOW to the Contractor describing the requested enhancement. The Contractor will then provide a Written Proposal, including a project plan and a firm, fixed quote based on the rates established in the **Future Enhancements Labor Rates cost table**. Upon review and written approval of the Written Proposal by the DTMB PM and the Agency PM, the Agency will submit a contract change request to DTMB-Procurement in accordance with **Section 1.403 Change Management**. Upon review and approval by DTMB-Procurement, a contract amendment (Change Notice) will be executed. A fully executed Change Notice is required prior to issuance of any Purchase Order (PO). An issued PO is required prior to Contractor providing any goods or services under this Section.

Deliverable(s)
- Written Proposal including project plan and quote
- Services upon the State's request

Acceptance Criteria:
- High-level acceptance criteria per Section 1.501.
- Services conforming to each respective Statement of Work and Written Proposal.

1.200 Roles and Responsibilities

1.201 CONTRACTOR STAFF, ROLES, AND RESPONSIBILITIES

A. Contractor Staff
The Contractor will provide sufficient qualified staffing to satisfy the deliverables of this Statement of Work.

Contractor designates the following Key Personnel:

Senior Project Manager/Contract Administrator
Drew Bowman
Email: Drew.bowman@e-tcc.com
Phone Number: 317-638-0173 ext. 8124

Contractor will also name a Day-to-Day Project Manager prior to commencing work.

B. On Site Work Requirements

1. Location of Work
The work is to be performed, completed, and managed at the following locations:

- Michigan Lottery Building
  101 East Hillsdale
  Lansing, MI 48933
  (for on-site training, initial installation/configuration, or as otherwise agreed during project planning)

- Contractor Facility
  TCC Software Solutions
  1022 E. 52nd Street
  Indianapolis, IN 46204

2. Hours of Operation:
a. State working hours are 8:00 a.m. to 4:30 p.m. EST, Monday through Friday, with work performed as necessary after those hours to meet project deadlines. No overtime will be authorized or paid.

b. The State is not obligated to provide State management of assigned work outside of normal State working hours. The State reserves the right to modify the work hours in the best interest of the project.
c. Contractor will observe the same standard holidays as State employees. The State does not compensate for holiday pay.

1.202 STATE STAFF, ROLES, AND RESPONSIBILITIES

The State project team will consist of Subject Matter Experts (SME's), project support, and a DTMB and Agency project manager:

Subject Matter Experts
The Subject Matter Experts representing the business units involved will provide the vision for the business design and how the application shall provide for that vision. They shall be available on an as needed basis. The SME's will be empowered to:

- Resolve project issues in a timely manner
- Review project plan, status, and issues
- Resolve deviations from project plan
- Provide acceptance sign-off
- Utilize change control procedures
- Ensure timely availability of State resources
- Make key implementation decisions, as identified by the Contractor's project manager, within 48-hours of their expected decision date.

Agency Roles	Agency/Division	Title
Project Owner/Sponsor	Lottery – Charitable Gaming Division	Kathy Oviedo – Deputy Commissioner Charitable Gaming
Coordinator/Lead SME	Lottery – Charitable Gaming Division	Todd Gardner – Director of Gaming
Security Administrator	Lottery Executive Division	William "Layth" Peiffer – Director of Lottery IT Security

DTMB Roles	Agency/Division	Title
Sponsor	DTMB	Rajiv Das – DTMB General Manager Treasury, Lottery, Attorney General, MSHDA and Land Bank
Business Relationship Manager	DTMB	Carmen Redwine – DTMB Business Relationship Manager Lottery, Attorney General, MSHDA and Land Bank
Project Manager	DTMB	Tracie Mansberger – DTMB Project Manager
IT Specialist	DTMB	Harry Fratzke – IT Specialist

State Project Manager- (DTMB and Agency)
DTMB will provide a Project Manager who will be responsible for the State's infrastructure and coordinate with the Contractor in determining the system configuration.

The State's Project Manager will provide the following services:

- Provide State facilities, as needed
- Coordinate the State resources necessary for the project
- Facilitate coordination between various external contractors
- Facilitate communication between different State departments/divisions
- Provide acceptance and sign-off of deliverable/milestone
- Review and sign-off of timesheets and invoices
- Resolve project issues

- Escalate outstanding/high priority issues
- Utilize change control procedures
- Conduct regular and ongoing review of the project to confirm that it meets original objectives and requirements
- Document and archive all important project decisions
- Arrange, schedule and facilitate State staff attendance at all project meetings.

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

Name	Agency/Division	Title
Jarrod Barron	DTMB	Buyer / Contract Administrator

1.203 OTHER ROLES AND RESPONSIBILITIES

The State may provide other DTMB staff, which may include:

- System Administrators: grant and deny access to servers
- Data Base Administrator (DBA): provide backups, manage database
- Network Administrators: assign network login credentials to vendor
- Infrastructure Services: assist in system implementation
- Systems Security Administrator: responsible for systems security environment
- IT Business Analyst

1.300 Project Plan

1.301 PROJECT PLAN MANAGEMENT

Preliminary Project Plan
Contractor will develop a project plan using project management methodologies following PMBOK guidelines with the required DTMB SUITE steps.

Orientation Meeting
Within fourteen (14) calendar days after the Effective Date of this Contract, the Contractor will attend an orientation meeting to discuss the content and procedures of the Contract. The meeting will be held in Lansing, Michigan, at a date and time mutually acceptable to the State and the Contractor. The State shall bear no cost for the time and travel of the Contractor for attendance at the meeting.

Performance Review Meetings
Contractor will attend monthly meetings, at a minimum, to review the Contractor's performance under the Contract. The meetings will be held in Lansing, Michigan, or by teleconference, as mutually agreed by the State and the Contractor. The State shall bear no cost for the time and travel of the Contractor for attendance at the meeting.

Project Control

1. The Contractor will carry out this project under the direction and control of DTMB and Lottery – Charitable Gaming.
2. Within fourteen (14) calendar days after the Effective Date of the Contract, Contractor will submit to the State project manager(s) for final approval of the project plan ("Final Project Plan"). This project plan must be in agreement with **Section 1.104**, and must include the following:
   - The Contractor's project organizational structure.
   - The Contractor's staffing table with names and title of personnel assigned to the project. This must be in agreement with staffing of accepted proposal. Necessary substitutions due to change of

employment status and other unforeseen circumstances may only be made with prior approval of the State.

- The project work breakdown structure (WBS) showing sub-projects, activities and tasks, and resources required and allocated to each.
- The time-phased plan in the form of a graphic display, showing each event, task, and decision point in the WBS.

3. The Contractor will manage the project in accordance with the State Unified Information Technology Environment (SUITE) methodology, which includes standards for project management, systems engineering, and associated forms and templates which is available at http://www.michigan.gov/suite
   a. Contractor will use an automated tool for planning, monitoring, and tracking the Contract's progress and the level of effort of any Contractor personnel spent performing Services under the Contract. The tool shall have the capability to produce:
      - Staffing tables with names of personnel assigned to Contract tasks.
      - Project plans showing tasks, subtasks, deliverables, and the resources required and allocated to each (including detailed plans for all Services to be performed through the Project Completion, updated weekly).
      - Updates must include actual time spent on each task and a revised estimate to complete.
      - Graphs showing critical events, dependencies and decision points during the course of the Contract.
   b. Any tool(s) used by Contractor for such purposes must produce information of a type and in a manner and format that will support reporting in compliance with the State standards.

Liquidated Damages

Contractor and the State agree that if there is delay or failure by Contractor to timely perform its obligations pursuant to Contract Terms Section 19, the State is entitled to collect liquidated damages in the amount of $7,800.00 and an additional $1300.00 per day for each day Contractor fails to remedy the late or improper completion of the Work. The total liquidated damages that may be assessed will not exceed $65,000.00 per event. Any time the State assesses liquidated damages against Contractor, whether for a failure or breach of a Service Level Agreement ("SLA") or otherwise under this Contract, for which, in turn, the State seeks payment from Contractor under the terms of this Contract, a Root Cause Analysis ("RCA") shall take place. An RCA will be conducted, jointly reviewed and agreed upon by the State and Contractor to determine SLA impact (or the impact of any other issue or failure giving rise to the assessment of liquidated damages), incident root cause, incident resolution, problem management, and request for change to mitigate future incidents. In conducting an RCA, the parties shall exchange all pertinent and non-confidential documents, data, or other information reasonably required to validate the failure. If the State and Contractor and cannot agree on the content of the RCA, then they agree to escalate the disputed portion of the RCA pursuant to the dispute resolution procedures in Section 28 of the Contract.

1.302 PROJECT REPORTS

The parties will review the sample Project Reporting Formats Contractor submitted with its proposal and identify any issues that need to be addressed. Contractor will then submit Project Reporting Formats to the State's Project Manager for approval within fourteen (14) calendar days after the Orientation Meeting. Once both parties have agreed to the format of each report, it shall become the standard to follow for the duration of the contract.

- Weekly Project status
- Updated project plan
- Summary of activity during the report period
- Accomplishments during the report period
- Deliverable status
- Schedule status
- Action Item status
- Issues

- Change Control
- Repair status
- Maintenance Activity

1.303 ISSUE MANAGEMENT

An issue is an identified event that if not addressed may affect schedule, scope, quality, or budget.

The Contractor shall maintain an issue log for issues relating to the provision of services under this Contract. The issue management log must be communicated to the State's Project Manager on an agreed upon schedule, with email notifications and updates. The issue log must be updated and must contain the following minimum elements:

- Description of issue
- Issue identification date
- Responsibility for resolving issue.
- Priority for issue resolution (to be mutually agreed upon by the State and the Contractor)
- Resources assigned responsibility for resolution
- Resolution date
- Resolution description

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

Level 1 (Low) – Business leads
Level 2 (Medium)– Project Managers
Level 3 (High) – Subject Matter Experts (SME's)/DTMB Infrastructure or Executive level if required

The Contractor shall also maintain a defects log for software defects identified by the State. The defect management log must be communicated to the State's Project Manager on an agreed upon schedule, with email notifications and updates. The defects log must be updated and must contain the following minimum elements:

- Description of defect
- Defect identification date
- Priority for fixing defects (to be mutually agreed upon by the State and the Contractor)
- Contractor resources assigned responsibility for fixing each defect
- Estimated date for fixing defect
- Description of the fix to be applied

1.304 RISK MANAGEMENT

A risk is an unknown circumstance or event that, if it occurs, may have a positive or negative impact on the project.

The Contractor is responsible for establishing a risk management plan and process, including the identification and recording of risk items, prioritization of risks, definition of mitigation strategies, monitoring of risk items, and periodic risk assessment reviews with the State.

A risk management plan format shall be submitted to the State for approval within twenty (20) business days after the effective date of the contract resulting from the upcoming RFP. The risk management plan will be developed during the initial planning phase of the project, and be in accordance with the State's PMM methodology. Once both parties have agreed to the format of the plan, it shall become the standard to follow for the duration of the contract. The plan must be updated bi-weekly, or as agreed upon.

The Contractor shall provide the tool to track risks. The Contractor will work with the State and allow input into the prioritization of risks.

The Contractor is responsible for identification of risks for each phase of the project. Mitigating and/or eliminating assigned risks will be the responsibility of the Contractor. The State will assume the same responsibility for risks assigned to them.

1.500 Acceptance

1.501 CRITERIA

The following is standard acceptance criteria for all document and software deliverables, listed in **Schedule B, Cost Table 2: Base Year Table**.

Document Deliverables

1. Documents are dated and in electronic format, compatible with State of Michigan software.
2. Requirements documents are reviewed and updated throughout the development process to assure requirements are delivered in the final product.
3. Draft documents are not accepted as final deliverables.
4. Contractor shall provide written notice to Agency upon delivery of a completed Written Deliverable to Agency. By no later than fifteen (15) Business Days after receipt of such notice, Agency will determine whether the Written Deliverable is acceptable. If Agency does not accept or reject the Written Deliverable within fifteen (15) business days of the notice, the Written Deliverable will be deemed accepted. Approvals will be written and signed by both the DTMB Project Manager and Agency Project Manager.
    a. Unacceptable issues will be documented and submitted to the Contractor.
    b. For Written Deliverables that are rejected, the Contractor shall have fifteen (15) business days to correct and resubmit unless an extension is granted by the Agency. Deliverable approval process outlined in the Contract Terms has been followed and met.

Software Deliverables - Software includes, but is not limited to, software product, development tools, support tools, data migration software, integration software, and installation software. Deliverables are those items listed in **Schedule B, Cost Table.**

1. Beta software is not accepted as final deliverable.
2. The software will be reviewed and accepted in accordance with section 9 of the Contract.
3. DTMB will test software for acceptance of functionality, usability, installation, performance, security, standards compliance, backup/recovery, and operation, pursuant to Section 9 of the Contract.
    a. Approvals will be written and signed by both the DTMB Project Manager and Agency Project Manager.
    a. Unacceptable issues will be documented and submitted to the Contractor pursuant to Section 9.2 of the Contract.
    b. Any issues identified will be resolved pursuant to section 9.3 of the Contract.
4. Software is installed and configured, with assistance from DTMB, in an appropriate environment (e.g. development, conversion, QA testing, UAT testing, production, and training).
5. Contingency plans, de-installation procedures, and software are provided by the Contractor and approved by both the DTMB Project Manager and Agency Project Manager.
6. Final acceptance of the software will depend on the successful completion of User Acceptance Testing (UAT) pursuant to Section 9 of the Contract
7. Testing will demonstrate the system's compliance with the requirements of the Contract. At a minimum, the testing will confirm the following:
    a. Functional - the capabilities of the system with respect to the functions and features described in the Contract.
    b. Performance - the ability of the system to perform the workload throughput requirements. All problems should be completed satisfactorily within the allotted time frame.
9. Software source code, where applicable, is reviewed by DTMB within a mutually agreed upon timeframe for readability, structure, and configuration management.

a. Approvals will be written and signed by both the DTMB Project Manager and Agency Project Manager.
b. Unacceptable issues will be documented and submitted to the Contractor.
c. After issues are resolved or waived, the Contractor will resubmit source code for approval.

10. Within thirty (30) days (or such other number of days as the parties may agree to in writing) prior to Contractor's delivery of any Software Deliverable to the State for approval, Contractor will provide to the State a set of proposed test plans, including test cases, scripts, data and expected outcomes, for the State's use (which the State may supplement in its own discretion) in conducting UAT of the Software Deliverable. Contractor, upon request by the State, will provide the State with reasonable assistance and support during the UAT process.
11. Deliverable approval process outlined in the Contract Terms has been followed and met.

1.502 FINAL ACCEPTANCE

Final acceptance is expressly conditioned upon completion of ALL deliverables/milestones identified in Section 1.104 Work and Deliverables, completion of ALL tasks in the project plan, completion of ALL applicable inspection and/or testing procedures, and the certification by the State that the Contractor has met the defined requirements. See also Section 9 of the Contract Terms for further details. Upon Final Acceptance, Contractor shall invoice Agency balance of all services performed.

Exhibit A-1 – Requirements

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
1. GENERAL REQUIREMENTS						
General Requirements	**1.1**	**System must have the ability to be accessed remotely**				
	1.1.1	System must provide all users with access to the same "real time" data				
	1.1.2	System must allow users to work “off line” when communications aren’t possible				
	1.1.2.1	System must be capable of automatically recovering and syncing data changes when communications are restored				
	1.2	**System solution must be configurable by authorized users**				
	1.2.1	Status Types	X			
	1.2.2	Organization Types	X			
	1.2.3	Review Codes				
	1.2.4	License Types				
	1.2.5	Tag Types	X			
	1.2.6	Audit Codes	X			
	1.3	**System will be manageable by Charitable Gaming (CG) staff**				
	1.3.1	“Users” will perform regular tasks within the system				
	1.3.2	“Authorized Users” will perform special and administrative tasks that are not part of the daily work	X			
	1.4	**System must be business-rule driven**	X			
	1.5	**Screen navigation will be based on business processes**				
	1.6	**System must be capable of accepting data:**				
	1.6.1	By OCR			X	
	1.6.2	Electronically	X			
	1.6.3	Manually	X			
	1.7	**System must maintain an audit trail of all actions:**				
	1.7.1	By date/ time	X			
	1.7.2	By user ID	X			
	1.7.3	By device	X			
	1.7.4	By location	X			
	1.8	**System must provide a mechanism to view Audit Trail:**				
	1.8.1	Online	X			
	1.8.2	Report generation			X	All reports are built in

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
						SSRS
	1.8.3	Limited to authorized users only	X			
	1.9	**System will perform deletes "Logically" when authorized users delete data**	X			
	1.10	**System must provide the capability to print or display template forms:**				
	1.10.1	Blank/Unfilled	X			
	1.10.2	Populated with data/information	X			
	1.11	**System must be scalable to provide for anticipated growth over the next five years**				
	1.11.1	Annual growth in data storage and throughput is estimated at between 10%-30%	X			
	1.12	**System must allow user to generate mass correspondence**				
	1.12.1	Selected groups			X	
	1.12.2	Paper or email format			X	
	1.12.2.1	PDF			X	
	1.12.2.2	Word			X	
	1.12.2.3	Excel			X	
	1.12.2.4	.csv			X	
	1.12.2.5	.jpg			X	
	1.12.2.6	.tiff			X	
	1.12.3	Editable system generated documents			X	
	1.13	**System allows users to click on any email address displayed on screens and automatically have a new email window opened with the email address inserted as the recipient**			X	
	1.13.1	Current State of Michigan email standard is Outlook			X	
Performance	**1.14**	**System response time for displaying requested data/information shall not exceed 3 seconds**	X			System response time will also rely on State Network Capabilities and hosting environment
	1.15	**System response times for updating data entered by users shall not exceed 3 seconds**	X			System response time will also rely on State Network Capabilities and hosting environment
	1.16	**System response times exceeding performance measures must generate a wait message**	X			
Search Capability	**1.17**	**The system must provide search options such as:**				
	1.17.1	"Starts with"			X	

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	1.17.2	"Contains"			X	
	1.17.3	Wildcard characters			X	
	1.17.4	Intuitive search functions			X	
Data Input Screens	**1.18**	**System must have input screens that minimize & simplify the data input effort but also insure the data entered is as accurate as possible**	X			
	1.19	**System must have spell check capabilities**	X			
	1.20	**System must have data entry edits applied to all user-entered data**	X			
	1.21	**System must provide a means for authorized users to configure edit rules by specifying:**				
	1.21.1	Appropriate error messages for each edit			X	
	1.21.2	Mandatory fields			X	
	1.21.3	Fields which may be overridden by authorized users			X	
	1.21.4	Default data values			X	
	1.21.5	Data verification:			X	
	1.21.5.1	Date formats			X	
	1.21.5.2	Telephone number formats			X	
	1.21.5.3	Zip code formats			X	
	1.21.5.3.1	United States			X	
	1.21.5.3.2	Canadian			X	
	1.22	**System will accept zip codes to automatically determine:**				
	1.22.1	City			X	
	1.22.2	County			X	
	1.23	**System must allow user to enter and display notes/remarks/comments related to any facet of the system. Examples of system facets include:**				
	1.23.1	Administrative Action Cases	X			
	1.23.2	Charity Game Ticket Audits	X			
	1.23.3	Charity Game Ticket Distribution Activity	X			
	1.23.4	Delinquencies	X			
	1.23.5	Financial Reporting	X			
	1.23.6	Halls	X			
	1.23.7	Inspections	X			
	1.23.8	Inspectors	X			
	1.23.9	Licenses	X			
	1.23.10	Organizations	X			
	1.23.11	Suppliers	X			

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	1.24	**System must perform spell check on all free-form notes and comments**	X			
	1.25	**System must provide support for automated code/reference table maintenance:**				
	1.25.1	Mass changes			X	
	1.25.2	Individual changes			X	
	1.26	**Ability to replace or add codes and have existing edits apply to the new codes**	X			
Messages	**1.27**	**System will display appropriate messages with corrective action when errors are discovered.**	X			
	1.28	**System must provide authorized user the ability to configure business rules for:**				
	1.28.1	Tracking			X	
	1.28.2	Alerts			X	
	1.28.3	Ticklers			X	
	1.29	**System must provide soft warning prior to performing:**				
	1.29.1	Changes	X			
	1.29.2	Deletes	X			
	1.30	**System must display confirmation messages after successfully completing:**				
	1.30.1	Adds	X			
	1.30.2	Changes	X			
	1.30.3	Deletes	X			
Electronic Forms	**1.31**	**System must have the ability to receive, complete and submit forms in an electronic format**	X			
	1.32	**System must have the ability to transmit electronic forms and reports generated remotely to the central system**	X			
	1.33	**System must be able to store electronic forms and reports when unable to transmit to the central system**	X			
Data Conversion	**1.34**	**The selected vendor will be responsible for conversion and import of existing CGIS data into the new system**	X			
	1.35	**The selected vendor will be responsible for conversion and import of existing letter templates and forms**	X			
Data Normalization	**1.36**	**System will share common data to eliminate redundancies**	X			
Data Retention	**1.37**	**System must purge data according to current data retention schedule**				
	1.37.1	Retention schedule information must be configurable by	X			

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
		authorized users				
System Administrative Functions	**1.38**	**System must provide authorized user functionality to:**				
	1.38.1	Provide user access	X			
	1.38.2	Create groups	X			
	1.38.3	Modify groups	X			
	1.38.4	Delete groups	X			
	1.38.5	Monitor all work areas	X			
	1.38.6	Write business rules			X	
	1.38.7	Create indexes			X	
	1.38.8	View statistical reports	X			
	1.39	**System must provide a configurable notification function to alert staff of specific events**				
	1.39.1	System will have a facility for selecting events which require notification. Authorized user will be able to:	X			
	1.39.1.1	Select new events	X			
	1.39.1.2	Change existing events	X			
	1.39.1.3	Delete outdated events	X			
	1.39.2	System will provide notification via:	X			
	1.39.2.1	Continually updating screens	X			
	1.39.2.2	Email	X			
	1.39.3	System will provide a mechanism for activating/deactivating notification for:	X			
	1.39.3.1	Individual Rules	X			
	1.39.3.2	Global Notification Rules	X			
Geographic Information System (GIS) Capabilities	**1.40**	**System must include a GIS component/add-on**				
	1.40.1	System must provide a user-friendly development facility for the creation of:			X	
	1.40.1.1	Maps			X	
	1.40.1.2	Tables			X	
	1.40.1.3	Graphs			X	
	1.40.1.4	Reports			X	
	1.40.2	The GIS component must feature interactive maps that allow for business data analysis			X	

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	1.40.2.1	The interactive features must be user-friendly, not requiring custom coding or GIS expertise			X	
	1.40.2.2	Users must be able to view, browse, query, and manipulate maps			X	
	1.40.3	The GIS component must include a wide range of geoprocessing capabilities, including:			X	
	1.40.3.1	Overlay—Superimposing two or more map layers for the purpose of showing relationships between features that occupy the same geographic space			X	
	1.40.3.2	Proximity Query—Selecting geographic features within a specified distance of a particular feature			X	
	1.40.3.3	Selection—Selecting areas or features on a map that automatically highlight the corresponding records in a table OR selecting records in a table that automatically highlight the corresponding areas or features on a map			X	
	1.40.3.4	Extraction—Electronically pulling out selected records or map features to be saved in a common file format, such as:			X	
	1.40.3.4.1	PDF			X	
	1.40.3.4.2	.jpg			X	
	1.40.3.4.3	.csv			X	
	1.40.3.4.4	.xlsx			X	
	1.40.4	The GIS component must include interactive and extractable tables			X	
	1.40.4.1	All data attributes must be displayable in a tabular format			X	
	1.40.4.1.1	Users must be able to modify the table layout			X	
	1.40.4.2	Records selected from a table must be exportable to:			X	
	1.40.4.2.1	Excel formats (.xls or xlsx)			X	
	1.40.4.2.2	Comma Separated Values format (.csv)			X	
	1.40.4.3	GIS component must be able to display any tabulated numeric data into graph			X	
	1.40.5	The GIS component must allow for user-developed reports and displays			X	
	1.40.5.1	Report Wizard or designer must be included for creating and modifying reports			X	
	1.40.5.2	User must be able to control how the report looks by manipulating:			X	All reports are built in SSRS
	1.40.5.2.1	Report layouts			X	All reports are built in SSRS

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	1.40.5.2.2	Page layouts			X	All reports are built in SSRS
	1.40.5.2.3	Headers			X	All reports are built in SSRS
	1.40.5.2.4	Footers			X	All reports are built in SSRS
	1.40.5.2.5	Report detail			X	All reports are built in SSRS
	1.40.5.2.6	Size			X	All reports are built in SSRS
	1.40.5.2.7	Color			X	All reports are built in SSRS
	1.40.5.3	Saved reports must be exportable to formats that can be:			X	All reports are built in SSRS
	1.40.5.3.1	Emailed			X	All reports are built in SSRS
	1.40.5.3.2	Imported into Microsoft Office documents			X	All reports are built in SSRS
	1.40.5.3.3	Posted to a website			X	All reports are built in SSRS
2. ORGANIZATION						
Organization Data	**2.1**	**System will capture data for nonprofit Organizations including:**				
	2.1.1	Organization ID		X		
	2.1.2	Organization Name		X		
	2.1.3	Organization Type		X		
	2.1.3.1	Educational		X		
	2.1.3.2	Educational Subordinate		X		
	2.1.3.3	Fraternal		X		
	2.1.3.4	Local Civic		X		
	2.1.3.5	Religious		X		
	2.1.3.6	Religious Subordinate		X		
	2.1.3.7	Senior Citizen		X		
	2.1.3.8	Service		X		
	2.1.3.9	Veterans		X		
	2.1.3.10	Waived Individual (Hardship)		X		
	2.1.3.11	Waived Organization (Hardship)		X		
	2.1.4	Organization Status		X		

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	2.1.5	Organization Tags		X		
	2.1.6	Physical Address	X			
	2.1.6.1	Street	X			
	2.1.6.2	City	X			
	2.1.6.3	State	X			
	2.1.6.4	Zip	X			
	2.1.7	Mailing Address	X			
	2.1.7.1	Street	X			
	2.1.7.2	City	X			
	2.1.7.3	State	X			
	2.1.7.4	Zip	X			
	2.1.8	County	X			
	2.1.9	Organization Email Address	X			
	2.1.10	Principal Officer	X			
	2.1.10.1	Title	X			
	2.1.10.2	First Name	X			
	2.1.10.3	Last Name	X			
	2.1.10.4	Telephone Numbers	X			
	2.1.11	Inspector	X			
	2.1.11.1	First Name	X			
	2.1.11.2	Last Name	X			
	2.1.12	Inspector District	X			
	2.1.13	Parent Organization ID		X		
	2.1.14	Reviewed By (First Name, Last Name)	X			
	2.1.15	Review Date (mm/dd/yyyy)	X			
	2.1.16	Missing Items Needed for Qualification (Review Codes)	X			
Organization Search	**2.2**	**System must provide search capabilities on Organizations by:**				
	2.2.1	Organization ID	X			
	2.2.2	Organization Name	X			
	2.2.3	Organization Type	X			
	2.2.4	Combination of one or more of the following:	X			
	2.2.4.1	Street address	X			
	2.2.4.2	Zip code	X			
	2.2.4.3	City	X			
	2.2.4.4	County	X			
	2.2.4.5	Principal Officers	X			

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	2.2.4.5.1	First name	X			
	2.2.4.5.2	Last name	X			
	2.2.4.5.3	Telephone number	X			
	2.2.4.6	License Number	X			
Organization Inquiry	**2.3**	**System must provide inquiry capabilities to view Organization information**				
	2.3.1	An appropriate message will be displayed when an Organization is not found	X			
	2.3.2	Display any Tags associated with an Organization	X			
	2.3.3	Provide a special display to identify each Organization that is a Directorship	X			
	2.3.4	Display any notes/remarks relating to an Organization	X			
Add New Organization	**2.4**	**System must provide a means to add a new Organization**	X			
	2.5	**System must check for possible duplicate Organizations based on similar key words in the name**	X			
	2.5.1	When a duplicate is found, the system must provide users with options to:	X			
	2.5.1.1	Display detailed information specific for update	X			
	2.5.1.2	Continue with adding a new Organization	X			
	2.6	**When the mailing address is left blank the system will fill with the physical address**	X			
	2.7	**System must validate Organization data where possible**	X			
	2.7.1	Data fields will be checked for “reasonableness”	X			
	2.7.2	When unable to validate information, generate an error message	X			
	2.8	**System must automatically determine the inspection district based on the physical location address:**	X			
	2.8.1	County	X			
	2.8.2	Zip Code	X			
	2.9	**System must automatically assign a unique identifier “Organization ID” to each new organization**	X			
	2.10	**System will set the Organization status as “Not Reviewed”**	X			
	2.11	**System will display confirmation message when the Organization is successfully added**	X			
Change Organization	**2.12**	**System must allow user to change Organization information:**				

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	2.12.1	Provide soft warning to confirm	X			
	2.12.2	Display confirmation message	X			
Delete Organization	**2.13**	**System will allow an Organization to be deleted from system when there are no :**				
	2.13.1	Licenses			X	
	2.13.2	Financial reports			X	
	2.13.3	Active tags			X	
	2.13.4	Inspection reports			X	
	2.13.5	Other records attached to the Organization ID			X	
	2.14	**System will provide an alert if one of the conditions exist**				
Merge Organizations	**2.15**	**System must allow the merging of 2 Organizations**			X	
	2.15.1	Prompt user to select Organization ID to be retained			X	
	2.15.2	Select Organization ID to be merged			X	
	2.15.3	Reassign all records from merging Organization to the designated Organization to be retained			X	
	2.15.4	Once merge has been completed, delete merged Organization ID			X	
Review Organization	**2.16**	**System must provide configurable "Organization Types"**				
	2.16.1	System must allow authorized users to:	X			
	2.16.1.1	Add new types	X			
	2.16.1.2	Change existing types	X			
	2.16.1.3	Delete obsolete types	X			
	2.17	**System must display detailed information for review**				
	2.17.1	System must allow user to change existing detailed information	X			
	2.18	**System must display a user defined list of review codes based on Organization type**	X			
	2.19	**System must provide the user the ability to select any or all codes, as well as enter custom phrase**	X			
	2.19.1	System must allow user to	X			
	2.19.1.1	Add codes	X			
	2.19.1.2	Change codes	X			
	2.19.1.3	Delete codes	X			
	2.20	**System must allow user to select or change Organization type**	X			
	2.20.1	System must reset review codes when changing the Organization type	X			
	2.21	**System must retain previously selected codes/phrases when reviewing Organization subsequent times**	X			

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	2.22	**System must automatically generate letters requesting information based on the review codes/phrases checked**	X			
	2.23	**System must allow user to define:**				
	2.23.1	Mandatory fields			X	
	2.23.2	Default fields			X	
	2.23.3	Override fields			X	
	2.24	**System must provide the user a way to flag an Organization as a directorship**		X		
	2.25	**System must provide the user a way to flag an Organization as political**		X		
	2.25.1	System must not allow organization to be put in qualified status or be issued licenses	X			
	2.26	**System must provide the user a way to flag a "Stand Alone Fraternal Organization"**		X		
	2.27	**System will not allow an Organization to be qualified if not located in Michigan**				
	2.27.1	Physical address must be in Michigan			X	
	2.27.2	Mailing Address may be outside of Michigan			X	
	2.28	**System must allow user to define and maintain status types, including:**	X			
	2.29	**System must provide configurable "Organization Status Types"**	X			
	2.29.1	System must allow authorized users to:	X			
	2.29.1.1	Add new types	X			
	2.29.1.2	Change existing types	X			
	2.29.1.3	Delete obsolete types	X			
	2.29.2	Qualified - system must allow licenses to be issued	X			
	2.29.3	Pending - system must:	X			
	2.29.3.1	Not allow licenses to be issued	X			
	2.29.3.2	Additional info letter to be printed	X			
	2.29.3.3	Custom letter to be created	X			
	2.29.4	Denied - system must:	X			
	2.29.4.1	Not allow licenses to be issued	X			
	2.29.4.2	Allow additional info letter to be printed	X			
	2.29.4.3	Allow custom letter to be created	X			
	2.29.5	Provisional - system must:	X			
	2.29.5.1	Allow only 1 license to be issued	X			
	2.29.5.2	Allow additional info letter to be printed w/ issued license data automatically inserted	X			

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	2.29.5.3	Allow custom letter to be created	X			
	2.29.6	Remains Provisional - system must:	X			
	2.29.6.1	Not allow licenses to be issued	X			
	2.29.6.2	Allow additional info letter to be created	X			
	2.29.7	Not Reviewed - system must not allow licenses to be issued	X			
Parent Organization Maintenance	**2.30**	**System must provide a mechanism for managing information associated with parent Organizations and the relationships to their subordinate Organizations in Michigan. These include:**				
	2.30.1	Fraternal Organizations		X		
	2.30.2	Service Organizations		X		
	2.30.3	Veteran Organizations		X		
	2.30.4	Religious Organizations		X		
	2.31	**System will capture data for parent Organizations including:**				
	2.31.1	Parent Organization ID		X		
	2.31.2	Parent Organization Name		X		
	2.31.3	501(c) Group Status		X		
	2.31.4	501(c) Group Section Numbers		X		
	2.31.5	Rule 202(4) Status		X		
	2.31.6	State/National Bylaws Status		X		
	2.31.7	Directory Year (YYYY)		X		
	2.31.8	Multiple Subordinate Groups		X		
	2.31.8.1	Subordinate Name		X		
	2.31.8.2	Qualifiable Status		X		
	2.31.8.3	Standard Bylaw Status		X		
	2.31.8.4	Dissolution Status		X		
	2.31.8.5	501(c) Subgroup Status		X		
	2.32	**System must provide a mechanism to allow authorized users to:**				
	2.32.1	Inquire on Parent Organizations	X			
	2.32.1.1	By Parent Organization ID	X			
	2.32.1.2	By Parent Organization Name	X			
	2.32.1.3	By Parent Organization Subgroup Name	X			
	2.32.2	Add new Parent Organizations	X			
	2.32.3	Change the information on existing Parent Organizations.	X			
	2.32.4	Delete obsolete Parent Organizations	X			
3. LICENSING						
Licensing Data	**3.1**	**Data for Licenses including:**				
	3.1.1	License ID	X			

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	3.1.2	License Type	X			
	3.1.3	License Status	X			
	3.1.4	License Year	X			
	3.1.5	Event Date(s)	X			
	3.1.6	Event Time(s)	X			
	3.1.6.1	Beginning Time	X			
	3.1.6.2	Ending Time	X			
	3.1.7	Day of Week	X			
	3.1.8	Event Location	X			
	3.1.9	Organization ID	X			
	3.1.10	Organization Name	X			
	3.1.11	Organization Tags	X			
	3.1.12	Supplier ID	X			
	3.1.13	Hall ID	X			
	3.1.14	Application Received Date	X			
	3.1.15	License Issue Date	X			
	3.1.16	License Effective Date	X			
	3.1.17	License Expiration Date	X			
	3.1.18	Fee Paid	X			
	3.1.19	Refund	X			
	3.1.20	Raffle Ticket Correction	X			
	3.1.21	Equipment Type	X			
	3.1.22	Rental Type	X			
	3.1.23	Rental Amount	X			
	3.1.24	Contact Person	X			
	3.1.25	Contact Telephone Numbers	X			
	3.1.26	License Mailing Address (Street, City, State, Zip)	X			
	3.1.27	County	X			
	3.1.28	District	X			
	3.1.29	Reviewed By (First Name, Last Name)	X			
	3.1.30	Review Date (mm/dd/yyyy)	X			
	3.1.31	Update Date (mm/dd/yyyy)	X			
	3.1.32	Missing Items Needed for Qualification	X			
License Types	**3.2**	**System must allow the authorized user to configure License Types**	X			
	3.3	**System must allow the authorized user to set limits on the number of licenses a single Organization may hold per year for each License Type**	X			

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	3.4	**System must allow an authorized user to:**	X			
	3.4.1	Add new License Types	X			
	3.4.2	Change existing License Types	X			
	3.4.3	Delete License Types	X			
License Search	**3.5**	**System must allow a search by:**				
	3.5.1	License ID	X			
	3.5.2	License Year	X			
	3.5.3	Organization ID	X			
	3.5.4	License Type	X			
	3.5.5	License Status	X			
	3.5.6	Event Date	X			
	3.5.7	County	X			
	3.5.8	District	X			
	3.5.9	Day of Week	X			
	3.5.10	License Contact Person Name	X			
	3.5.11	Event Location Including	X			
	3.5.11.1	Name	X			
	3.5.11.2	Street	X			
	3.5.11.3	City	X			
	3.5.11.4	Zip	X			
	3.6	**System must allow search by a combination of one or more fields**	X			
License Inquiry	**3.7**	**System must provide inquiry capabilities to view License information**	X			
	3.8	**System must display a message when a License is not found**	X			
	3.9	**System must display any Tags associated with:**				
	3.9.1	Organization	X			
	3.9.2	License	X			
	3.10	**System must provide a special display to identify each Organization that is a Directorship**		X		
	3.11	**System must display any notes/remarks relating to:**				
	3.11.1	Organization	X			
	3.11.2	License	X			
	3.12	**System must display if a raffle licensee has received a raffle ticket correction sheet**	X			
	3.13	**System must display the Rental Type of the License:**				
	3.13.1	Owned by the Organization	X			
	3.13.2	Related to the Organization	X			
	3.13.3	Licensed Hall	X			

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
Add New License	**3.14**	**All requirements apply to all license types unless otherwise specified**	X			
	3.15	**System must capture data for licenses including:**				
	3.15.1	Organization ID	X			
	3.15.2	License Type	X			
	3.15.3	Application Received Date	X			
	3.15.4	Fee Paid	X			
	3.15.5	Contact Person	X			
	3.15.6	Contact Telephone Numbers	X			
	3.15.7	License Mailing Address (Street, City, State, Zip)	X			
	3.16	**System must prefill with Organization mailing address if license mailing address is left blank**	X			
	3.17	**System will validate license data where possible**				
	3.17.1	Data fields will be checked for reasonableness where appropriate	X			
	3.17.2	If unable to validate information, generate an error message identifying the field in which the error occurred	X			
	3.18	**System must automatically assign a unique identifier to each new license**	X			
	3.19	**For each new license the system will:**				
	3.19.1	Set the License status as “Not Reviewed”	X			
	3.19.2	Automatically assign License Year based on:	X			
	3.19.2.1	Application Received Date	X			
	3.19.2.2	Event Date	X			
	3.19.3	Automatically assign License Expiration Date for Annual Licenses	X			
	3.19.4	Automatically determine inspection district based on event location	X			
	3.20	**System will display confirmation message when the License is successfully added**	X			
One-Time Licenses	**3.21**	**One Time Licenses (Non-Annual)**				
	3.21.1	Large Raffle	X			
	3.21.2	Small Raffle	X			
	3.21.3	Combination Raffle	X			
	3.21.4	Special Bingo	X			
	3.21.5	Special Charity Game Ticket	X			
	3.22	**Location Address:**				
	3.22.1	Prefill most recent location and address if Organization previously held same type of event	X			
	3.22.2	If no previous license exists enter manually	X			

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	3.23	**System must allow multiple dates and event times to be entered, including:**				
	3.23.1	Beginning date	X			
	3.23.2	Ending date	X			
	3.23.3	Recurring pattern of dates	X			
	3.23.3.1	Calendar selection	X			
	3.24	**System must notify user if Organization has any other license numbers for the same event date(s) and location**			X	
	3.25	**System must notify user if fee amount entered does not match number of dates entered**				
	3.25.1	Fee is based on license type			X	
	3.25.2	System must provide user the option to change:			X	
	3.25.2.1	Fee amount			X	
	3.25.2.2	Dates entered			X	
	3.26	**Large Raffle:**				
	3.26.1	System must allow user to enter:			X	
	3.26.1.1	Event Date			X	
	3.26.1.1.1	No multiple dates for this license type			X	
	3.26.1.2	Beginning Time			X	
	3.26.1.3	End Time			X	
	3.27	**Small Raffle:**				
	3.27.1	System must allow user to enter:			X	
	3.27.1.1	Multiple Event Dates			X	
	3.27.1.2	Multiple Event Times			X	
	3.27.1.2.1	Beginning			X	
	3.27.1.2.2	Ending			X	
	3.28	**Combination Raffle:**				
	3.28.1	System must allow user to enter:			X	
	3.28.1.1	"over $500" dates and times			X	
	3.28.1.2	"under $501" dates and times			X	
	3.28.2	System must provide the user the ability to designate a "Progressive Raffle" value:			X	
	3.28.2.1	Yes			X	
	3.28.2.2	No (Default Value)			X	
	3.29	**Special Bingo:**				
	3.29.1	System must allow user to enter:			X	
	3.29.1.1	Supplier ID			X	
	3.29.1.2	Hall ID (Event Location)			X	

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	3.29.1.2.1	System must allow user to search licensed hall or non-licensed hall field for same existing bingo location			X	
	3.29.1.2.2	If location exists, insert hall address			X	
	3.29.1.3	Beginning Date			X	
	3.29.1.4	End Date			X	
	3.29.1.4.1	Cannot be more than seven consecutive days after the begin date			X	
	3.29.1.5	Beginning Time			X	
	3.29.1.6	End Time			X	
	3.30	**Special Charity Game Ticket:**				
	3.30.1	System must allow user to enter:			X	
	3.30.1.1	Beginning Date			X	
	3.30.1.2	End date			X	
	3.30.1.2.1	Cannot be more than four consecutive days after the begin date			X	
	3.30.1.3	Beginning Time			X	
	3.30.1.4	End Time			X	
Add Annual Licenses	**3.31**	**Annual Licenses include:**				
	3.31.1	Large Bingo	X			
	3.31.2	Small Bingo	X			
	3.31.3	Annual Charity Game Tickets	X			
	3.32	**System must alert user if license application received date is within 30 days from end of license year**				
	3.32.1	System must provide the user the option to change the license year	X			
	3.32.2	System must automatically calculate the License Expiration Date	X			
	3.33	**Large and Small Bingo:**				
	3.33.1	System must allow user to enter:	X			
	3.33.1.1	Beginning Date (mm/dd/yyyy)	X			
	3.33.1.2	Day of Week	X			
	3.33.1.3	Beginning Time	X			
	3.33.1.4	Ending Time	X			
	3.33.1.5	Equipment Type	X			
	3.33.1.6	Supplier ID	X			
	3.33.1.7	Rental Type	X			
	3.33.1.8	Hall ID	X			
	3.33.1.8.1	If no Hall ID Enter:	X			

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	3.33.1.8.2	Location Name	X			
	3.33.1.8.3	Location Address	X			
	3.33.1.9	Rental Amount	X			
	3.33.2	System must allow user to enter and change play dates by selecting:				
	3.33.2.1	Weekly	X			
	3.33.2.2	Biweekly	X			
	3.33.2.3	Monthly	X			
	3.33.2.4	Bimonthly	X			
	3.33.2.5	Other recurring pattern of dates	X			
	3.33.2.5.1	Calendar selection	X			
	3.33.2.5.2	Remove selected play dates	X			
	3.34	**Large Bingo, Small Bingo, Special Bingo:**				
	3.34.1	System must allow user to search licensed hall or non-licensed hall field for same existing bingo location	X			
	3.34.1.1	If location exists, insert hall address	X			
	3.35	**For Annual Charity Game Ticket**				
	3.35.1	System must allow user to enter:	X			
	3.35.1.1	Location Name	X			
	3.35.1.2	Location Address	X			
	3.35.1.3	Location Phone Number	X			
	3.35.1.4	Beginning Date	X			
Change Licenses	**3.36**	**System must allow user to change data fields, only if license has certain predetermined status**			X	
	3.37	**When changing an annual license, record must default to current license year**				
	3.37.1	System must allow user to select a different year			X	
	3.38	**System must allow any changes to occur If license status is "Pending" or "Not Reviewed"**	X			
	3.39	**System must notify user of the following before allowing a change to occur when license status is "Issued" or "Provisional":**				
	3.39.1	When user-defined mandatory fields are blank	X			
	3.39.2	When fee received does not match predefined fee required for license type	X			
	3.39.3	In the case of Large Bingo, Small Bingo and Special Bingo when equipment is rented:	X			

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	3.39.3.1	Supplier ID is missing	X			
	3.39.3.2	Supplier is not licensed/activated for current year	X			
	3.39.3.3	Supplier is not licensed to provide that type of equipment	X			
	3.39.3.4	Supplier is suspended at the time of event	X			
	3.39.4	In the case of Special Bingo and Special Charity Game Ticket notify user if event dates are not consecutive	X			
	3.39.5	When event times are missing	X			
	3.39.6	When event times fall outside the 8am-2am range	X			
	3.39.7	When Organization has tags	X			
	3.39.8	When license exceeds predefined limit allowed per Organization per license year	X			
	3.39.9	When Organization has other licenses issued for same event date(s)	X			
	3.39.9.1	The event date restriction does not apply to Annual Charity Game Ticket licensees	X			
	3.39.10	In the case of Large Bingo and Small Bingo Licenses notify the user:	X			
	3.39.10.1	When hall is not licensed for current license year	X			
	3.39.10.2	When rental amount is missing	X			
	3.39.10.3	When rental amount exceeds maximum rent allowed at that hall	X			
	3.39.10.4	When rental amount was entered for a non- licensed location	X			
	3.39.10.5	When hall already has 14 bingos within a week			X	
	3.39.10.6	When hall is not approved for additional bingo occasions			X	
	3.39.10.7	When a bingo license is already issued for that day/time			X	
	3.39.10.8	When the current bingo license at that hall is suspended for the event dates being applied for			X	
	3.40	**System must force the user to confirm changes**				
	3.40.1	If user confirms changes new information is retained	X			
	3.40.2	If user rejects changes original information is retained	X			
	3.41	**System must allow user to change the license type:**				
	3.41.1	Assign new license number	X			
	3.41.2	Change the new license status to “Not Reviewed”	X			
	3.41.3	Delete original license number	X			
	3.41.4	Transfer any applicable information from old to new license type	X			
	3.41.5	Prompt user to enter remainder of missing info for new license type	X			

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	3.42	**In the case of Large Bingo and Small Bingo Licenses:**				
	3.42.1	System must include an Effective Date of Change	X			
	3.42.2	System must allow user to change play dates by selecting:	X			
	3.42.2.1	Weekly	X			
	3.42.2.2	Biweekly	X			
	3.42.2.3	Monthly	X			
	3.42.2.4	Bimonthly	X			
	3.42.2.5	Other recurring pattern of dates	X			
	3.42.2.6	Remove selected play dates	X			
	3.42.3	Remove play dates if Organization is temporarily closed	X			
	3.43	**In the case of Large Bingo, Small Bingo and Annual Charity Game Ticket Licenses:**				
	3.43.1	Allow user the ability to change the license year	X			
	3.43.1.1	Change license status to “Not Reviewed”	X			
	3.43.1.2	Change license Expiration Date	X			
	3.43.1.3	Change play dates for new year	X			
	3.43.1.4	Attach bingo to licensed hall for new license year	X			
	3.44	**System must recalculate inspection district based on any changes to event location**			X	
Delete Licenses	**3.45**	**System must allow user to delete a license**				
	3.45.1	When selecting an annual license record for deletion, system must default to current license year, unless specified	X			
	3.45.2	System must allow a delete to be undone	X			
Review License	**3.46**	**System must only allow a license to be issued to a qualified Organization**	X			
	3.47	**System must allow only one (1) license to be issued to an Organization provisionally qualified**	X			
	3.48	**System must display detailed information regarding license for review**				
	3.48.1	Organization ID	X			
	3.48.2	Organization Name	X			
	3.48.3	License Number	X			
	3.48.4	License Status	X			
	3.48.5	License Type	X			
	3.48.6	Tags	X			
	3.48.7	Reviewed By	X			

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	3.48.8	Reviewed Date	X			
	3.49	**System must default to most current license year unless specified**	X			
	3.50	**System must provide error messages (edits)when specific action or information is required:**				
	3.50.1	When user defined mandatory fields are blank	X			
	3.50.2	When fee received does not match predefined fee required for license type	X			
	3.50.3	In the case of Large Bingo, Small Bingo and Special Bingo when equipment is rented:	X			
	3.50.3.1	Supplier ID is missing	X			
	3.50.3.2	Supplier is not licensed/activated for current year	X			
	3.50.3.3	Supplier is not licensed to provide that type of equipment	X			
	3.50.3.4	Supplier is suspended at the time of event	X			
	3.50.4	Notify user if event date has past	X			
	3.50.5	Notify user if event date is more than 18 months out		X		
	3.50.6	In the case of Special Bingo and Special Charity Game Ticket notify user if event dates are not consecutive	X			
	3.50.7	When event times are missing	X			
	3.50.8	When event times fall outside the 8am-2am range		X		
	3.50.9	Notify user if Organization is not qualified	X			
	3.50.10	Notify user if Organization has had one (1) license under provisional qualification status	X			
	3.50.11	When Organization has Tags	X			
	3.50.12	When Organization is a directorship	X			
	3.50.13	When license exceeds predefined limit allowed per Organization per license year	X			
	3.50.14	When Organization has other licenses issued for same event date(s)	X			
	3.50.14.1	The event date restriction does not apply to Annual Charity Game Ticket licensees	X			
	3.50.15	In the case of an Annual License renewal notify user when license has not been activated	X			
	3.50.16	In the case of Large Bingo and Small Bingo Licenses notify the user when:	X			
	3.50.16.1	Hall is not licensed for current license year	X			
	3.50.16.2	Rental amount is missing	X			
	3.50.16.3	Rental amount exceeds maximum rent allowed at that hall	X			

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	3.50.16.4	Rental amount was entered for a non-licensed location	X			
	3.50.16.5	Hall already has 14 bingos within a week		X		
	3.50.16.6	Hall is not approved for additional bingo occasions	X			
	3.50.16.7	Bingo license is already issued for that day/time	X			
	3.50.16.8	Current bingo license at that hall is suspended for the event dates being applied for	X			
	3.50.17	In the case of Special Bingo Licenses notify the user when:	X			
	3.50.17.1	Hall already has 14 bingos within a week		X		
	3.50.17.2	Bingo license is already issued for that day/time	X			
	3.50.17.3	Current bingo license at that hall is suspended for the event dates being applied for	X			
	3.51	**Based on license type, system must display a user defined list of review codes**				
	3.51.1	User must have the ability to select any or all codes	X			
	3.51.2	User must have the ability to enter custom phrase	X			
	3.51.3	System must allow authorized user to:	X			
	3.51.3.1	Add new review codes	X			
	3.51.3.2	Change existing review codes	X			
	3.51.3.3	Delete obsolete review codes	X			
	3.52	**System must allow for authorized user to define and maintain status types, including:**				
	3.52.1	Issued	X			
	3.52.1.1	License prints	X			
	3.52.2	Pending	X			
	3.52.2.1	Allows user to print additional info letter or custom letter	X			
	3.52.3	Provisional	X			
	3.52.3.1	Allows user to override edits and issue/print license	X			
	3.52.3.2	When indicated, print additional information letter	X			
	3.52.3.3	Allows user to print custom letter	X			
	3.52.4	Denied	X			
	3.52.4.1	Allows user to print additional info letter	X			
	3.52.4.2	Refund if indicated	X			
	3.52.4.3	Allows user to print custom letter	X			
	3.52.5	Cancel	X			
	3.52.5.1	Allows user to print additional info letter	X			
	3.52.5.2	Refund if indicated	X			
	3.52.5.3	Allows user to print custom letter	X			
	3.52.6	Forfeit for No Activity	X			

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	3.52.6.1	Allows user to print additional info letter	X			
	3.52.6.2	Refund if indicated	X			
	3.52.7	Closed	X			
	3.52.7.1	System must allow authorized user, by special permission only, to change status to “Closed”	X			
	3.52.7.2	For one time events:	X			
	3.52.7.2.1	System defaults to current date for closed date	X			
	3.52.7.2.2	System must allow user to modify closed date	X			
	3.52.7.2.3	System must remove delinquency Tag from closed license if one exists	X			
	3.52.7.3	Large Bingo, Small Bingo and Annual Charity Game:	X			
	3.52.7.3.1	System must allow user to enter close date	X			
	3.52.7.3.2	System must remove any play dates after close date	X			
	3.52.7.3.3	System must allow user to change close date	X			
	3.52.7.3.4	System must remove an existing delinquency tag only when the closed date is less than the first day of the quarter of the delinquency tag	X			
	3.52.7.3.5	System must automatically create a Closeout tag	X			
	3.52.7.3.6	System must initialize the closeout tag to “Pending” status	x			
	3.52.7.3.7	System must be capable of automatically changing the Closeout tag status from “Pending” to “Active” after 60 days if the closeout has not been completed (See Inspection Compliance Program)		x		
	3.52.7.3.8	System must allow authorized users to set the timeframe to any number of days	X			
	3.52.7.3.9	System must be capable of changing the Closeout tag status to “Removed” upon completion of the closeout inspection (See Inspection Compliance Program)	X			
	3.52.7.3.10	When a Closeout is completed the system must:	X			
	3.52.7.3.11	Change Closeout tag status to “Removed”	X			
	3.52.7.3.12	Notify licensing staff when that Organization has any licenses in “Pending” status	X			
	3.52.7.3.13	System must prompt user to generate closeout letter	X			
		System must allow Closeout letters to be edited	X			

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	3.52.7.3.14					
	3.52.7.3.15	System must generate inspection follow-up with user defined due date	X			
	3.53	**System must allow for subsequent multiple reviews of license**				
	3.53.1	For changing license information	X			
	3.53.2	For changing license status	X			
	3.53.3	If reviewing license subsequent times, system must retain previously selected codes/phrases	X			
	3.54	**System must allow user to indicate that a Raffle Ticket Correction Sheet has accompanied the issued raffle license**	X			
	3.55	**System must display the current value of a" Progressive Raffle"**				
	3.55.1	System must provide the user the ability to change the value of "Progressive Raffle"			x	
	3.56	**In the case of an Annual License, Bingo License or Annual Charity Game Ticket, when a license is issued:**				
	3.56.1	System must notify district inspector by email			X	
	3.56.2	System must notify inspection manager by email			x	
	3.57	**System must allow user ability to notify inspection manager that a follow up inspection will be conducted**	x			
	3.58	**System must allow user to generate a refund letter when:**				
	3.58.1	An overpayment was made			X	
	3.58.2	License is canceled			X	
	3.58.3	License is denied			X	
	3.58.4	License is forfeit			x	
Renew Annual Licenses	**3.59**	**System must allow for annual renewal of specific licenses:**				
	3.59.1	Large Bingo	x			
	3.59.2	Small Bingo	X			
	3.59.3	Annual Charity Game Ticket	X			
	3.60	**System must display data from previous year's license**				
	3.60.1	If no prior year record exists, system displays error	X			
	3.60.2	System must not allow change to license year	X			
	3.60.3	License must not exist for renewal year	X			
	3.61	**In the case of Large Bingo and Small Bingo:**				
	3.61.1	System must allow user to change play dates by selecting:	X			

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	3.61.1.1	Weekly	X			
	3.61.1.2	Biweekly	X			
	3.61.1.3	Monthly	X			
Renew Annual Licenses (continued)	3.61.1.4	Bimonthly	X			
	3.61.1.5	Other recurring pattern of dates	X			
	3.61.1.6	Remove selected play dates	X			
	3.61.2	When changing the hall/location:	X			
	3.61.2.1	Allow user to search for existing bingo location	X			
	3.61.2.1.1	If location exists, system must allow user to select address	X			
	3.61.2.1.2	Address will then prefill	X			
	3.62	**System must calculate expiration date based on:**				
	3.62.1	License type	X			
	3.62.2	License year	x			
	3.63	**System must allow user to generate renewal applications**				
	3.63.1	As a batch	X			
	3.63.2	Individually	X			
	3.64	**System must allow user to define and maintain:**				
	3.64.1	Prefilled data on renewal applications	X			
	3.64.2	Prefilled data on correspondence	X			
	3.64.3	Renewal periods	X			
	3.64.4	Alerts and due dates	X			
	3.65	**System must allow user to select licenses that do not renew for the current license year and perform the following:**				
	3.65.1	Generate report of all licenses with no record for current license year			X	All reports are built in SSRS
	3.65.2	Automatically change license status to “Closed”			X	
	3.65.3	Generate editable closeout letters			X	
License Printing	**3.66**	**System must allow user to print license on demand only when the license status is “Issued” or “Provisional”**	X			
	3.67	**System must provide for batch printing of licenses**			x	
	3.68	**System must provide for on-demand printing of licenses**	x			
	3.69	**System must print a unique identifier in a scan-able format on each license**			x	
	3.70	**System must allow user to print additional information letters on demand**	x			

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	3.71	**System must print prefilled financial statements based on license type when license is printed**			x	
	3.71.1	System must allow user to define date to be prefilled			x	
4. SUPPLIER						
	4.1	**System must provide relationship between suppliers and certain license types**			X	
Supplier Data	**4.2**	**System will capture data for suppliers including:**			X	
	4.2.1	Supplier ID			X	
	4.2.2	Supplier Name			X	
	4.2.3	Supplier Mailing Address			X	
	4.2.3.1	Street			X	
	4.2.3.2	City			X	
	4.2.3.3	State			X	
	4.2.3.4	Zip Code			X	
	4.2.4	County			X	
	4.2.5	District			X	
	4.2.6	Supplier Shipping Address			X	
	4.2.6.1	Street			X	
	4.2.6.2	City			X	
	4.2.6.3	State			X	
	4.2.6.4	Zip Code			X	
	4.2.7	Supplier Shipping Carrier			X	
	4.2.8	Supplier Phone Numbers			X	
	4.2.9	Supplier Email Addresses			X	
	4.2.10	Supplier Status			X	
	4.2.11	Supplier Owner Type			X	
	4.2.11.1	Corporation			X	
	4.2.11.2	Individual Owner			X	
	4.2.11.3	Joint Tenant			X	
	4.2.11.4	Limit Liability Corporation			X	
	4.2.11.5	Partnership			X	
	4.2.12	Supplier Contact			X	
	4.2.13	Supplier License Year			X	
	4.2.14	Supplier Application Received Date			X	
	4.2.15	Supplier License Review Date			X	
	4.2.16	Supplier License Reviewed By			X	
	4.2.17	Supplier Activate Date			X	
	4.2.18	Supplier License Expiration Date			X	

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	4.2.19	Supplier License Fee			X	
	4.2.20	Supplier License Refund			X	
	4.2.21	Equipment Type Indicators:			X	
	4.2.21.1	Bingo			X	
	4.2.21.2	Charity Game Tickets			X	
	4.2.21.3	Electronic Bingo			X	
	4.2.21.4	Raffle			X	
Supplier Search	**4.3**	**System must allow search by:**				
	4.3.1	Supplier ID			x	
	4.3.2	License Year			x	
	4.3.3	Supplier Name			x	
	4.3.4	County			x	
	4.3.5	Status type			x	
	4.3.6	Equipment type			x	
	4.4	**System must display information for the most current supplier year when license year left blank**			X	
	4.5	**Display any Tags associated with the Supplier**			x	
Add New Supplier License	**4.6**	**When adding a new Supplier license the system must:**				
	4.6.1	Validate information			X	
	4.6.2	Automatically assign a unique identifier to each new Supplier			X	
	4.6.3	Assign a “ Not Reviewed” status to the license			X	
	4.6.4	Display confirmation message			X	
	4.7	**System must prefill with mailing address when shipping address is left blank**				
	4.7.1	System must display an error message when the shipping address is a P.O. Box			X	
	4.8	**System must calculate license year based on application received date**			X	
	4.9	**System must determine inspection district based on mailing address**			X	
Change Supplier License	**4.10**	**System must allow user to change data fields, only if license has certain predetermined status**			X	
					X	
	4.11	**System must display information for the most current supplier year when license year is left blank**			X	
	4.12	**System must allow user to add or change activation date only if supplier status is:**			X	

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	4.12.1	"Licensed"			X	
	4.12.2	"Provisional"			X	
	4.13	**If activation date is blank, system must only allow supplier status change to:**			X	
	4.13.1	"Closed"			X	
	4.13.2	"Pending"			X	
	4.13.3	"Not Reviewed"			X	
	4.14	**System must allow any changes to occur when Supplier status is:**			X	
	4.14.1	"Pending"			X	
	4.14.2	"Not Reviewed"			X	
	4.15	**If supplier license status is "Issued" or "Provisional", system must notify user of the following errors before allowing a change to occur:**				
	4.15.1	Any user defined mandatory fields are blank			X	
	4.15.2	Supplier has a Tag			X	
	4.16	**If the above errors prohibit a change from occurring, system must prompt user to:**				
	4.16.1	Accept changes			X	
	4.16.2	Reject changes			X	
	4.16.3	Revert to previous information			X	
	4.17	**System must allow user to change license year System will:**				
	4.17.1	Change license status to "Not Reviewed"			X	
	4.17.2	Determine new expiration date			X	
	4.18	**System must allow user to print licenses on demand, if status is "Issued" or "Provisional"**			X	
Delete Supplier License	**4.19**	**System must default to current license year, unless specified**			X	
	4.20	**System must allow a supplier to be deleted from system with the following conditions:**				
	4.20.1	No Charity Game Ticket sales associated to the Supplier ID			X	
	4.20.2	No Tags associated to the Supplier ID			X	
	4.21	**System must allow a delete to be undone**			X	
Review Supplier License	**4.22**	**When reviewing a Supplier license, system must default to most current license year unless specified by the user**			X	
	4.23	**System must display detailed information for Supplier review**				
	4.23.1	Supplier ID			X	
	4.23.2	Supplier Name			X	

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	4.23.3	Supplier Status			X	
	4.23.4	Supplier License Review Date			X	
	4.23.5	Supplier License Reviewed By			X	
	4.23.6	Active Tags			X	
	4.24	**System must provide error messages when specific action or information is required:**				
	4.24.1	When user defined mandatory fields are blank			X	
	4.24.2	When fee received does not match predefined fee required			X	
	4.24.3	Supplier has a Tag			X	
	4.25	**System must display a user defined list of review codes**				
	4.25.1	User must have the ability to select any or all codes			X	
	4.25.2	Enter custom phrases			X	
	4.25.3	Add codes			X	
	4.25.4	Change codes			X	
	4.25.5	Delete codes			x	
	4.26	**System must allow for authorized users to define and maintain status types including:**				
	4.26.1	Licensed			X	
	4.26.1.1	License prints			X	
	4.26.1.2	Approval letter generated			X	
	4.26.2	Pending			X	
	4.26.2.1	Allows user to print an additional info letter			X	
	4.26.2.2	Allows user to print a custom letter			X	
	4.26.3	Provisional			X	
	4.26.3.1	Allows user to override edits			X	
	4.26.3.2	Print license			X	
	4.26.3.3	When indicated			X	
	4.26.3.3.1	Print an additional information letter			X	
	4.26.3.3.2	Print a custom letter			X	
	4.26.4	Denied			X	
	4.26.4.1	Allows user to print additional info letter			X	
	4.26.4.2	Issue a refund if indicated			X	
	4.26.4.3	Create a custom letter			X	
	4.26.5	Cancel			X	
	4.26.5.1	Allows user to print additional info letter			X	
	4.26.5.2	Refund if indicated			X	
	4.26.5.3	Create custom letter			X	
	4.26.6	Closed			X	

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	4.26.6.1	Allows user to print additional info letter			X	
	4.26.6.2	Create custom letter			X	
	4.27	**System must allow for subsequent multiple reviews of license**				
	4.27.1	For changing license information			X	
	4.27.2	For changing license status			X	
	4.27.3	If reviewing license for a subsequent time, system must retain previously selected codes/phrases			X	
	4.28	**Upon issuance of a license, system must notify inspection supervisor by email**			X	
	4.29	**If charity game tickets are selected as equipment provided:**				
	4.29.1	System must verify that the Supplier has been approved to sell Charity Game Tickets			X	
	4.29.2	System must notify Charity Game Ticket specialist by email			X	
	4.29.3	Insert user defined language into supplier approval letter			X	
	4.30	**System must allow user to generate a refund letter if:**				
	4.30.1	Overpayment was made			X	
	4.30.2	License status is “Canceled”			X	
	4.30.3	License status is “Denied”			X	
Renew Supplier License	**4.31**	**System must allow for annual renewal of Supplier license**				
	4.31.1	System must display an error when no prior year supplier license exists			X	
	4.31.2	System must not allow change to supplier year			X	
	4.31.3	Supplier license must not exist for renewal year			X	
					X	
	4.31.4	All supplier information from previous year’s license will carry over to current license unchanged			X	
	4.32	**System must calculate expiration date**			X	
	4.33	**System must carry forward activation date from previous year’s license**			X	
	4.34	**System must allow user to generate renewal applications**				
	4.34.1	As a batch			X	
	4.34.2	Individually			X	
	4.35	**System must allow user to define and maintain:**				
	4.35.1	Prefilled data on renewal applications			X	
	4.35.2	Prefilled data on correspondence			X	
	4.35.3	Renewal periods			X	
	4.35.4	Alerts and due dates			X	

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	4.36	**System must allow user to select licenses that do not renew for the current license year and perform the following:**				
	4.36.1	Generate report of all licenses with no record for current license year			X	
	4.36.2	Automatically change license status to “Closed”			X	
	4.36.3	Generate editable closeout letters			X	
5. HALL						
	5.1	**System must provide relationship between halls and all bingo licensees**			X	
Hall Data	**5.2**	**System will capture data for nonprofit organizations including:**				
	5.2.1	Hall ID			X	
	5.2.2	Hall License Year			X	
	5.2.3	Hall Review Date			X	
	5.2.4	Hall License Reviewed By			X	
	5.2.5	Hall License Expiration Date			X	
	5.2.6	Hall License Status			X	
	5.2.7	Hall Name			X	
	5.2.8	Hall Physical Address			X	
	5.2.8.1	Street			X	
	5.2.8.2	City			X	
	5.2.8.3	Zip Code			X	
	5.2.8.4	County			X	
	5.2.9	Hall Mailing Address			X	
	5.2.9.1	Street			X	
	5.2.9.2	City			X	
	5.2.9.3	State			X	
	5.2.9.4	Zip Code			X	
	5.2.10	Hall Telephone Number			X	
	5.2.11	Hall Email address			X	
	5.2.12	Hall Contacts			X	
	5.2.12.1	Name			X	
	5.2.12.2	Phone Number			X	
	5.2.12.3	Email Address			X	
	5.2.13	Maximum Rent Allowed			X	
	5.2.14	Rent Update Date			X	
	5.2.15	Maximum Number of Bingo Occasions			X	
	5.2.16	Licensed Number of Bingo Occasions			X	

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	5.2.17	Fees Paid			X	
	5.2.18	Fees Refunded			X	
	5.2.19	Hall Evaluation Score			X	
	5.2.20	Hall Evaluation Date			X	
Hall Search	**5.3**	**System must allow search by:**				
	5.3.1	Hall ID			X	
	5.3.2	Hall Name			X	
	5.3.3	Hall License year			X	
	5.3.4	County			X	
	5.3.5	Status			X	
	5.3.6	City			X	
	5.3.7	Zip Code			X	
	5.4	**System will filter for “Licensed” locations by default**				
	5.4.1	System will allow the inclusion of "non-licensed" locations when specified			X	
	5.5	**System must display information for most current hall year when license year is left blank**			X	
	5.6	**System must display any Hall related Tags**			X	
	5.7	**System must allow user to view all bingo licenses issued for specified Hall and License Year**			X	
Add New Hall License	**5.8**	**Capture data for Hall including:**				
	5.8.1	Hall Name			X	
	5.8.2	Hall Physical Address			X	
	5.8.3	Hall Mailing Address			X	
	5.8.4	Telephone Number			X	
	5.8.5	Hall Contacts			X	
	5.8.6	Proposed Maximum Rent			X	
	5.8.7	Fee Paid			X	
	5.8.8	Bingo Occasions (value 1 through 14)			X	
	5.9	**System must calculate license year based on Application received date**			X	
	5.10	**System to determine Hall district based on the Hall physical address**			X	
	5.11	**System must prefill with Hall physical address when mailing address is left blank**			X	
	5.12	**When adding a new Hall License the system must:**				

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	5.12.1	Validate information			X	
	5.12.2	Automatically assign a unique identifier to each new Hall			X	
	5.12.3	Assign a " Not Reviewed" status			X	
	5.12.4	Display confirmation message			X	
Determine Hall Rental Amounts	**5.13**	**System must automatically determine the maximum rental amount which may be charged by a hall licensee based upon:**				
	5.13.1	Hall evaluation score ranges:			X	
	5.13.1.1	65 and under:			X	
	5.13.1.1.1	Denial of new Hall license application			X	
	5.13.1.1.2	Percent change in current maximum hall rental rate. Currently -5%			X	
	5.13.1.2	66-80:			X	
	5.13.1.2.1	Approval of new Hall license application			X	
	5.13.1.2.2	Percent change in current maximum hall rental rate. Currently - 0%			X	
	5.13.1.3	81 and over:			x	
	5.13.1.3.1	Approval of new Hall license application			x	
	5.13.1.3.2	%5 increase in current maximum hall rental rate Currently +5%			x	
	5.13.2	Evaluation ranges must be configurable by authorized users			x	
	5.13.3	Percentage changes assigned to each evaluation score range must be configurable by authorized users			x	
	5.13.4	Hall rental amount is negotiable and can vary between bingo licenses.			x	
Change Hall License	**5.14**	**System must display information for most current Hall license year when license year is left blank**			x	
	5.15	**System must only allow authorized users to change the following data fields when License Status is "Issued" or "Provisional":**				
	5.15.1	Additional Fee Paid			x	
	5.15.2	Additional Bingo Occasions			x	
	5.15.3	Maximum Rent			x	
	5.15.4	Evaluation Score			x	
	5.15.5	Evaluation Date			x	
	5.15.6	Expiration Date			x	
	5.15.7	Maximum number of occasions			x	

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	5.16	**System must allow any change to occur when Hall license status is "Pending" or "Not Reviewed" with the exception of License Status**			x	
	5.17	**System must notify user of the following errors before allowing a change to occur when hall license status is "Issued" or "Provisional":**				
	5.17.1	Notify user when any user defined mandatory fields are blank			x	
	5.17.2	Notify user when fee received does not match number of bingo occasions			x	
	5.17.3	Notify user when hall has Tags			x	
	5.17.4	Notify user when rental amount missing			x	
	5.17.5	Notify user when rental amount exceeds maximum rent allowed, based on hall evaluation score			x	
	5.17.6	Notify user when hall evaluation score is less than 65			x	
	5.17.7	Notify user when number of occasions exceeds maximum number of occasions allowed			x	
	5.18	**System must force the user to confirm changes:**				
	5.18.1	If user confirms changes new information is retained			X	
	5.18.2	If user rejects changes original information is retained			X	
	5.19	**System must only allow authorized users to change Hall license year if in "Issued" or "Provisional" status.**				
	5.19.1	System will change license status to "Not Reviewed"			X	
	5.19.2	System will determine new expiration date			X	
	5.20	**System must recalculate inspection district based on any changes to the Hall physical address**			X	
Delete Hall License	**5.21**	**System must allow an authorized user to delete a Hall License from the system when:**				
	5.21.1	There are no Tags			X	
	5.21.2	There are no bingo licenses associated to the Hall ID			X	
	5.21.3	Must provide notification to user when tags or licenses exist			X	
Review Hall License	**5.22**	**Record must default to current Hall License year unless specified**			X	
	5.23	**System must display detailed information for Hall License review**			X	
	5.24	**System must provide error messages when specific action or information is required:**				
	5.24.1	Notify user if any mandatory fields are blank			X	

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	5.24.2	Notify user if fee received does not match number of bingo occasions			X	
	5.24.3	Notify user if hall has Tags			X	
	5.24.4	Notify user if rental amount is missing			X	
	5.24.5	Notify user if rental amount exceeds maximum rent allowed			X	
	5.24.6	Notify user if Hall evaluation score less than 65			X	
	5.24.7	Notify user when number of occasions exceeds maximum number of occasions allowed			X	
	5.25	**If user requests evaluation:**				
	5.25.1	System must assign the Hall a “Pending” status			X	
	5.25.2	System must generate letter to notify the Hall licensee			X	
	5.25.3	System must email the inspector a prefilled electronic evaluation form to complete			X	
	5.25.4	System must provide the inspector the ability to enter:			X	
	5.25.4.1	Evaluation Score			X	
	5.25.4.2	Evaluation Date			X	
	5.25.5	System must notify user that evaluation is complete and ready for review			X	
	5.26	**System must allow for authorized users to define and maintain Hall status types including:**				
	5.26.1	Issued			X	
	5.26.1.1	License prints			X	
	5.26.1.2	Approval letter generated			X	
	5.26.1.3	Bingo licenses may be issued at the Hall			X	
	5.26.2	Pending			X	
	5.26.2.1	Allows user to print:			X	
	5.26.2.1.1	Additional Information Letters			X	
	5.26.2.1.2	Custom Letters			X	
	5.26.2.2	System must not allow Bingo Licenses to be issued at the Hall			X	
	5.26.3	Provisional			X	
	5.26.3.1	Allows user to override mandatory fields or items missing and issue license			X	
	5.26.3.2	Print Additional Information Letters			X	
	5.26.3.3	Create custom letters			X	
	5.26.3.4	Allow Bingo Licenses to be issued at Hall			X	
	5.26.4	Denied			X	
	5.26.4.1	Allows user to print Additional Information Letters			X	

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	5.26.4.2	Allow users to issue a refund if indicated			X	
	5.26.4.3	Print Custom Letters			X	
	5.26.4.4	System must not allow Bingo License to be issued at the Hall			X	
	5.26.5	Closed			X	
	5.26.5.1	Allows user to print Additional Information Letters			X	
	5.26.5.2	Allow users to issue a refund if indicated			X	
	5.26.5.3	Print Custom Letters			X	
	5.26.5.4	System must not allow Bingo License to be issued at the Hall			X	
	5.26.6	Cancel			X	
	5.26.6.1	Allows user to print Additional Information Letters			X	
	5.26.6.2	Allow users to issue a refund if indicated			X	
	5.26.6.3	Print Custom Letters			X	
	5.26.6.4	System must not allow Bingo License to be issued at Hall			X	
	5.27	**System must allow for subsequent multiple reviews of license**				
	5.27.1	For changing license information			X	
	5.27.2	For changing license status			X	
	5.27.3	System must retain previously selected codes/phrases when reviewing license on subsequent times			X	
	5.28	**System must allow user to generate a refund letter if:**				
	5.28.1	An overpayment was made			X	
	5.28.2	License status is “Canceled”			X	
	5.28.3	License status is “Denied”			X	
Renew Hall License	**5.29**	**System must allow for annual renewal of Hall license**			X	
	5.30	**System must display data from previous year’s Hall license**				
	5.30.1	System must not allow change to Hall year			X	
	5.30.2	Hall license must not exist for renewal year			X	
	5.31	**System must calculate expiration date**				
	5.31.1	System must allow user to change expiration date			X	
	5.32	**System must allow user to generate renewal applications**				
	5.32.1	System must generate all additional correspondence			X	
	5.32.2	System will prefill licensee data from the previous year’s license			X	
	5.33	**System must allow user to generate renewal applications**				
	5.32.1	As a batch			X	
	5.32.2	Individually			X	
	5.34	**System must allow user to define and maintain:**				
	5.34.1	Prefilled data on renewal applications			X	

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	5.34.2	Prefilled data on correspondence			X	
	5.34.3	Renewal periods			X	
	5.34.4	Alerts and due dates			X	
	5.35	**System must allow user to select licenses that do not renew for the current license year and perform the following:**				
	5.35.1	Generate report of all licenses with no record for current license year			X	
	5.35.2	Automatically change license status to “Closed”			X	
	5.35.3	Generate editable closeout letters			X	
Printing	**5.36**	**System must allow user to print license on demand only when the license status is:**				
	5.36.1	“Issued”			X	
	5.36.2	“Provisional”			X	
	5.37	**System must provide for printing of licenses:**				
	5.36.1	In a batch			X	
	5.36.2	On demand			x	
6. TAGS						
	6.1	**System must allow for the placement of an "informational flag", (Tag) by associating it with an:**				
	6.1.1	Organization ID			X	
	6.1.2	License Number			X	
	6.1.3	Case Number			X	
	6.1.4	Hall ID			X	
	6.1.5	Supplier ID			x	
	6.2	**System must display all active Tags on designated screens alerting the user that specific issues exist**			X	
	6.3	**System must allow for manually changing Tag status to:**				
	6.3.1	Active			X	
	6.3.2	Inactive			X	
	6.3.3	Pending			X	
Tag Inquiry	**6.4**	**System must provide an inquiry screen with search capabilities on:**				
	6.4.1	Organization ID			X	

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	6.4.2	Tag Type			X	
	6.4.3	Tag Sub-Type			X	
	6.4.4	Tag Status			X	
	6.4.5	Date			X	
	6.4.6	Tag Reference Number			X	
	6.4.7	Suspended License Type			x	
Add New Tag	**6.5**	**System must allow the user to create new Tags by capturing the following:**				
	6.5.1	Tag Type			x	
	6.5.1.1	Delinquent Financial Report			x	
	6.5.1.2	Suspension			x	
	6.5.1.3	Memo			x	
	6.5.1.4	Notice of Intent (NOI)			x	
	6.5.1.5	Revocation			x	
	6.5.1.6	Informal Hearing			x	
	6.5.1.7	Probation			x	
	6.5.1.8	Closeout			x	
	6.5.1.9	Temporary Closing			x	
	6.5.1.10	Violation			x	
	6.5.1.11	Summary Suspension			x	
	6.5.2	Tag ID Type			x	
	6.5.2.1	Hall			x	
	6.5.2.2	Organization			x	
	6.5.2.3	Supplier			x	
	6.5.3	Tag Sub-Type			x	
	6.5.3.1	Annual			x	
	6.5.3.2	Delinquent			x	
	6.5.3.3	Inspection			x	
	6.5.3.4	Monthly			x	
	6.5.3.5	New Bingo – No Play Dates			x	
	6.5.3.6	Pending			x	
	6.5.4	License ID			x	
	6.5.4.1	Organization ID			x	
	6.5.4.2	Hall ID			x	
	6.5.4.3	Supplier ID			x	

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	6.5.4.4	Date Range			x	
	6.5.4.5	Response Due Date			x	
	6.5.4.6	Delay Period			x	
	6.5.4.7	Status			x	
	6.5.4.7.1	Active			x	
	6.5.4.7.2	Inactive			x	
	6.5.4.7.3	Pending			x	
	6.6	**System will automatically assign a unique Tag ID**			x	
	6.7	**System must allow users to add any tag type manually**			x	
Change Tag	**6.8**	**System must allow user to modify the following:**				
	6.8.1	Tag Status			x	
	6.8.2	Tag Sub-Type			x	
	6.8.3	License ID			x	
	6.8.4	Date Range			x	
Delete Tag	**6.9**	**System must allow authorized users to delete Tags**			x	
Configure New Tag Type	**6.10**	**System must allow authorized users to maintain Tag Type**				
	6.10.1	System must allow authorized uses to:			x	
	6.10.1.1	Create new tag Types			x	
	6.10.1.2	Change existing Types			x	
	6.10.1.3	Delete obsolete Types			x	
Delinquency Tag	**6.11**	**System must create a Delinquency Tag when a licensee does not submit a financial statement by the due date**			x	
	6.12	**System must automatically generate a minimum of two delinquency letters for financial statements not received:**				
	6.12.1	Initial Delinquency Letter			x	
	6.12.2	Second Notice (Follow-up Delinquency Letter)			x	
	6.13	**System must allow the user to configure the number of days between Delinquency and issuing of Delinquency Letter**			x	
	6.14	**System must not allow issuance of a license to an Organization when an “Active” Delinquency Tag exists**			x	
	6.15	**System must automatically make the Delinquency Tag "Inactive" when the delinquent financial statement is entered**			x	
	6.16	**System must automatically make a delinquency tag "Inactive" when a license is temporarily closed for the entire date range of the delinquency Tag**			x	
	6.17	**System must remove an existing delinquency Tag for Annual Licenses only when the closed date is less than the first day of**			x	

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
		the quarter of the delinquency Tag				
	6.18	**System must remove delinquency Tag from a closed one-time license if one exists**			x	
Suspension Tag	**6.19**	**System must allow for the creation of a Suspension Tag during the Administrative Action process**			x	
	6.20	**System must stop the issuance of a license when a Suspension Tag has a status of "Active"**				
	6.20.1	System must allow authorized users to manually override the Suspension Tag so a license can be issued			x	
	6.21	**System must allow for beginning and ending date fields**			x	
	6.22	**System must automatically make the Tag "Inactive" after the ending date**			x	
	6.23	**System must prompt the user to determine if a Probation Tag is also required**				
	6.23.1	System must provide a way to enter Probation Tag information			X	
Memo Tag	**6.24**	**System must allow for manually creating a Memo Tag**			X	
	6.25	**System must allow for automatically making a Memo Tag "Inactive" after the end date if specified**			X	
Notice Of Intent (NOI) Tag	**6.26**	**System must allow for the creation of a Notice of Intent Tag from the Administrative Action process**			X	
	6.27	**System must stop the issuance of a license when an NOI Tag has a status of "Active"**				
	6.27.1	System must allow authorized users to manually override the NOI Tag so a license can be issued			X	
Revocation Tag	**6.28**	**System must allow for the creation of a Revocation Tag from the Administrative Action process**			X	
	6.29	**System must stop the issuance of a license when:**				
	6.29.1	A Revocation Tag has a status of "Active"			X	
	6.29.1.1	A manual override is required so a license can be issued			X	
	6.30	**System must allow for a beginning date**			X	
	6.31	**Ending date will be calculated as two years from the begin date**			X	
	6.32	**System must allow for automatically making a Revocation Tag "Inactive" after the end date**			X	
	6.33	**System must close License(s)**				
	6.33.1	When revocation is against a License:			X	
	6.33.1.1	Close that License			X	
	6.33.1.2	Issue Closeout Letter			X	

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	6.33.2	When revocation is against an Organization:			X	
	6.33.2.1	Close all active Licenses			X	
	6.33.2.2	Closeout Letter is issued for each closed License			X	
	6.33.3	System must generate Customer Service Letter at the end of the Revocation period			X	
Informal Hearing Tag	**6.34**	**System must allow for the manual creation of an Informal Hearing Tag**			X	
	6.35	**System must allow for a beginning date**			X	
Probation Tag	**6.36**	**System must allow for the creation of a Probation Tag from the Administration Action process**			X	
	6.37	**System must allow for beginning and ending date**			X	
	6.38	**System must automatically make a Probation Tag "Inactive" after the ending date**			X	
	6.39	**System must generate Customer Service Letter at the end of the Probation period**			X	
Closeout Tag - Large Bingo, ACGT	**6.40**	**For Annual Licenses the system must automatically create a closeout tag in “Pending” status when the License status is changed to “Closed”**			X	
	6.41	**System must be capable of automatically changing the Closeout tag status from “Pending” to “Active” after 60 days if the closeout has not been completed (See Inspection Compliance Program)**				
	6.41.1	System must allow authorized users to set the timeframe to any number of days			X	
	6.42	**System must automatically make a Closeout Tag "Removed" upon the completion of the closeout inspection**				
	6.42.1	When the organization has an "Active" Closeout Tag and a pending license			X	
	6.42.1.1	System must remove the Closeout Tag			X	
	6.42.1.2	System must notify the licensing staff that the Closeout Tag is "Removed"			X	
Temporary Closed Tag	**6.43**	**System must allow for the creation of a Temporary Close Tag**			X	
	6.44	**System must allow for beginning and ending date**			X	
	6.45	**System must stop a delinquency from being created during a temporary close period.**			X	
	6.46	**System must remove play dates from Small and Large Bingo Licenses scheduled during the temporary close period**				

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	6.46.1	System must be able to undo the removed play dates when the temporary close Tag date range is changed			X	
Violation Tag	**6.47**	**System must allow for the creation of a Violation Tag**				
	6.47.1	System will place all new violation tags in “Pending” status			X	
	6.47.2	System generates a violation letter			X	
	6.47.2.1	Letters must be editable			X	
	6.47.3	System generates a Violation Form			X	
	6.47.3.1	System will calculate response due date by adding the current date to a specified delay period			X	
	6.47.3.1.1	The delay period will be in days			X	
	6.47.3.1.2	The delay period will be configurable by authorized users			X	
	6.47.3.1.3	Current default for the delay period is 21 calendar days			X	
	6.47.3.2	System will notify appropriate staff by email			X	
	6.48	**System must monitor response due date daily**			X	
	6.49	**When the due date is less than or equal to the current date.**				
	6.49.1	System must automatically change tag status from “Pending” to “Active” when the delay period has passed			X	
	6.49.2	System generates a “Second Notice” violation letter			X	
	6.49.2.1	Letters must be editable			X	
	6.49.3	System generates a Violation Form			X	
	6.49.4	System will notify appropriate staff by email			X	
Summary Suspension Tag	**6.50**	**System must allow for the creation of a Summary Suspension Tag**			X	
	6.51	**System must allow for beginning and ending date fields**				
	6.51.1	End date cannot be greater than 60 days from the beginning date			X	
	6.52	**System must generate a Suspension poster**			X	
	6.53	**System must generate an NOI Tag if one doesn’t exist**			X	
7. FINANCIAL REPORTING						
	7.1	**System must provide a means to capture an accounting of individual license revenues and expenses**			X	
Data Entry	**7.2**	**All financial statement data entry screens must be capable of capturing and/or displaying, at a minimum:**			X	
	7.3	**General Data Items:**				
	7.3.1	Organization ID			X	

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	7.3.2	Organization Name			X	
	7.3.3	License ID			X	
	7.3.4	Event Date(s)			X	
	7.4	**Raffle Data Items:**				
	7.4.1	Revenues:			X	
	7.4.1.1	Raffle Ticket Sales			X	
	7.4.1.2	Donated Prizes			X	
	7.4.2	Total Revenue			X	
	7.4.3	Expenses:			X	
	7.4.3.1	Prize (Cash & Purchased)			X	
	7.4.3.2	Prize (Donated)			X	
	7.4.3.3	Ticket Seller Incentive Prizes			X	
	7.4.3.4	Total Prizes			X	
	7.4.3.5	Workers Compensation			X	
	7.4.3.6	License Fees			X	
	7.4.3.7	Advertising Costs			X	
	7.4.3.8	Ticket Printing Costs			X	
	7.4.3.9	Other Expenses			X	
	7.4.4	Total Expenses			X	
	7.4.5	Net Profit/Loss			X	
	7.5	**Charity Game Ticket Data Items:**				
	7.5.1	Total Ticket Sales			X	
	7.5.2	Total Prizes			X	
	7.5.3	Ticket Purchases			X	
	7.5.4	Total Expenses			X	
	7.5.5	Net Profit/Loss			X	
	7.6	**Special Bingo Data Items:**				
	7.6.1	Revenues:			X	
	7.6.1.1	Admission			X	
	7.6.1.2	Bingo Cards			X	
	7.6.1.3	Donated Prizes			X	
	7.6.2	Total Revenue			X	
	7.6.3	Expenses:			X	
	7.6.3.1	Prizes			X	
	7.6.3.2	Workers Compensation			X	
	7.6.3.3	License Fees			X	
	7.6.3.4	Advertising Costs			X	

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	7.6.3.5	Location Rental Fees			X	
	7.6.3.6	Equipment & Supplies			X	
	7.6.3.7	Other Expenses			X	
	7.6.4	Total Expenses			X	
	7.6.5	Net Profit/Loss			X	
	7.7	**Special Charity Game Data Items:**				
	7.7.1	Ticket Sales			X	
	7.7.2	Expenses:			X	
	7.7.2.1	Prizes			X	
	7.7.2.2	Ticket Purchases			X	
	7.7.2.3	Workers Compensation			X	
	7.7.2.4	License Fees			X	
	7.7.2.5	Advertising Costs			X	
	7.7.2.6	Other Expenses			X	
	7.7.3	Total Expenses			X	
	7.7.4	Net Profit/Loss			X	
	7.8	**Large and Small Bingo Data Items:**				
	7.8.1	Reporting Period			X	
	7.8.1.1	Begin Date (MM/YY)			X	
	7.8.1.2	End Date (MM/YY)			X	
	7.8.2	Pertinent Questions			X	
	7.8.2.1	Principal Officer's Signature Missing (Y/N)? (Default is NO)			X	
	7.8.2.2	Does the Principal Officer's Signature displayed match what is on the Financial Statement (Y/N)? (Default is YES)			X	
	7.8.2.2.1	If no, is signature difference explained? (Y/N)			X	
	7.8.3	Revenues:			X	
	7.8.3.1	Attendance			X	
	7.8.3.2	Admission			X	
	7.8.3.3	Michigan Progressive Jackpot Sales			X	
	7.8.3.4	Other Revenue			X	
	7.8.4	Total Revenue			X	
	7.8.5	Expenses:			X	
	7.8.6	Michigan Progressive Jackpot Prizes			X	
	7.8.6.1	All Other Prizes			X	
	7.8.6.2	Worker Compensation			X	
	7.8.6.3	Advertising			X	

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	7.8.6.4	Hall Rental Fee			X	
	7.8.6.5	Equipment and Supplies			X	
	7.8.6.6	Other Expenses			X	
	7.8.7	Total Expenses			X	
	7.8.8	Net Profit/Loss			X	
	7.8.9	System will display any active Temporary Close Tags with a beginning or ending date that falls within the reporting period entered.			X	
	7.8.9.1	System will allow the user to modify or add a Temporary Close Tag			X	
	7.9	**Annual Charity Game Ticket Data Items:**				
	7.9.1	Reporting Period			X	
	7.9.1.1	Begin Date (MM/YY)			X	
	7.9.1.2	End Date (MM/YY)			X	
	7.9.2	Ticket Sales			X	
	7.9.3	Prizes			X	
	7.9.4	Ticket Purchases			X	
	7.9.5	Worker Compensation			X	
	7.9.6	License Fee			X	
	7.9.7	Advertising			X	
	7.9.8	Other Expenses			X	
	7.9.9	Total Expenses			X	
	7.9.10	Net Profit/Loss			X	
	7.9.11	Actual Deposits			X	
	7.10	**Financial data entry screens must be capable of performing calculations**			X	
	7.11	**All financial data entry screens must be capable of performing edits and displaying associated system messages**			X	
	7.12	**System must give the user the option of retaining reporting period start date (mm/yy)**			X	
	7.13	**Charity Games Ticket sales may also be reported as part of the financial data of:**				
	7.13.1	Large Bingos			X	
	7.13.2	Small Bingos			X	
	7.13.3	Special Bingos			X	
	7.13.4	Large Raffles			X	
	7.14	**System must have the ability to generate letters notifying licensees of reporting errors**			X	

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
Financial Report Search & Inquiry	**7.15**	**System must allow user to search by:**				
	7.15.1	Organization ID			X	
	7.15.2	Organization Name			X	
	7.15.3	License ID			X	
	7.15.4	Event Date(s)			X	
	7.15.5	Individual Dates			X	
	7.15.6	Date Ranges			X	
	7.15.7	Search screens must be capable of displaying:			X	
	7.15.8	Calculated Values			X	
	7.15.8.1	Net Profit			X	
	7.15.8.2	Prize Percentage			X	
	7.15.8.3	Column Totals			X	
	7.15.8.4	Per Player Average			X	
	7.15.9	Information as specified			X	
	7.15.9.1	Organization ID			X	
	7.15.9.2	Organization Name			X	
	7.15.9.3	License ID			X	
	7.15.9.4	Event Date			X	
	7.15.9.5	Attendance			X	
	7.15.9.6	Revenues			X	
	7.15.9.7	Expenses			X	
	7.16	**System must notify the user of:**				
	7.16.1	Delinquent financial statements			X	
	7.16.2	Missing financial statements			X	
Change Financial Data	**7.17**	**System must allow a user to override existing financial information**			X	
Delete Financial Data	**7.18**	**System must allow an authorized user to delete a financial statement**			X	
Delinquency Process	**7.19**	**System must allow the user to modify and customize delinquency letters**			X	
	7.20	**System must retain a history of “Active” and “Removed” delinquency Tags for each License ID**			X	
	7.21	**System must prevent the issuance of future licenses to organizations that are delinquent**			X	

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	7.22	**System must automatically change the Tag status from "Active" to "Removed" when a delinquent financial statement is entered into the system**			X	
	7.23	**System must notify Licensing Staff when a delinquency Tag is changed to "Removed", when the organization has Pending Licenses**			X	
	7.24	**System must allow an authorized user to manually:**				
	7.24.1	Change the Tag status between "Active" and "Removed"			X	
	7.24.2	Create delinquency Tags in the database			X	
	7.24.3	Delete delinquency Tags from the database			X	
	7.25	**System must allow the user to display delinquency information**			X	
	7.26	**System must allow the authorized user the option to run the delinquency process as needed**			X	
	7.27	**System must produce delinquency notices:**				
	7.27.1	First notice			X	
	7.27.2	Final notice			X	
	7.28	**System must produce a control report summarizing first and final notices by License Type**			X	
	7.29	**System must not identify a Large Bingo or Annual Charity Game Ticket licensee as delinquent if the licensee was temporarily closed for an entire quarter**			X	
	7.30	**System must provide authorized users the option to change the Tag status from "Removed" to "Active" when a financial statement is deleted for a license that was previously delinquent**			X	
	7.31	**System must not identify a license as delinquent when administrative action has caused game records to be confiscated**			X	
8. CHARITY GAME TICKET PROGRAM						
CG Ticket Game Information	**8.1**	**System must maintain basic game level information including:**				
	8.1.1	Game ID Number			X	Functionality will be created utilizing C# .Net and SQL Server
	8.1.2	Game Status			X	Functionality will be created utilizing C# .Net and SQL Server
	8.1.3	Game Name			X	Functionality will be

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
						created utilizing C# .Net and SQL Server
	8.1.4	Total prizes per deal			X	Functionality will be created utilizing C# .Net and SQL Server
	8.1.5	Tickets per deal			X	Functionality will be created utilizing C# .Net and SQL Server
	8.1.6	Deals per box			X	Functionality will be created utilizing C# .Net and SQL Server
	8.1.7	Boxes per case			X	Functionality will be created utilizing C# .Net and SQL Server
	8.1.8	Cases per pallet			X	Functionality will be created utilizing C# .Net and SQL Server
	8.1.9	Case weight			X	Functionality will be created utilizing C# .Net and SQL Server
	8.1.10	Pallet depth			X	Functionality will be created utilizing C# .Net and SQL Server
	8.1.11	Price per ticket (face value)			X	Functionality will be created utilizing C# .Net and SQL Server
	8.1.12	Manufacturer price per deal (Lottery purchase price)			X	Functionality will be created utilizing C# .Net and SQL Server
	8.1.12.1	Price per deal varies by quantity ordered			X	Functionality will be created utilizing C# .Net and SQL Server
	8.1.12.2	Price must be tracked by sequence range			X	Functionality will be created utilizing C# .Net and SQL Server
	8.1.13	Supplier price per deal (wholesale price)			X	Functionality will be created utilizing C# .Net and SQL Server

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	8.1.14	Licensee price per deal (retail price)			X	Functionality will be created utilizing C# .Net and SQL Server
	8.1.15	Deal inventory on hand			X	Functionality will be created utilizing C# .Net and SQL Server
	8.1.16	Deal inventory available (on-hand less CGT Supplier orders)			X	Functionality will be created utilizing C# .Net and SQL Server
	8.2	**System must provide inquiry capabilities to game information by:**				
	8.2.1	Game ID Number			X	Functionality will be created utilizing C# .Net and SQL Server
	8.2.2	Game Name			X	Functionality will be created utilizing C# .Net and SQL Server
	8.2.3	Game Status			X	Functionality will be created utilizing C# .Net and SQL Server
	8.2.4	Price per ticket (face value)			X	Functionality will be created utilizing C# .Net and SQL Server
	8.3	**System must allow the addition of new games**				
	8.3.1	System must be able to handle a minimum of 9999 different games			X	Functionality will be created utilizing C# .Net and SQL Server
	8.4	**System must allow for a seven digit Deal Number**			X	Functionality will be created utilizing C# .Net and SQL Server
	8.5	**System must allow authorized users to change game information**				
	8.5.1	All changes must be confirmed by the authorized user before the change is made.			X	Functionality will be created utilizing C# .Net and SQL Server
	8.5.2	Authorized user must be able to “undo” changes.			X	Functionality will be created utilizing C# .Net

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
						and SQL Server
	8.6	**System must allow authorized user to delete games**				
	8.6.1	System must prevent games from being deleted once inventory activity has started			X	Functionality will be created utilizing C# .Net and SQL Server
	8.6.2	All deletes must be confirmed by the authorized user before the delete is made.			X	Functionality will be created utilizing C# .Net and SQL Server
	8.6.3	Authorized user must be able to “undo” deletions.			X	Functionality will be created utilizing C# .Net and SQL Server
	8.7	**System must retain a history of all game information changes**			X	Functionality will be created utilizing C# .Net and SQL Server
Game Inventory Mgt & Manufacturer Shipments	**8.8**	**System must track expected stock from the manufacturer orders**				
	8.8.1	System must provide a way to inquire on pending manufacturer orders			X	Functionality will be created utilizing C# .Net and SQL Server
	8.8.2	System must provide a facility to enter new pending orders			X	Functionality will be created utilizing C# .Net and SQL Server
	8.8.2.1	System must provide a means to determine number of pallets to order and plan new truck loads by considering:			X	Functionality will be created utilizing C# .Net and SQL Server
	8.8.2.1.1	Truck bed depth			X	Functionality will be created utilizing C# .Net and SQL Server
	8.8.2.1.2	Truck bed width (Always two pallets wide)			X	Functionality will be created utilizing C# .Net and SQL Server
	8.8.2.1.3	Depth of pallets			X	Functionality will be created utilizing C# .Net and SQL Server
	8.8.2.1.4	Providing warning when pallets exceed truck bed capacity			X	Functionality will be created utilizing C# .Net

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
						and SQL Server
	8.8.3	System must provide a method to accept ticket shipments from the manufacturer			X	Functionality will be created utilizing C# .Net and SQL Server
	8.8.3.1	System must provide a means to place new stock into inventory			X	Functionality will be created utilizing C# .Net and SQL Server
	8.8.3.1.1	Record individual deal serial numbers			X	Functionality will be created utilizing C# .Net and SQL Server
	8.8.3.1.2	Record deal serial number ranges			X	Functionality will be created utilizing C# .Net and SQL Server
	8.8.3.2	System must provide a method to match pending orders to newly received stock			X	Functionality will be created utilizing C# .Net and SQL Server
	8.8.3.3	System must provide a way to handle manufacturer order exceptions			X	Functionality will be created utilizing C# .Net and SQL Server
	8.8.3.3.1	Missing stock			X	Functionality will be created utilizing C# .Net and SQL Server
	8.8.3.3.2	Damaged stock			X	Functionality will be created utilizing C# .Net and SQL Server
	8.8.3.3.3	Unexpected additional stock			X	Functionality will be created utilizing C# .Net and SQL Server
	8.8.3.4	System must provide shipment reports comparing stock ordered against stock received			X	Functionality will be created utilizing C# .Net and SQL Server
	8.8.3.4.1	Report can be run as needed when corrections are made			X	Functionality will be created utilizing C# .Net and SQL Server
	8.8.3.5	System must provide a way to change pending orders			X	Functionality will be created utilizing C# .Net and SQL Server
	8.8.3.6	System must allow the user to delete pending orders			X	Functionality will be

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
						created utilizing C# .Net and SQL Server
	8.9	**System must provide inventory trending tools to aid with inventory management**				
	8.9.1	System must track current inventory levels for all games			X	Functionality will be created utilizing C# .Net and SQL Server
	8.9.1.1	Deal inventory on hand			X	Functionality will be created utilizing C# .Net and SQL Server
	8.9.1.2	Deal inventory available (on hand less CGT Suppler orders)			X	Functionality will be created utilizing C# .Net and SQL Server
	8.9.1.3	Expected inventory from pending manufacturer's orders			X	Functionality will be created utilizing C# .Net and SQL Server
	8.9.2	System must provide a way to track sales trends over a specified time period			X	Functionality will be created utilizing C# .Net and SQL Server
	8.9.2.1	System will provide sales screens			X	Functionality will be created utilizing C# .Net and SQL Server
	8.9.2.2	System will provide sales reports			X	Functionality will be created utilizing C# .Net and SQL Server
	8.9.3	System must provide a mechanism to notify designated users when target inventory levels are reached			X	Functionality will be created utilizing C# .Net and SQL Server
	8.9.3.1	Inventory falls below a specified level			X	Functionality will be created utilizing C# .Net and SQL Server
	8.9.3.2	Inventory levels go over a specified amount			X	Functionality will be created utilizing C# .Net and SQL Server
	8.9.3.3	Trigger levels can be set as:			X	Functionality will be created utilizing C# .Net and SQL Server
	8.9.3.3.1	Deal counts			X	Functionality will be

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
						created utilizing C# .Net and SQL Server
	8.9.3.3.2	Case counts			X	Functionality will be created utilizing C# .Net and SQL Server
Flagging Suppliers to Sell CGT	**8.10**	**System must provide a mechanism for authorizing a Supplier to order charity game tickets**				
	8.10.1	Each Supplier must have the following to sell charity game tickets:			X	Functionality will be created utilizing C# .Net and SQL Server
	8.10.1.1	Bond number			X	Functionality will be created utilizing C# .Net and SQL Server
	8.10.1.2	Amount of bond			X	Functionality will be created utilizing C# .Net and SQL Server
	8.10.1.3	Bond expiration date			X	Functionality will be created utilizing C# .Net and SQL Server
	8.10.1.4	Allowable percent between 75%-85% of bond amount			X	Functionality will be created utilizing C# .Net and SQL Server
	8.10.2	System will allow the user to turn on CGT ordering ability when all requirements have been met			X	Functionality will be created utilizing C# .Net and SQL Server
	8.10.3	System must notify designated users when:			X	Functionality will be created utilizing C# .Net and SQL Server
	8.10.3.1	A new CGT Suppler is added			X	Functionality will be created utilizing C# .Net and SQL Server
	8.10.3.2	A CGT Suppler is changed			X	Functionality will be created utilizing C# .Net and SQL Server

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	8.10.3.3	A CGT Supplier is deleted			X	Functionality will be created utilizing C# .Net and SQL Server
	8.10.4	System must generate a file when a shipping address change is made to a CGT Suppler			X	Functionality will be created utilizing C# .Net and SQL Server
	8.10.4.1	File must interface with UPS shipping software			X	Functionality will be created utilizing C# .Net and SQL Server
	8.10.5	System must notify Supplier when bond expiration date is less than 1 month away.			X	Functionality will be created utilizing C# .Net and SQL Server
	8.10.6	System must notify Charitable Gaming when bond expiration date has been exceeded			X	Functionality will be created utilizing C# .Net and SQL Server
CGT Supplier Ordering	**8.11**	**System must allow CGT Suppliers to place Charity Game ticket orders electronically**				
	8.11.1	Charitable Gaming will provide each CGT Supplier with a User ID and Password to allow access to the order facility			X	Functionality will be created utilizing C# .Net and SQL Server
	8.11.2	System must display the CGT Supplier's allowable order amount on the order screen			X	Functionality will be created utilizing C# .Net and SQL Server
	8.11.3	System can only accept full case orders			X	Functionality will be created utilizing C# .Net and SQL Server
	8.11.4	System must prevent the CGT Supplier from placing an order larger than the current allowable amount			X	Functionality will be created utilizing C# .Net and SQL Server
	8.11.4.1	System must allow the CGT Supplier to cancel the order			X	Functionality will be created utilizing C# .Net and SQL Server
	8.11.4.2	System must allow the CGT Supplier to reduce the size of the order below the allowable amount limit			X	Functionality will be created utilizing C# .Net and SQL Server
	8.11.5	System must prevent the CGT Supplier from ordering more deals from a game than is currently available for sale in the warehouse			X	Functionality will be created utilizing C# .Net and SQL Server

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	8.11.5.1	Available deals is the physical inventory, minus any unpacked orders			X	Functionality will be created utilizing C# .Net and SQL Server
	8.11.6	System must prevent a CGT Supplier from placing an order when:			X	Functionality will be created utilizing C# .Net and SQL Server
	8.11.6.1	Delinquent on payment of a previous CGT order			X	Functionality will be created utilizing C# .Net and SQL Server
	8.11.6.2	Allowable amount is less than $100			X	Functionality will be created utilizing C# .Net and SQL Server
	8.11.7	System must assign a unique invoice number to the order when completed by the CGT Supplier			X	Functionality will be created utilizing C# .Net and SQL Server
	8.11.8	System must provide the CGT Supplier an invoice of their order			X	Functionality will be created utilizing C# .Net and SQL Server
	8.11.8.1	System will calculate the total order amount			X	Functionality will be created utilizing C# .Net and SQL Server
	8.11.8.2	System will apply any outstanding adjustments			X	Functionality will be created utilizing C# .Net and SQL Server
	8.11.9	System must allow the CGT Supplier to change or cancel an order prior to starting packing process			X	Functionality will be created utilizing C# .Net and SQL Server
	8.11.9.1	System must provide authorized CG users the ability to:			X	Functionality will be created utilizing C# .Net and SQL Server
	8.11.9.1.1	Enter new CGT orders manually into the system			X	Functionality will be created utilizing C# .Net and SQL Server
	8.11.9.1.2	Change an unshipped CGT Supplier order			X	Functionality will be created utilizing C# .Net and SQL Server
	8.11.9.1.3	Cancel an unshipped CGT order			X	Functionality will be created utilizing C# .Net and SQL Server

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	8.11.9.2	System must maintain a history of all CGT Supplier orders			X	Functionality will be created utilizing C# .Net and SQL Server
	8.11.9.3	Supplier Order information must be searchable by:			X	Functionality will be created utilizing C# .Net and SQL Server
	8.11.9.3.1	Invoice number			X	Functionality will be created utilizing C# .Net and SQL Server
	8.11.9.3.2	Game ID number			X	Functionality will be created utilizing C# .Net and SQL Server
	8.11.9.3.3	Ship date ranges			X	Functionality will be created utilizing C# .Net and SQL Server
	8.11.9.3.4	Supplier ID			X	Functionality will be created utilizing C# .Net and SQL Server
	8.11.9.3.5	Unpaid invoices			X	Functionality will be created utilizing C# .Net and SQL Server
	8.11.9.4	Supplier Order Inquiry must display:			X	Functionality will be created utilizing C# .Net and SQL Server
	8.11.9.4.1	Invoice numbers			X	Functionality will be created utilizing C# .Net and SQL Server
	8.11.9.4.2	Game ID number			X	Functionality will be created utilizing C# .Net and SQL Server
	8.11.9.4.3	Deal numbers/ ranges			X	Functionality will be created utilizing C# .Net and SQL Server
	8.11.9.4.4	Ship dates			X	Functionality will be created utilizing C# .Net and SQL Server
	8.11.9.4.5	Supplier IDs			X	Functionality will be created utilizing C# .Net and SQL Server

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	8.11.9.4.6	Adjustments			X	Functionality will be created utilizing C# .Net and SQL Server
	8.11.9.4.7	Invoice totals			X	Functionality will be created utilizing C# .Net and SQL Server
Shipment of CGT Supplier Orders	**8.12**	**System must provide a means for warehouse workers to fulfill CGT Supplier orders**				
	8.12.1	System must provide a summary report of Supplier orders to be filled including:			X	Functionality will be created utilizing C# .Net and SQL Server
	8.12.1.1	Invoice numbers			X	Functionality will be created utilizing C# .Net and SQL Server
	8.12.1.2	CGT Supplier ID's			X	Functionality will be created utilizing C# .Net and SQL Server
	8.12.1.3	CGT Supplier Name			X	Functionality will be created utilizing C# .Net and SQL Server
	8.12.1.4	Cases per order			X	Functionality will be created utilizing C# .Net and SQL Server
	8.12.1.5	Weight per order			X	Functionality will be created utilizing C# .Net and SQL Server
	8.12.1.6	Total cases in shipment			X	Functionality will be created utilizing C# .Net and SQL Server
	8.12.1.7	Total weight in shipment			X	Functionality will be created utilizing C# .Net and SQL Server
	8.12.2	System must display all unfilled Suppliers orders to the warehouse staff for packing			X	Functionality will be created utilizing C# .Net

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
						and SQL Server
	8.12.2.1	System will automatically display the oldest order for packing first			X	Functionality will be created utilizing C# .Net and SQL Server
	8.12.2.2	System must provide the warehouse workers the ability to select the next order to fill			X	Functionality will be created utilizing C# .Net and SQL Server
	8.12.3	System must provide a means to allow deals to be assigned to a Supplier order			X	Functionality will be created utilizing C# .Net and SQL Server
	8.12.3.1	Use barcode technology to aid in packing where possible			X	Functionality will be created utilizing C# .Net and SQL Server
	8.12.3.2	Manual entry of deal numbers will be used only as a backup method of packing			X	Functionality will be created utilizing C# .Net and SQL Server
	8.12.3.3	System will provide the warehouse worker feedback as the deals are assigned to the order			X	Functionality will be created utilizing C# .Net and SQL Server
	8.12.3.3.1	Audible			X	Functionality will be created utilizing C# .Net and SQL Server
	8.12.3.3.2	Visual			X	Functionality will be created utilizing C# .Net and SQL Server
	8.12.3.4	System will alert the warehouse worker when:			X	Functionality will be created utilizing C# .Net and SQL Server
	8.12.3.4.1	A deal from a wrong game is picked			X	Functionality will be created utilizing C# .Net and SQL Server
	8.12.3.4.2	A deal from a game which has already been filled is picked			X	Functionality will be created utilizing C# .Net and SQL Server
	8.12.3.4.3	Successfully filled order			X	Functionality will be created utilizing C# .Net and SQL Server
	8.12.4	System must generate reports once a Supplier order has been			X	Functionality will be

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
		successfully filled				created utilizing C# .Net and SQL Server
	8.12.4.1	An invoice containing:			X	Functionality will be created utilizing C# .Net and SQL Server
	8.12.4.1.1	Invoice number			X	Functionality will be created utilizing C# .Net and SQL Server
	8.12.4.1.2	Supplier information			X	Functionality will be created utilizing C# .Net and SQL Server
	8.12.4.1.3	Ship date			X	Functionality will be created utilizing C# .Net and SQL Server
	8.12.4.1.4	Order details			X	Functionality will be created utilizing C# .Net and SQL Server
	8.12.4.1.5	Game number			X	Functionality will be created utilizing C# .Net and SQL Server
	8.12.4.1.6	Deal numbers			X	Functionality will be created utilizing C# .Net and SQL Server
	8.12.4.1.7	Adjustment amounts			X	Functionality will be created utilizing C# .Net and SQL Server
	8.12.4.1.8	Adjustment descriptions			X	Functionality will be created utilizing C# .Net and SQL Server
	8.12.4.1.9	Order total			X	Functionality will be created utilizing C# .Net and SQL Server
	8.12.4.1.10	Invoice Due Date			X	Functionality will be created utilizing C# .Net and SQL Server
	8.12.4.2	Packing slip containing:			X	Functionality will be created utilizing C# .Net and SQL Server

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	8.12.4.2.1	Invoice number			x	Functionality will be created utilizing C# .Net and SQL Server
	8.12.4.2.2	CGT Supplier shipping information			X	Functionality will be created utilizing C# .Net and SQL Server
	8.12.4.2.3	Deal serial numbers			X	Functionality will be created utilizing C# .Net and SQL Server
	8.12.4.2.4	Deal barcoded serial numbers			X	Functionality will be created utilizing C# .Net and SQL Server
	8.12.4.2.5	Total deals ordered			X	Functionality will be created utilizing C# .Net and SQL Server
	8.12.4.2.6	Order weight			X	Functionality will be created utilizing C# .Net and SQL Server
	8.12.4.3	System will allow users to reprint CGT Supplier order reports as needed			X	Functionality will be created utilizing C# .Net and SQL Server
	8.12.5	System must change status of order to indicate the order has been successfully filled			X	Functionality will be created utilizing C# .Net and SQL Server
	8.13	**Once all CGT Supplier orders have been filled for the day the system must provide the warehouse the ability to:**				
	8.13.1	Confirm the day's orders			X	Functionality will be created utilizing C# .Net and SQL Server
	8.13.2	Create a comma separated values (csv) file to interface with the Great Plains Accounting System			X	Functionality will be created utilizing C# .Net and SQL Server
	8.13.2.1	System must automatically email file to specified email address(s)			X	Functionality will be created utilizing C# .Net and SQL Server
Supplier Defective CGT Adjustments	**8.14**	**System must provide a means to verify manufacturer credits and calculate & apply financial adjustments to CGT Supplier accounts**				

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	8.14.1	System must allow for the input of:			X	Functionality will be created utilizing C# .Net and SQL Server
	8.14.1.1	Serial numbers/serial number ranges for CGT Supplier's defective tickets			X	Functionality will be created utilizing C# .Net and SQL Server
	8.14.1.2	Postage adjustment amounts			X	Functionality will be created utilizing C# .Net and SQL Server
	8.14.1.3	Miscellaneous adjustment amounts			X	Functionality will be created utilizing C# .Net and SQL Server
	8.14.2	System must determine the amount originally charged to Charitable Gaming by the ticket manufacturer for the purchase of each specified serial number			X	Functionality will be created utilizing C# .Net and SQL Server
	8.14.2.1	Charitable Gaming is given discounts based on quantities of tickets ordered so prices may vary.			X	Functionality will be created utilizing C# .Net and SQL Server
	8.14.3	System must display the total amount the ticket manufacturer will have credited Charitable Gaming for that CGT Supplier including:			X	Functionality will be created utilizing C# .Net and SQL Server
	8.14.3.1	Defective Tickets			X	Functionality will be created utilizing C# .Net and SQL Server
	8.14.3.2	Postage			X	Functionality will be created utilizing C# .Net and SQL Server
	8.14.3.3	Miscellaneous			X	Functionality will be created utilizing C# .Net and SQL Server
	8.14.4	System must determine the amount originally charged to the CGT Supplier by Charitable Gaming for the purchase of each serial numbered deal.			X	Functionality will be created utilizing C# .Net and SQL Server
	8.14.5	System must display the total amount that will be credited to that CGT Supplier including:			X	Functionality will be created utilizing C# .Net and SQL Server
	8.14.5.1	Defective Tickets			X	Functionality will be created utilizing C# .Net and SQL Server

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	8.14.5.2	Postage			X	Functionality will be created utilizing C# .Net and SQL Server
	8.14.5.3	Miscellaneous			X	Functionality will be created utilizing C# .Net and SQL Server
	8.14.6	System must provide the authorized user the ability to release the adjustment to Accounting for processing As each CGT Supplier adjustment is released			X	Functionality will be created utilizing C# .Net and SQL Server
	8.14.6.1	An adjustment invoice is generated for the CGT Supplier with a unique identifier			X	Functionality will be created utilizing C# .Net and SQL Server
	8.14.6.2	The adjustment invoice is retained in the system			X	Functionality will be created utilizing C# .Net and SQL Server
	8.14.7	System will allow adjustment changes only when adjustment has not been released to Accounting			X	Functionality will be created utilizing C# .Net and SQL Server
	8.14.8	System will allow the deletion of an adjustment only when the adjustment invoice has not been released to Accounting			X	Functionality will be created utilizing C# .Net and SQL Server
	8.14.9	Adjustment Invoice must contain:			X	Functionality will be created utilizing C# .Net and SQL Server
	8.14.9.1	Adjustment invoice number			X	Functionality will be created utilizing C# .Net and SQL Server
	8.14.9.2	Adjustment release date			X	Functionality will be created utilizing C# .Net and SQL Server
	8.14.9.3	Defective tickets			X	Functionality will be created utilizing C# .Net and SQL Server
	8.14.9.4	Postage amount			X	Functionality will be created utilizing C# .Net and SQL Server
	8.14.9.5	Description of miscellaneous adjustment			X	Functionality will be created utilizing C# .Net and SQL Server

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	8.14.9.6	Total adjustment amount			X	Functionality will be created utilizing C# .Net and SQL Server
	8.14.10	System will provide inquiry capability for adjustments by:			X	Functionality will be created utilizing C# .Net and SQL Server
	8.14.10.1	CGT Supplier ID			X	Functionality will be created utilizing C# .Net and SQL Server
	8.14.10.2	Adjustment release date			X	Functionality will be created utilizing C# .Net and SQL Server
	8.14.10.3	Invoice number			X	Functionality will be created utilizing C# .Net and SQL Server
	8.14.10.4	Adjustment type			X	Functionality will be created utilizing C# .Net and SQL Server
	8.14.10.5	Unreleased adjustments			X	Functionality will be created utilizing C# .Net and SQL Server
	8.14.10.6	Released adjustments			X	Functionality will be created utilizing C# .Net and SQL Server
	8.14.11	System must calculate:			X	Functionality will be created utilizing C# .Net and SQL Server
	8.14.11.1	Adjustment amount to Supplier			X	Functionality will be created utilizing C# .Net and SQL Server
	8.14.11.2	CG ticket cost from manufacturer			X	Functionality will be created utilizing C# .Net and SQL Server
Capture Supplier Sales Information	**8.15**	**System must store information detailing CGT Supplier sales to Charitable Organizations**				
	8.15.1	System must capture Suppliers sales information including:			X	Functionality will be created utilizing C# .Net and SQL Server

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	8.15.1.1	Sale ID number (unique, system generated reference number)			X	Functionality will be created utilizing C# .Net and SQL Server
	8.15.1.2	Supplier ID number			X	Functionality will be created utilizing C# .Net and SQL Server
	8.15.1.3	License ID number			X	Functionality will be created utilizing C# .Net and SQL Server
	8.15.1.4	CGT Supplier invoice number			X	Functionality will be created utilizing C# .Net and SQL Server
	8.15.1.5	CGT Supplier invoice date			X	Functionality will be created utilizing C# .Net and SQL Server
	8.15.1.6	CGT Supplier invoice amount			X	Functionality will be created utilizing C# .Net and SQL Server
	8.15.1.7	Transaction Type			X	Functionality will be created utilizing C# .Net and SQL Server
	8.15.1.7.1	Sales			X	Functionality will be created utilizing C# .Net and SQL Server
	8.15.1.7.2	Return			X	Functionality will be created utilizing C# .Net and SQL Server
	8.15.1.7.3	Defective return			X	Functionality will be created utilizing C# .Net and SQL Server
	8.15.1.8	Order Details			X	Functionality will be created utilizing C# .Net and SQL Server
	8.15.1.8.1	Quantity			X	Functionality will be created utilizing C# .Net and SQL Server
	8.15.1.8.2	Game number			X	Functionality will be created utilizing C# .Net and SQL Server

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	8.15.1.8.3	Beginning deal number			X	Functionality will be created utilizing C# .Net and SQL Server
	8.15.1.8.4	Ending deal number			X	Functionality will be created utilizing C# .Net and SQL Server
	8.15.1.8.5	Same as the beginning deal number when quantity is 1			X	Functionality will be created utilizing C# .Net and SQL Server
	8.15.2	System must provide a means for CGT Suppliers to submit their charity sales information electronically			X	Functionality will be created utilizing C# .Net and SQL Server
	8.15.2.1	When errors are detected in the CGT Supplier sales file the system will:			X	Functionality will be created utilizing C# .Net and SQL Server
	8.15.2.1.1	Reject the sale record			X	Functionality will be created utilizing C# .Net and SQL Server
	8.15.2.1.2	List the errors for each CGT Supplier sales file on an edit error report			X	Functionality will be created utilizing C# .Net and SQL Server
	8.15.2.2	System must provide a feedback mechanism to the CGT Supplier confirming charitable organization orders received			X	Functionality will be created utilizing C# .Net and SQL Server
	8.15.3	System must provide a way to maintain sales information manually			X	Functionality will be created utilizing C# .Net and SQL Server
	8.15.3.1	System must provide an interface for data entry of CGT Supplier sales			X	Functionality will be created utilizing C# .Net and SQL Server
	8.15.3.2	System must provide data integrity edits that require correction before invoice is accepted			X	Functionality will be created utilizing C# .Net and SQL Server
	8.15.3.3	System must provide an interface to correct Supplier sales when needed:			X	Functionality will be created utilizing C# .Net and SQL Server
	8.15.3.3.1	Sales changes			X	Functionality will be created utilizing C# .Net and SQL Server

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	8.15.3.3.2	Sales deletes			X	Functionality will be created utilizing C# .Net and SQL Server
	8.15.4	System must provide edits to ensure that the CGT Supplier data is valid			X	Functionality will be created utilizing C# .Net and SQL Server
	8.15.4.1	Valid CGT Supplier ID			X	Functionality will be created utilizing C# .Net and SQL Server
	8.15.4.2	Valid gaming license ID			X	Functionality will be created utilizing C# .Net and SQL Server
	8.15.4.2.1	All gaming types are valid except “Small Raffle”			X	Functionality will be created utilizing C# .Net and SQL Server
	8.15.4.3	Valid sales date			X	Functionality will be created utilizing C# .Net and SQL Server
	8.15.4.3.1	Reasonableness			X	Functionality will be created utilizing C# .Net and SQL Server
	8.15.4.3.2	May not be greater than the current date.			X	Functionality will be created utilizing C# .Net and SQL Server
	8.15.4.4	Sales invoice amount must equal the value of the value of the tickets sold as calculated by the system			X	Functionality will be created utilizing C# .Net and SQL Server
	8.15.4.5	Deal quantity sold must equal the deal number ranges			X	Functionality will be created utilizing C# .Net and SQL Server
	8.15.4.6	Deals, as tracked by serial numbers, must be in the possession of the CGT Supplier in order to be valid for sale to a Licensee.			X	Functionality will be created utilizing C# .Net and SQL Server
	8.15.4.7	Licensee returns cannot happen if the CGT Supplier still has that deal serial number in inventory.			X	Functionality will be created utilizing C# .Net and SQL Server
CGT Inventory Movement Control	**8.16**	**System must provide a means to move and then track CGT deals**				

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	8.16.1	System must provide a facility to post the movement of CGT deals.			X	Functionality will be created utilizing C# .Net and SQL Server
	8.16.1.1	Valid locations for deals would include:			X	Functionality will be created utilizing C# .Net and SQL Server
	8.16.1.1.1	CGT Supplier			X	Functionality will be created utilizing C# .Net and SQL Server
	8.16.1.1.2	Licensee			X	Functionality will be created utilizing C# .Net and SQL Server
	8.16.1.1.3	Lottery Inventory			X	Functionality will be created utilizing C# .Net and SQL Server
	8.16.1.1.4	Manufacturer			X	Functionality will be created utilizing C# .Net and SQL Server
	8.16.1.1.5	Missing			X	Functionality will be created utilizing C# .Net and SQL Server
	8.16.1.1.6	Promotional			X	Functionality will be created utilizing C# .Net and SQL Server
	8.16.1.1.7	Testing			X	Functionality will be created utilizing C# .Net and SQL Server
	8.16.1.1.8	Training			X	Functionality will be created utilizing C# .Net and SQL Server
	8.16.1.1.9	Destroyed			X	Functionality will be created utilizing C# .Net and SQL Server
	8.16.1.1.10	Inspectors			X	Functionality will be created utilizing C# .Net and SQL Server
	8.16.1.2	System must allow authorized users to move:			X	Functionality will be created utilizing C# .Net and SQL Server

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	8.16.1.2.1	Single deals			X	Functionality will be created utilizing C# .Net and SQL Server
	8.16.1.2.2	Deal ranges			X	Functionality will be created utilizing C# .Net and SQL Server
	8.16.1.3	System must change location inventory counts as needed			X	Functionality will be created utilizing C# .Net and SQL Server
	8.16.1.4	System must calculate the value of adjustment when a move is from a CGT Supplier location			X	Functionality will be created utilizing C# .Net and SQL Server
	8.16.1.5	If a move results in a financial adjustment the system will issue a:			X	Functionality will be created utilizing C# .Net and SQL Server
	8.16.1.5.1	Credit Memo when the CGT Supplier is owed a refund			X	Functionality will be created utilizing C# .Net and SQL Server
	8.16.1.5.2	Debit Memo when the CGT Supplier owes Charitable Gaming			X	Functionality will be created utilizing C# .Net and SQL Server
	8.16.1.5.3	System must provide an interface to the Great Plains accounting system to transfer the adjustment information			X	Functionality will be created utilizing C# .Net and SQL Server
	8.16.2	System must allow the most recent transaction to be undone			X	Functionality will be created utilizing C# .Net and SQL Server
	8.16.2.1	System must determine if the adjustment has already been applied to the CGT Supplier account.			X	Functionality will be created utilizing C# .Net and SQL Server
	8.16.2.1.1	System must display a message when the adjustment has already been applied and the undo can't be completed			X	Functionality will be created utilizing C# .Net and SQL Server
	8.16.3	System must provide a history of deal movement			X	Functionality will be created utilizing C# .Net and SQL Server
	8.16.3.1	History information includes:			X	Functionality will be created utilizing C# .Net and SQL Server

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	8.16.3.1.1	Deal game number			X	Functionality will be created utilizing C# .Net and SQL Server
	8.16.3.1.2	Deal serial number			X	Functionality will be created utilizing C# .Net and SQL Server
	8.16.3.1.3	A combination of the game number and the serial number			X	Functionality will be created utilizing C# .Net and SQL Server
	8.16.3.1.4	Starting location			X	Functionality will be created utilizing C# .Net and SQL Server
	8.16.3.1.5	Destination location			X	Functionality will be created utilizing C# .Net and SQL Server
	8.16.3.1.6	Move date			X	Functionality will be created utilizing C# .Net and SQL Server
	8.16.3.1.7	Comments			X	Functionality will be created utilizing C# .Net and SQL Server
	8.16.3.2	System must provide inquiry access to the deal history by:			X	Functionality will be created utilizing C# .Net and SQL Server
	8.16.3.2.1	Deal			X	Functionality will be created utilizing C# .Net and SQL Server
	8.16.3.2.2	Deal Range			X	Functionality will be created utilizing C# .Net and SQL Server
	8.16.3.2.3	Location			X	Functionality will be created utilizing C# .Net and SQL Server
	8.16.3.2.4	Supplier			X	Functionality will be created utilizing C# .Net and SQL Server
	8.16.3.2.5	Licensee			X	Functionality will be created utilizing C# .Net and SQL Server

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	8.16.3.2.6	Date range			X	Functionality will be created utilizing C# .Net and SQL Server
	8.16.3.2.7	Game number			X	Functionality will be created utilizing C# .Net and SQL Server
	8.16.3.3	System must provide history information in:			X	Functionality will be created utilizing C# .Net and SQL Server
	8.16.3.3.1	Screen Form			X	Functionality will be created utilizing C# .Net and SQL Server
	8.16.3.3.2	Printed form			X	Functionality will be created utilizing C# .Net and SQL Server
Interface with Lottery Acct System	**8.17**	**System must interface with the existing Lottery accounting system: Great Plains**				TCC has interfaced with Great Plains as an accounting system in previous contracts.
	8.17.1	System must supply CGT Supplier purchase activity data to the accounting system for billing:			X	
	8.17.1.1	Invoices			X	
	8.17.1.2	Credit Memos			X	
	8.17.1.3	Debit Memos			X	
	8.17.2	System must accept CGT Supplier invoice payment information from the accounting system			X	
	8.17.3	System must accept CGT Supplier delinquency information			X	
	8.17.3.1	System must flag CGT Supplier as delinquent			X	
	8.17.3.2	System must notify CGT Suppliers of delinquent status			X	
	8.17.3.3	System must provide inquiry access to delinquent CGT Supplier information:			X	
	8.17.3.3.1	Inquiry screens			X	
	8.17.3.3.2	Daily reporting			X	
	8.17.4	System must provide access to unpaid CGT Supplier invoice information:			X	
	8.17.4.1	Inquiry screens			X	
	8.17.4.2	Daily reporting			x	

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
Supplier Online Reference	**8.18**	**System must provide an online information service for CGT Suppliers**				
	8.18.1	System will require CGT Suppliers to sign on to the service with a User ID and Password supplied by Charitable Gaming			X	
	8.18.2	System will provide an interface to allow the CGT Supplier to update information including:			X	
	8.18.2.1	Physical Address			X	
	8.18.2.2	Mailing Address			X	
	8.18.2.3	Phone number			X	
	8.18.2.4	Fax number			X	
	8.18.2.5	Email address			X	
	8.18.2.6	Contact Names			X	
	8.18.3	System will provide the CGT Supplier with inquiry capabilities to:			X	
	8.18.3.1	Order history			X	
	8.18.3.2	Invoices			X	
	8.18.3.3	UPS order tracking			X	
	8.18.3.4	Packing slips			X	
	8.18.3.5	Unpaid orders			X	
	8.18.3.6	Organization status			X	
	8.18.3.7	License status			X	
	8.18.3.8	CGT Supplier inventory			X	
	8.18.3.9	Current CGT price list			X	
	8.18.3.10	Forms			X	
9. CHARITY GAME TICKET AUDIT						
	9.1	**System must support periodic reviews of Charity Game Ticket (CGT) sales activity by Charitable Organizations**				
	9.1.1	System must compare data from the 3 sources in order to conduct an audit:			X	
	9.1.1.1	Supplier Invoices documenting CGT sales to Organization (See Charity Game Ticket Program)			X	
	9.1.1.1.1	Ticket Sales			X	
	9.1.1.1.2	Ticket Returns (Credit Memos)			X	
	9.1.1.1.3	Promotional Tickets			X	
	9.1.1.2	Financial Statement information submitted by Organizations by License (See Financial Reporting)			X	

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	9.1.1.2.1	Pertains to all licenses except Small Raffle			X	
	9.1.1.3	Physical inventory counts performed by CG Inspection staff			X	
	9.1.2	System must allow CGT Audits to be conducted by:			X	
	9.1.2.1	License ID			X	
	9.1.2.2	Organization ID			X	
	9.1.3	System must allow CGT Audits to be limited to a specified time period.			X	
	9.1.3.1	System must allow audit staff to enter:			X	
	9.1.3.1.1	Beginning Date			X	
	9.1.3.1.2	Ending Date			X	
	9.1.3.1.3	Dates will be entered in MM/DD/YY format			X	
Variance Analysis	**9.2**	**System must provide further filters to aid the auditor to find anomalies:**				
	9.2.1	Net Profit Variance – shows only those Organizations that are greater than or less then specified dollar amount			X	
	9.2.2	Prize Payout Percent Variance – shows only those Organizations that are greater than or less than the specified percentage			X	
10. INSPECTION COMPLIANCE PROGRAM						
	10.1	**The system must have the ability to access license data including:**				
	10.1.1	License information	X			
	10.1.2	Financial statements			x	
	10.1.3	Inspection history	X			
	10.2	**The system must have the ability to display an assignment list**	X			
	10.3	**The system must have the ability to display a follow up list**	X			
	10.4	**The system must display current Tags associated with an organization**	X			
Inspection Search	**10.5**	**System must allow a search by:**				
	10.5.1	Organization name	X			
	10.5.2	Organization ID	X			
	10.5.3	Supplier ID	X			
	10.5.4	Hall ID	X			
	10.5.5	License ID	X			
	10.5.6	City	X			
	10.5.7	County	X			
	10.5.8	Zip Code	X			

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	10.5.9	District	x			
	10.5.10	License type	X			
	10.5.11	Day of week	X			
	10.5.12	Inspector's name	X			
	10.5.13	Inspector's initials	X			
	10.6	**System must allow search by a combination of one or more fields**	X			
Inspector District Maintenance	**10.7**	**The system must allow for the creation of inspector districts based on:**				
	10.7.1	Complete Counties	X			
	10.7.2	Zip Codes for partial Counties	X			
	10.7.3	The system must allow authorized users to configure districts	X			
	10.7.3.1	Create new districts	X			
	10.7.3.2	Delete districts	X			
	10.7.3.3	Reassign counties from one district to another	X			
	10.7.3.4	Reassign zip codes from one district to another	x			
Inspector Maintenance	**10.8**	**The system must allow authorized users to create new inspectors by capturing the following information:**				
	10.8.1	Inspector's Name	X			
	10.8.2	Inspector ID	X			
	10.8.3	Home Address	X			
	10.8.4	Mailing Address	X			
	10.8.5	District Number	X			
	10.8.6	Business Phone Number	X			
	10.8.7	Home Phone Number	X			
	10.8.8	Email Address	X			
	10.8.9	Date last updated	X			
	10.9	**The system must allow authorized users to change Inspector information**	X			
	10.10	**The system must provide authorized users a way to delete inspectors**	X			
Conducting Inspections	**10.11**	**System must provide Inspection Staff and Management access to Inspection Assignment Lists**				
	10.11.1	System will allow the user to filter the Assignment List by:	X			
	10.11.1.1	New Assignments	X			

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	10.11.1.2	Follow Up Assignments	X			
	10.11.1.3	Priority Assignments	X			
	10.11.1.4	District	X			
	10.11.1.5	County	X			
	10.11.1.6	Zip Code	X			
	10.11.1.7	Date Range	X			
	10.11.2	Using calendar functions the system will allow the Inspection staff the ability to select an itinerary for a:	X			
	10.11.2.1	Day	X			
	10.11.2.2	Week	X			
	10.11.2.3	Month	X			
	10.11.3	System will allow an Inspector the ability to conduct an assignment by selecting it from the Assignment List	X			
	10.11.3.1	System will display information for:	X			
	10.11.3.1.1	Organization	X			
	10.11.3.1.2	License	X			
	10.11.3.1.3	Halls	X			
	10.11.3.1.4	Tags	X			
	10.11.3.1.5	Administrative Case Number	X			
	10.11.3.1.6	System will provide any information already entered for the selected inspection	X			
	10.11.3.2	System will provide a new inspection template when the Inspector begin a new inspection	x			
	10.12	**Data for inspections will include:**				
	10.12.1	Organization ID		X		
	10.12.2	Organization Name		X		
	10.12.3	License ID		X		
	10.12.4	Hall ID		X		
	10.12.5	Supplier ID		X		
	10.12.6	Location Address		X		
	10.12.7	Date		X		
	10.12.8	License Start Time		X		
	10.12.9	License End Time		X		

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	10.12.10	Rules		X		
	10.12.11	Infractions		X		
	10.12.12	Corrective Action		X		
	10.12.13	Charity Game Ticket Inventory		X		
	10.12.14	Disposable Bingo Card Inventory		X		
	10.12.15	Inspector's Name		X		
	10.12.16	License Chairperson Name		x		
	10.13	**User must have the ability to manually enter inspection information**	X			
	10.14	**System must display licenses to Inspect**				
	10.14.1	The system will provide the means to narrow the inspection list through the use of filtering criteria	X			
	10.14.1.1	Last Inspection date	X			
	10.14.1.2	Inspection Type	X			
	10.14.1.2.1	Assigned	X			
	10.14.1.2.2	Follow Up	X			
	10.14.1.2.3	Inspector Initiated Follow Up	X			
	10.14.1.3	License Type	X			
	10.14.1.4	Date Range	X			
	10.14.1.5	City	X			
	10.14.1.6	County	X			
	10.14.1.7	Zip Code	X			
	10.14.1.8	District	X			
	10.15	**System must allow for multiple inspections per organization**	x			
	10.16	**System must allow the ability to complete disposable (paper) bingo card inventory**				
	10.16.1	The system must determine the difference between the Licensees inventory count and the inspector's actual inventory count			X	
	10.17	**System must allow for the ability to complete a charity game ticket inventory**			X	
	10.18	**System must require the inspector to classify inspection deficiencies as:**				

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	10.18.1	Warnings	x			
	10.18.2	Violations	x			
	10.19	**System must automatically do the following when a violation is identified during the inspection:**				
	10.19.1	System must create a Violation Tag			X	
	10.19.1.1	System will place all new violation tags in “Pending” status			X	
	10.19.1.2	System will use the date that the inspection was conducted as the beginning date of the violation tag			X	
	10.19.2	System generates a violation letter			X	
	10.19.2.1	Letters must be editable			X	
	10.19.3	System generates a Violation Form			X	
	10.19.3.1	System will calculate response due date by adding the current date to a specified delay period			X	
	10.19.3.1.1	The delay period will be in days			X	
	10.19.3.1.2	The delay period will be configurable by authorized users			X	
	10.19.3.1.3	Current default for the delay period is 21 calendar days			X	
	10.19.4	System will notify appropriate staff of the violation by email			X	
	10.19.5	System must require the inspector to schedule a follow-up inspection appointment			x	
	10.20	**System must allow for access to regulatory documentation**				
	10.20.1	The system must have the ability to search by key word(s)	X			
	10.20.2	The system must allow the inspector to copy all or portions of the following documents in an inspection report:	X			
	10.20.2.1	Public Act 382 of 1972, as amended	X			
	10.20.2.2	Administrative rules	X			
	10.20.2.3	Directives of the Bureau	X			
	10.21	**System must allow the inspector to enter corrective action**				
	10.21.1	Predetermined corrective action	X			
	10.21.1.1	Can be edited by the inspector	X			
	10.21.2	Manually created corrective action	x			
Closeout Inspections	**10.22**	**When closing out an annual Large Bingo or Charity Game Ticket license, the system must require the inspector to indicate**				

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
		whether or not the closeout was successfully completed				
	10.22.1	System must perform the following when closeout is successfully completed:	X			
	10.22.1.1	System must remove follow-up visits from inspector's follow-up list	X			
	10.22.1.2	System must change the Tag Status to “Removed” when a Closeout Tag exists	X			
	10.22.1.3	When there are pending licenses, the system must notify the licensing staff that a Closeout Tag has been removed	X			
	10.22.2	System must prompt inspector to schedule a follow up visit when the closeout inspection has not been completed	X			
	10.22.2.1	System must have the ability for the inspector to schedule follow- up inspections using a calendar function	X			
Closeout of Annual Licenses	**10.23**	**Licensee must have the ability to complete and submit a permanent license closing form electronically.**				
	10.23.1	System must have the ability to convert by OCR, and by manual method, permanent license closing forms into an electronic format			x	
	10.24	**The user must have the ability to enter at a minimum an organization ID, license number, and final play date**				
	10.24.1	System must notify the user if the organization ID and license number do not belong to the same organization	X			
	10.24.2	System must notify the user if the date entered does not fall within the license year selected	X			
	10.24.2.1	The system will default to current license year	X			
	10.25	**System must change license status to "Closed" based on the final play date**	X			
	10.26	**System must assign a follow-up assignment to the local district inspector**				
	10.26.1	System must allow an authorized user the ability to assign the follow-up to a different inspector	X			
	10.27	**System will generate a closeout letter to the Licensee**				
	10.27.1	System will calculate the response date as the later of these options:		x		
	10.27.1.1	60 Days from final play date		x		
	10.27.1.2	60 Days from the date of the closeout letter		x		
	10.27.2	System will designate the inspector based on the follow-up assignment		x		

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	10.28	**System must have the ability to automatically add or remove a closeout tag**			x	
Inspection Reporting	**10.29**	**System must have the ability to create an inspection report**				
	10.29.1	Report must be reviewed and approved by authorized user prior to release to Licensee	X			
	10.29.2	System must generate an Inspection Report Cover Letter		x		
	10.29.2.1	Cover Letter must be editable		x		
	10.29.3	System must generate a Violation Response Form when the Inspector has indicated a Violation has occurred		x		
	10.29.4	System must format the report so it may be:		x		
	10.29.4.1	Printed and mailed to the Licensee		x		
	10.29.4.2	Sent via email to the Licensee		x		
	10.29.4.3	Available online to the Licensee		x		
Training & License Activation	**10.30**	**System must allow for the activation date to be entered for a New Annual License when training has been successfully completed**				
	10.30.1	Large Bingo License		x		
	10.30.2	Annual Charity Game Ticket License		x		
Records Confiscation	**10.31**	**System must have the ability to indicate that records have been confiscated**				
	10.31.1	System must not issue a delinquency letter and tag when records are confiscated			x	
	10.31.2	When the inspection report is generated for the licensee, the comment section must display "Records retained for further review."			x	
	10.31.3	System must provide the Inspector the ability to enter the date range of the game records confiscated			x	
	10.31.4	System must have the ability to create a delinquency tag once records are returned to the Licensee			x	
Inspector Time & Activity Reporting	**10.32**	**System must allow the Inspector to categorize work hours by activity type:**				
	10.32.1	Administrative Time		X		
	10.32.2	Administrative Travel Time		X		
	10.32.3	Equipment Maintenance		X		
	10.32.4	Informal Meetings		X		
	10.32.5	Inspections by License Type		X		
	10.32.6	NOI		X		
	10.32.7	Office Time		X		

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	10.32.8	Record Review		X		
	10.32.9	Training		X		
	10.32.9.1	Number of Attendees		X		
	10.32.10	Travel Time		X		
	10.32.11	Vehicle Maintenance		x		
	10.33	**System must allow the Inspector to enter beginning and ending times for each work activity**	x			
	10.34	**System must allow the Inspector to enter comments about activities**	x			
	10.35	**System must allow users the ability to correct time and activity information as needed prior to the end of the reporting period**	x			
	10.36	**System must allow authorized users the ability to correct time and activity information as needed after the end of the reporting period**	x			
	10.37	**System must have the ability to display complete work week information**	x			
Management Administration	**10.38**	**System must allow authorized users the ability to generate periodic statistics reporting of inspection activity of the entire inspection staff:**				
	10.38.1	System must allow the authorized user to determine the time frame for the report			X	
	10.38.2	The report must display:			X	
	10.38.2.1	Total number of inspections by type			X	
	10.38.2.2	Total infraction counts			X	
	10.38.2.2.1	Warnings			X	
	10.38.2.2.2	Violations			X	
	10.38.2.3	Number of complaints			X	
	10.38.2.4	Number of close-outs			X	
	10.38.2.5	Number of new annual licenses			X	
	10.38.2.5.1	Large Bingo			X x	
	10.38.2.5.2	Charity Game Tickets			X	
	10.38.2.6	Number of Meetings			X	
	10.38.2.6.1	Area Training			X	

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	10.38.2.6.2	Special			X	
	10.38.2.7	Meeting Attendance			X	
	10.38.2.7.1	New Annual Licenses			X	
	10.38.2.7.2	Area Training			X	
	10.38.2.7.3	Special			X	
	10.39	**System will analyze individual inspector time and activity data to determine**				
	10.39.1	Average number of inspections per inspector			X	
	10.39.2	Office time			X	
	10.39.3	Travel time			X	
	10.39.4	Administrative time			X	
	10.39.5	Non-work time			X	
	10.39.5.1	Vacation			X	
	10.39.5.2	Sick time			X	
	10.39.5.3	Furlough			X	
	10.39.5.4	School & Community leave			x	
	10.40	**System must provide authorized users a way to define and maintain activity codes and sub-codes used by inspectors to categorize their work hours:**		X		
	10.41	**System must provide authorized users a facility to manage inspector assignment lists**				
	10.41.1	Create new inspection assignments	X			
	10.41.2	Change existing inspection assignments	X			
	10.41.3	Modify data related to an inspection assignment	X			
	10.41.4	Delete inspection assignments	X			
	10.41.5	Automatically generate inspection assignments based on specific criteria:		x		
	10.41.5.1	Last inspection date		x		
	10.41.5.2	Delinquent organizations		x		
	10.41.5.3	Charity Game Ticket prize payout percentage		x		
	10.41.5.4	Other criteria established by inspection manager		x		
	10.41.6	System must provide authorized users a method to manage inspector follow up lists		x		
Complaint Handling	**10.42**	**Customers must have the ability to submit complaint forms electronically**	X			
	10.43	**System must have the ability to convert paper complaint forms into an electronic format**	X			

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	10.44	**System must provide a facility for tracking complaints**	X			
	10.45	**System must be able to track complaints by status types:**				
	10.45.1	Pending	X			
	10.45.2	Assigned	X			
	10.45.3	Completed	X			
	10.46	**System must be able to verify information in the complaint**				
	10.46.1	System must track the following complaint information:	X			
	10.46.1.1	Organization ID	X			
	10.46.1.2	Organization name	X			
	10.46.1.3	License ID	X			
	10.46.1.4	Date complaint received	X			
	10.46.1.5	Date of incident	X			
	10.46.1.6	Assigned Inspector	X			
	10.46.1.7	Date complaint assigned to inspector	X			
	10.46.1.8	Complaint status	X			
	10.46.1.9	Completion date	X			
	10.46.1.10	Inspection Manager approval	X			
	10.46.2	System must alert the user of information requiring correction	x			
	10.46.3	System must provide a method to correct data errors				
	10.47	**System must have the ability to electronically route complaint forms to staff for processing**	X			
	10.48	**System will generate an investigation form using information submitted on the complaint form when assigned to an inspector**	X			
11. USER & SYSTEM GENERATED LETTERS						
User Generated Letters	**11.1**	**System must allow user to:**			X	
	11.1.1	Maintain User defined data			X	
	11.1.1.1	Create			X	
	11.1.1.2	Change			X	
	11.1.1.3	Delete			X	
	11.1.2	Maintain Standard phrases			X	
	11.1.2.1	Create			X	

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	11.1.2.2	Change			X	
	11.1.2.3	Delete			X	
	11.2	**System must create user defined letters and forms** which include:				
	11.2.1	Additional Information			X	
	11.2.2	Financial Set Aside			X	
	11.2.3	Inspection Cover Letter			X	
	11.2.4	Notice of Intent to Commence Formal Hearing (NOI)			X	
	11.2.5	Agreement			X	
	11.2.6	Closeout			X	
	11.2.7	Delinquency			X	
	11.2.8	Summary Suspension			X	
	11.2.9	Probation			X	
	11.2.10	Forfeit			X	
	11.2.11	Cancel			X	
	11.2.12	Denial			X	
	11.2.13	Overpayment Refund			X	
	11.2.14	Customer Service Letters			X	
	11.2.15	Violation Response Forms			X	
	11.2.16	Suspension Posters			X	
	11.2.17	Complaint for Investigation Form			X	
	11.3	**System must allow the user to edit the letter at the time that it is created**		X		
	11.4	**System must be capable of pulling user defined data from the system and inserting it into standard text phrases. (e.g., fee, license number, dates)**		X		
	11.5	**System must be capable of inserting a barcode into a letter containing user defined data**			x	
	11.6	**System must allow the user to print the letter:**				
	11.6.1	At the time it is created		X		
	11.6.2	At a later time		X		
	11.6.3	In a batch		X		
	11.7	**System must be capable of automatically saving a batch of letters by create date**		X		
	11.8	**System must be capable of providing online capabilities for customers to view and print letters**		X		
	11.9	**System will be capable of interfacing with an electronic document management system**				

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	11.9.1	System will store an image of each user generated letter in the electronic document management system			x	
	11.9.2	System will associate the image with the:			x	
	11.9.2.1	Organization ID			x	
	11.9.2.2	License ID			x	
	11.9.2.3	License Year			x	
	11.9.2.4	Document Type			x	
	11.9.2.5	Date Created			x	
System Generated Letters	**11.10**	**System must be capable of automatically generating the following letter types:**				TCC has implemented system generated letters in other systems and can incorporate that code into CGIS
	11.10.1	Forfeit for no activity			x	
	11.10.2	Inspection Reports			x	
	11.10.3	Financial statement delinquency notices			x	
	11.11	**System must allow automatically generated letters:**				
	11.11.1	At user defined times			x	
	11.11.2	With user defined data			x	
	11.12	**System must be capable of producing a report, containing user defined data, for all user generated letters**			x	
	11.13	**System must be capable of inserting a barcode into a letter containing user defined data**				
	11.13.1	Organization ID			x	
	11.13.2	License ID			x	
	11.13.3	License Year			x	
	11.13.4	Document Type			x	
	11.13.5	Date Created			x	
	11.14	**System must be capable of reading a barcode containing user defined data**				
	11.14.1	Organization ID			x	
	11.14.2	License ID			x	
	11.14.3	License Year			x	
	11.14.4	Document Type			x	
	11.14.5	Date Created			x	
	11.15	**System must be capable of automatically saving a batch of letters by create date**			x	
	11.16	**System must allow the user to:**				

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	11.16.1	Retrieve letter			x	
	11.16.2	Edit letter			x	
	11.16.3	Print letter			x	
	11.17	**System must be capable of providing online capabilities for customers to view and print system generated letters**			x	
	11.18	**System must be capable of producing a report, containing user defined data, for all system generated letters**			x	
12. REPORTING						
Automated Reports	**12.1**	**System must have the ability to automatically generate pre-defined reports**				All reports are written using SSRS
	12.1.1	System must provide user defined report layouts			x	
	12.2	**System must have the ability to export reports into other common formats:**				
	12.2.1	Excel			x	
	12.2.2	Word			x	
	12.2.3	Access			x	
	12.2.4	PDF			x	
	12.3	**System must have the ability to provide summary reports with drill down capabilities**			x	
	12.4	**System must have the ability to provide report output thru various methods**				
	12.4.1	Pre-defined email addresses			x	
	12.4.2	Pre-defined printer(s)			x	
	12.4.3	Hard copy			x	
Ad-Hoc Reports	**12.5**	**System must provide an ad-hoc reporting tool for users to create customized report**	X			Ad-Hoc Reports are off the shelf using our Report Builder Tool
	12.6	**System must allow for ad-hoc reports to be saved as:**				
	12.6.1	Reports	X			
	12.6.2	Report Templates	X			
	12.7	**Reporting tool must allow user to create automated calculations within an ad-hoc report such as:**				
	12.7.1	Data field totals	X			
	12.7.2	Complex calculations involving multiple data fields	X			
	12.8	**System must have the ability to export ad-hoc reports into other common formats**				

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	12.8.1	Excel	X			
	12.8.2	Word	X			
	12.8.3	Access	X			
	12.8.4	PDF	X			
	12.9	**System must have the ability to provide summary reports with drill down capabilities**	X			
	12.10	**System must have the ability to provide report output thru various methods**				
	12.10.1	Pre-defined email addresses	X			
	12.10.2	Pre-defined printer(s)	X			
	12.10.3	Hard copy	X			
Labels	**12.11**	**System must support the creation of labels for:**				
	12.11.1	Addresses associated with charitable organizations			X	
	12.11.2	Licensees			X	
	12.11.3	Individuals			X	
	12.11.4	Suppliers			X	
	12.11.5	Halls			X	
	12.12	**System must provide label output as:**				
	12.12.1	Printed			X	
	12.12.2	Electronic for 3rd party printers			X	
	12.13	**System must generate labels:**				
	12.13.1	Individually			X	
	12.13.2	In Groups			X	
	12.13.2.1	User must be able to restrict label output by:			X	
	12.13.2.1.1	License Status			X	
	12.13.2.1.2	License Year			X	
	12.13.2.2	User may choose to print labels with either:			X	
	12.13.2.2.1	Physical Location Address			X	
	12.13.2.2.2	Mailing Address			x	
	12.13.2.3	User may choose to limit label output to a single label when the selection criteria would result in duplicates			x	
	12.14	**System must produce labels according to user specified criteria including:**				

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	12.14.1	License Number			x	
	12.14.2	Organization ID			x	
	12.14.3	Supplier ID			x	
	12.14.4	Hall ID			x	
	12.14.5	License Type			x	
	12.14.6	County			x	
	12.14.7	Zip Code			x	
	12.14.8	Inspector District			x	
	12.14.9	Millionaire Party Location (No longer used - legacy only)			x	
	12.14.10	Sub Lessor (No longer used – legacy only)			x	
	12.14.11	Charity Game Tickets			x	
	12.14.12	Geographic Information System (GIS) Tables			x	
	12.15	**System must provide a means for the user to specify a sort order for labels including:**				
	12.15.1	Zip Code			x	
	12.15.2	Organization ID			x	
	12.15.3	Organization Name			x	
	12.15.4	License ID			x	
	12.15.5	Street Address			x	
	12.15.6	City			x	
	12.15.7	State			x	
	12.15.8	District			x	
	12.15.9	County			x	
	12.15.10	Contact Person			x	
	12.16	**System must provide users the ability to manually print ad hoc labels**			x	
Mail Merge	**12.17**	**System must provide a means of inserting selected data into template forms to create personalized documents:**				
	12.17.1	Letters			x	
	12.17.2	Labels			x	
13. ONLINE FUNCTIONALITY						
Public Facing Web Requirements	**13.1**	**The system must require all qualified entities wishing to use the online system to set up an "account" with a USERID and password. Eligible entities include:**				TCC has implemented numerous online public portals and can incorporate existing code to implement this functionality

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	13.1.1	Organizations			X	
	13.1.2	Suppliers			X	
	13.2	**System will initially limit on-line functionality to charitable organizations only**			X	
	13.3	**Authorized users can restrict ability of organizations to use online functionality**			X	
	13.4	**The system must provide a "Forgot My Password" feature**				
	13.4.1	Must require secret question feature			X	
	13.5	**The organization's account will be disabled after three unsuccessful login attempts**				
	13.5.1	Authorized user must be able to re-enable the account upon the organization's request			X	
	13.6	**The submission of any type of information online must require a USERID and password for authentication, security and signature verification purposes**			X	
	13.7	**Identifying transaction information must be logged and maintained by the system for all online "public facing" transactions**			X	
	13.8	**System must allow organizations to modify their own information**			X	
	13.9	**System must allow authorized users to control which fields can be modified by the organization**				
	13.9.1	Principal Officer email address may be modified only by authorized user			X	
	13.10	**System must notify the following people via email when changes to their account information have been made:**				
	13.10.1	Organization Principal Officer			X	
	13.10.2	Supplier Owners			X	
	13.11	**System must immediately generate an on-line confirmation when transactions have been completed**			X	
	13.12	**System must support online submission of forms and applications**				
	13.12.1	Forms and applications may include:			X	
	13.12.1.1	License Applications			X	
	13.12.1.2	Financial Statements			X	
	13.12.1.3	License Change Forms			X	
	13.12.1.4	Annual License Renewal Applications			X	
	13.12.1.5	Supplier Renewal Applications			X	
	13.12.2	System must provide edits and rules as specified for Charitable			X	

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
		Gaming forms submittal				
	13.12.3	System must provide organizations with the ability to save unfinished documents for completion at a later time			X	
	13.12.4	Upon successful completion of license application, system will:			X	
	13.12.4.1	Assign a unique License ID			X	
	13.12.4.2	Generate a form:			X	
	13.12.4.2.1	Submit to the document management system			X	
	13.12.4.2.2	Provide a copy to the applicant			X	
	13.13	**System must provide the licensee/applicant the ability to check status of submitted documents, such as:**				
	13.13.1	License Applications			X	
	13.13.2	Renewals			X	
	13.13.3	Additional Information Letters			X	
	13.13.4	Financial Statements			X	
	13.13.5	Supplier Invoices			X	
	13.14	**Selected public information must be available online such as:**				
	13.14.1	Names of licensees			X	
	13.14.2	Dates			X	
	13.14.3	Times			X	
	13.15	**Locations at which activities are conducted**			X	
Online Payments	**13.16**	**System must interface with the current State-contracted payment processor or with any subsequent State-contracted payment processors**			X	
	13.17	**System must be able to accept forms of online payment including:**				
	13.17.1	Electronic checks			X	
	13.17.2	Debit cards			X	
	13.17.3	Credit cards			X	
	13.17.4	Electronic fund transfers (EFT)			X	
	13.17.5	PayPal			X	
	13.17.6	Other electronic payment methods			X	
	13.18	**System must link payments to the related:**				
	13.18.1	License Applications			X	
	13.18.2	CGT Supplier Invoices			X	
	13.19	**System must generate receipts for online payments of all types**				

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
		and include:				
	13.19.1	Transaction confirmation number			X	
	13.19.2	Printable receipt			X	
	13.19.3	Electronic receipt save function			X	
	13.19.4	Electronic receipt saved to document management system			X	
Online Forms	**13.20**	**System must include a means for authorized users to create new online template forms**			X	
	13.21	**System must include a means for authorized users to maintain existing template forms**			X	
	13.22	**System must prefill online forms with stored information:**				
	13.22.1	Organization			X	
	13.22.2	License			X	
	13.22.3	Supplier			X	
	13.22.4	Hall			X	
	13.23	**System must have the ability to prompt client/customer with edit messages when necessary**			X	
	13.24	**System must have the ability to allow e-forms to link to other documents or policies**			X	
	13.25	**System must allow for the online printing of licenses by licensees with a unique identifier in a scan-able format for authentication purposes**			X	
	13.26	**System must allow for the online printing of license information such as:**				
	13.26.1	Additional Information Letters			X	
	13.26.2	Financial Statements			X	
	13.26.3	Game Records			X	
	13.26.4	Rules			X	
	13.26.5	Directives			X	
14. DOCUMENT MANAGEMENT						
	14.1	**System must be able to electronically image any paper documents**				TCC will incorporate the documents management functionality into this system that it has previously developed for other states.
	14.1.1	System must be able to index the electronically created documents to:			X	

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	14.1.1.1	Organization ID			X	
	14.1.1.2	License ID			X	
	14.1.1.3	Supplier ID			X	
	14.1.1.4	MP location (no longer used – legacy only)			X	
	14.1.1.5	Hall ID			X	
	14.1.1.6	Document Type			X	
	14.1.1.7	Document create date			X	
	14.1.1.8	User Defined			X	
	14.1.1.8.1	Workflow status			X	
	14.1.1.8.2	FOIA			X	
	14.1.1.8.3	CG Work Unit			X	
	14.1.2	System must provide authorized users the ability to modify index values:			X	
	14.1.2.1	Add new index values			X	
	14.1.2.2	Change existing index values			X	
	14.1.2.3	Delete obsolete index values			X	
	14.2	**System must store data (document images) in a central repository**			X	
	14.3	**System must allow users to manually:**				
	14.3.1	Import documents			x	
	14.3.2	Index documents			X	
	14.4	**System must have the ability to scan documents, which vary in:**				
	14.4.1	Color			X	
	14.4.2	Size			X	
	14.4.3	Texture			X	
	14.4.4	Thickness			X	
	14.5	**System must accept documents with the following tolerances:**				
	14.5.1	Minimum size of 2" x 4"			X	
	14.5.2	Maximum of 11" x 14"			X	
	14.5.3	Minimum document paper thickness of .0025”			X	
	14.5.4	Maximum document paper thickness of .036”			X	
	14.5.5	Colors identified as industry standard for imaging or printing			X	
	14.6	**System must allow the user to manipulate groups of scanned documents:**				
	14.6.1	Remove individual documents			X	
	14.6.2	Rescan individual documents			X	

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	14.6.3	Replace scanned documents from a previously scanned group of documents			X	
	14.7	**System must be able to scan at least 80 pages per minute**			X	
	14.8	**System must be capable of simplex and duplex scanning**			X	
	14.9	**Documents must be able to be grouped together during scanning based on**				
	14.9.1	Document type			X	
	14.9.2	Barcoded data			X	
	14.9.3	Number of pages			X	
	14.9.4	Separator sheets			X	
	14.10	**Scanning software must be able to auto correct a skewed document within 20 degrees**			X	
	14.11	**Scanning software must be able to automatically adjust document resolution at a minimum of 400 dpi**			X	
	14.12	**System must have the ability to recognize and automatically delete blank pages**			X	
	14.13	**System must have the capability to automatically orient documents to landscape or portrait presentation**			X	
	14.14	**System must provide the user document edit capabilities:**				
	14.14.1	Add pages			X	
	14.14.2	Delete pages			X	
	14.14.3	Reorder pages			X	
	14.14.4	Duplicate pages			X	
	14.14.5	Split document			X	
	14.14.6	Merge documents			X	
	14.15	**System must have advanced Optical Character Recognition (OCR) capabilities**				
	14.15.1	A minimum accuracy rate of 90%			X	
	14.15.2	Ability to regulate the error percentage between 90% and 100% by document type.			X	
	14.15.3	Ability to transfer captured OCR data to input screens			X	
	14.16	**System must have the ability to validate data from specific fields on electronically created forms**			X	
	14.17	**System must be able to read barcodes and perform the following based on the barcode content:**				
	14.17.1	Document Indexing			X	
	14.17.2	Workflow Routing			X	
	14.18	**System must have the ability to electronically process fax**				

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
		documents				
	14.18.1	Import faxes			X	
	14.18.2	Index faxes			X	
	14.18.3	Automatically send receipt confirmation to the sender.			X	
	14.19	**System must have the ability to electronically process email documents**				
	14.19.1	Import email messages			X	
	14.19.2	Import attachments			X	
	14.19.3	Index email documents			X	
	14.19.4	Automatically send receipt confirmation to the sender.			X	
	14.20	**System must provide the user the ability:**				
	14.20.1	View image			X	
	14.20.2	Highlight text			X	
	14.20.3	Rotate image			X	
	14.20.4	Zoom image			X	
	14.20.5	Add annotations			X	
	14.20.6	Add notes			X	
	14.20.7	Print image			X	
	14.20.7.1	With annotations			X	
	14.20.7.2	Without annotations			X	
	14.20.8	Perform text searches			X	
Document Search	**14.21**	**System must allow user retrieval of electronic images using:**				
	14.21.1	Frequently used search criteria:			X	
	14.21.1.1	Organization ID			X	
	14.21.1.2	License ID			X	
	14.21.1.3	Supplier ID			X	
	14.21.1.4	Hall ID			X	
	14.21.1.5	Document Type			X	
	14.21.1.6	Document create date			X	
	14.21.1.7	Workflow status			X	
	14.21.2	Any Index value			X	
	14.21.3	Any combinations of index values			X	
	14.22	**System must have the ability to view a document and all pages within the document by using a paging function:**				
	14.22.1	Sequentially			X	
	14.22.2	First or Last page			X	
	14.22.3	“Go To” any page			X	
	14.23	**System must allow for the faxing and emailing of a single**			X	

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
		document as well as multiple documents at one time				
	14.24	**System must have image retrieval response times within a maximum of three seconds**			X	
15. CASE ADMINISTRATION ACTION TRACKING		**System must provide a facility to track cases of rules violations**				
15. CASE ADMINISTRATION ACTION TRACKING		**System must provide a facility to track cases of rules violations**				
Case Search	**15.1**	**System must provide search capabilities on cases by:**				
	15.1.1	Case Number	X			
	15.1.2	Organization Number	X			
	15.1.3	Organization Name	X			
	15.1.4	Organization Personnel	X			
	15.1.4.1	Principal Officer	X			
	15.1.4.2	Chairperson	X			
	15.1.4.3	Contact	X			
	15.1.5	District	X			
	15.1.6	Location	X			
	15.1.6.1	City	X			
	15.1.6.2	County	X			
	15.1.6.3	Zip Code	X			
	15.1.7	License Number	X			
	15.1.8	Date Range	X			
Case Inquiry	**15.2**	**System must provide inquiry capabilities to view case information**	X			
	15.3	**System must display any Tags currently placed on the Organization**			x	
	15.4	**System must display a chain-of-evidence event history**	X			
Create New Case	**15.5**	**System must capture information regarding each case:**				
	15.5.1	Case Status	X			
	15.5.2	Organization ID	X			
	15.5.3	Multiple License Numbers	X			
	15.5.4	License Types	X			
	15.5.5	Multiple Event Dates	X			
	15.5.6	NOI Letter Date	X			
	15.5.7	Compliance Meeting Date	X			
	15.5.8	Compliance Meeting Attendees	X			
	15.5.9	Agreement Letter Issued Date	X			

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	15.5.10	Agreement Letter Due Date	X			
	15.5.11	Multiple Resolution Actions	X			
	15.5.12	Resolution Dates	X			
	15.6	**System must assign a unique case number to each new case**	X			
	15.7	**System must provide a facility to log new "chain-of-evidence" events**				
	15.7.1	System will maintain a time stamp for each log entry	X			
	15.7.2	System will identify the user entering each log entry	X			
	15.7.3	Each log entry must include:	X			
	15.7.3.1	Date evidence was moved	X			
	15.7.3.2	Original location	X x			
	15.7.3.3	Destination location	X			
	15.7.3.4	Date range of confiscated game records	X			
	15.7.3.5	Name of person who moved evidence	X			
Edit Existing Case	**15.8**	**System must allow authorized users to modify existing cases**	X			
	15.9	**System must allow authorized user to modify date and event information in a case as the administrative action process proceeds**	X			
	15.10	**System must provide a mechanism to relate documents in the electronic document management system to a case number(s)**	X			
	15.11	**System must provide a method to enter the actions taken to resolve a case**				
	15.11.1	Case Dismissed	X			
	15.11.2	Probation	X			
	15.11.2.1	System must allow the entry of begin and ending dates for the probation	X			
	15.11.3	License Suspension	X			
	15.11.3.1	System must allow the entry of begin and ending dates for each suspension	X			
	15.11.4	Summary Suspension	X			
	15.11.5	License Revocation	X			
	15.11.6	Loss of Organization Qualification	X			
	15.12	**System must allow the user to enter an "effective date" for each resolution action taken**	X			
	15.13	**System must allow authorized users the ability to alter chain-of-evidence entries**				
	15.13.1	The system will maintain a time stamp for each log entry	X			

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	15.13.2	The system will identify the user altering the log entry	X			
Delete Case	**15.14**	**System will only allow authorized users to delete case records**	X			
Notice of Intent Letter (NOI)	**15.15**	**System must provide the ability to issue a Notice of Intent Letter**				
	15.15.1	Letter will describe the issues to be addressed at a compliance meeting		x		
	15.15.2	System will calculate the due date for scheduling a compliance meeting with the Bureau		x		
	15.15.2.1	This date will default to two weeks from the issue date of the letter		x		
	15.15.2.2	The authorized user will be able to change the due date before the letter is printed		x		
	15.15.3	The NOI letter must be editable by the user		x		
	15.15.4	System will place an NOI Tag into the case record		x		
Agreement Letter	**15.16**	**System must provide the ability to issue an Agreement Letter**				
	15.16.1	The letter describes the actions to be taken to address the issues		x		
	15.16.2	System will calculate the due date for the Organization to respond		x		
	15.16.2.1	This date will default to two weeks from the issue date of the letter		x		
	15.16.2.2	The authorized user will be able to change the due date before the letter is printed		x		
	15.16.3	The Agreement Letter must be editable by the user		x		
License Suspensions	**15.17**	**The authorized user must have the ability to enter valid date ranges for a suspension period**				
	15.17.1	The authorized user will be able to pick individual licenses to suspend	X			
	15.17.2	The authorized user will be able to select a type of license to suspend	X			
	15.17.3	The authorized user will be able to suspend all active licenses for an Organization	X			
	15.18	**System must provide the ability to print a suspension letter**	X			
	15.19	**System must provide the ability to print a suspension poster**			x	
	15.20	**System must create a suspension Tag for the Organization**			x	
	15.21	**System must provide a means to add the suspension to the list published in the quarterly CG newsletter**			x	
Summary Suspensions	**15.22**	**System must allow the user to enter the date a summary suspension is issued**				
	15.22.1	The summary suspension period may not exceed 60 days			x	

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	15.23	**System must create a Summary Suspension tag for the Organization**			x	
	15.24	**System must provide the ability to print a summary suspension letter**			x	
License Revocations	**15.25**	**System must change each effected license status to "Closed" based on the revocation date**		X		
	15.26	**System must generate a closeout letter**		X		
	15.27	**System must create a revocation Tag for the Organization**		X		
Probations	**15.28**	**The user must have the ability to enter valid date ranges for a probation period**		X		
	15.29	**System must create a probation Tag for the Organization**		X		
	15.30	**System must generate a probation letter only when probation is the only penalty being imposed against the Organization**				
	15.30.1	The probation letter must be editable by the user		X		
Case Resolution	**15.31**	**System must have a means for user to indicate the administrative action process is complete**		X		
	15.32	**System must allow the user to close the Case**		X		
	15.33	**System must allow the user to enter a close date for the Case**		X		
	15.34	**System will generate a customer relations letter when needed at the discretion of CG staff**				
	15.34.1	The customer relations letter must be editable by the user		X		
	15.34.2	System will alert designated CG staff when administrative actions expire so that an appropriate customer relations letter may be generated		X		
	15.35	**System must prompt the user to indicate if the action is to be published in the CG newsletter**		X		
Status Summary Report	**15.36**	**System will generate a summary report listing all open Cases**			x	
	15.37	**The user must have the ability to enter additional information related to the administrative action process that will appear in a status report**			x	
CG Newsletter - Administrative Action List	**15.38**	**System must have a means for users to track what actions have been published in the division's newsletter**			x	
16. SECURITY						
Authentication	**16.1**	**Each user on the system will have a unique username.**	X			
	16.2	**Vendor settings must be changed from their default values.**				

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
		Settings include:				
	16.2.1	System level default User names and Passwords	X			
	16.2.2	General User Passwords	X			
	16.2.3	Other Security Parameters	x			
	16.3	**Password Protocols:**				
	16.3.1	Passwords must be at least 8 characters in length with a preferred length of 12 or more characters		x		
	16.3.2	Passwords will be randomized		x		
	16.3.3	Passwords will contain 3 out of these for criteria:		x		
	16.3.3.1	Upper case characters (A-Z)		x		
	16.3.3.2	Lower case character (a-z)		x		
	16.3.3.3	Numerical Digits (0-9)		x		
	16.3.3.4	Special Characters		x		
	16.3.4	Passwords must be stored in an encrypted format, not plain text		x		
	16.3.5	Passwords must not be in plain text or any reversible form within application code		x		
	16.3.6	Passwords must be changed every 90 days		x		
	16.3.7	Passwords cannot be used repeatedly		x x		
	16.3.8	User accounts will automatically lock after 4 unsuccessful password attempts		x		
	16.3.8.1	Only will be unlocked by a system administrator		x		
Encryption	**16.4**	**Sensitive and confidential data will need to be encrypted:**				
	16.4.1	In Transit		x		
	16.4.2	At Rest		x		
	16.5	**Proven, standard and unbroken algorithms will be used as the basis for encryption technologies**		x		
	16.6	**Proven, standard message digest hash algorithms shall be used as the basis for creating and verifying a digital signature or file integrity**		x		
	16.7	**Encryption keys will be performed with a stronger algorithm than is used to encrypt other sensitive data**		x		
	16.8	**Encryption keys that are used to encrypt other keys will not be used to encrypt data**				
	16.8.1	Data encryption keys and key encryption keys will be kept separate		x		
	16.8.2	All keys will be stored in encrypted form		x		
Database Security	**16.9**	**System must not build commands directly from the user. System**				

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
		will employ:				
	16.9.1	Stored Procedures	X			
	16.9.2	User Defined Functions	X			
	16.10	**System will validate data before processing it by:**				
	16.10.1	Data Type	X			
	16.10.2	Field Length	X			
	16.10.3	Data Formats	X			
	16.10.4	Data Ranges	X			
System & Data Access	**16.11**	**System access will be protected by access control process allowing authorized users to grant access rights based on their business needs**	X			
	16.12	**System permissions will be configured so that vendors and system administrators cannot modify production data in an unrestricted manner**	X			
System Security Considerations	**16.13**	**System and Network access will be monitored and tracked**	X			
	16.14	**Turn off system specific messages regarding servers, hardware and software at the user level**	X			
	16.15	**System must pass PCI compliance check**		x		
	16.16	**Disable any unnecessary:**				
	16.16.1	Ports		x		
	16.16.2	Services		x		
	16.16.3	User Accounts		x		
	16.16.4	Programs		x		
	16.17	**Security requirements may be revised during the system design phase as needed based on Lottery and SOM security policies.**		x		
Backup & Recovery	**16.18**	**System Critical data files and databases will be backed up according to Lottery approved backup and file retention schedule**				
	16.18.1	Backup files will be tested weekly	X			
Risk Assessment Prior to "Go Live"	**16.19**	**Before going live a risk assessment will be performed to determine at minimum:**				
	16.19.1	Create a comprehensive list of possible and significant threats including:	X			
	16.19.1.1	Natural Disasters	X			
	16.19.1.2	Environmental Disasters	X			
	16.19.1.3	Man-Made Disasters	X			
	16.19.2	Estimate of loss potential if threat does occur	X			

DESCRIPTION	REQ. NO.	DETAIL	Off-The-Shelf	Configuration	Customization	COMMENTS
	16.19.3	Probability of each threat occurring	X			
	16.19.4	List of recommended safeguards to mitigate each threat	X			
Disaster Recovery	**16.20**	**The system design must include a comprehensive Disaster Recovery Plan (DRP)**				
	16.20.1	The DRP must contain a clear set of procedures to address the risks identified in the final “go live” risk assessment. The DRP must contain:	X			
	16.20.1.1	Preventative steps to be taken prior to the occurrence of a disaster	X			
	16.20.1.2	Mitigation steps to be taken during the course of the disaster	X			
	16.20.1.3	Restoration steps to be taken after the acute disaster phase has passed	X			
	16.20.2	The DRP must insure that in the event of a failure Charitable Gaming is down for no longer than five (5) business days.	X			
	16.20.3	The DRP must have a test plan containing:	X			
	16.20.3.1	Acceptance testing prior to implementation	X			
	16.20.3.2	Annual testing procedures	X			
	16.20.3.3	Procedures for the review of testing results to keep the DRP up to date.	x			

Schedule B – Pricing and Schedule

This is a firm-fixed price, deliverables-based contract. Pricing is fully-loaded: the State will not pay for any travel expenses, including but limited to, travel time, hotel, mileage, meals, and parking.

Contractor will submit invoices to:

DTMB – Financial Services
Accounts Payable
P.O. Box 30026
Lansing, MI 48909
or
DTMB-Accounts-Payable@michigan.gov

Cost Table 1: Base Year Summary

MILESTONE	COST
Initiation, Planning and Requirements Validation	$226,240
Software Licenses	$35,000
Implementation	$753,550
Training	$36,560
Documentation	$51,840
Maintenance and Support	$195,000
Total	**$1,298,595**

Cost Table 2: Base Year Detail

MILESTONE	DELIVERABLE	COST
Initiation, Planning and Requirements Validation	Documentation verifying and validating requirements	53,440
	Current Business Operations Document	44,800
	Conceptual Business Operations Document	44,800
	Conceptual Business Work Flow Diagram	38,400
	Final Project Plan	6,400
	Final Report Formats	22,400
	Final EASA	8,000
	Final DTMB 0170	8,000
Software Licenses	eXpedite v58.0.0.0 (up to 50 users)	30,000
	TFS Test Manager 2013 update 4 (testing tool)	5,000
Implementation	Data Conversion	119,880
	Data Migration	3,440
	Configuration	2,880
	Customization: Back-end Integrated database System	228,975
	Customization: Electronic Field Inspections	62,800
	Customization: Supplier Management, Inventory & Warehousing	94,640
	Installation	13,660
	Testing	130,200
	Interface to Great Plains	28,640
	Interface to UPS Shipping	28,640
	Interface to CEPASS	13,400
	Interface to KOFAX	13,400
	Interface to ERP	13,400
Training	End User training	20,400
	Technical training	11,200
	System Administrator training	1,920
	Train the Trainer training	3,040
Documentation	End User training documentation	3,600
	Technical training documentation	10,000
	System Administrator training documentation	3,600
	Train the Trainer documentation	3,600
	User manuals	3,040
	Technical manuals	10,400
	Data Elements Dictionary	13,400
	Operations Manual	4,200
	Updates to all documentation deliverables	0
Maintenance and Support *See note below	Base Year: First Year: included in initial software cost	0
	Base Year: Second Year	73,500
	Base Year: Third Year	40,500
	Base Year: Fourth Year	40,500
	Base Year: Fifth Year	40,500
TOTAL		**$1,298,595**

Cost Table 3: Renewal Year Detail

MILESTONE	DELIVERABLE	COST
Maintenance and Support *See note below	Option Year: Sixth Year	40,500
	Option Year: Seventh Year	40,500
	Option Year: Eighth Year	40,500
	Option Year: Ninth Year	40,500
	Option Year: Tenth Year	40,500
TOTAL		**$202,500**

*Maintenance & Support:

eXpedite license: $7,500 per year for years 2-10

Help Desk Support: $66,000 for year 2, $33,000 for years 3-10

Cost Table 4: Project and Payment Schedule

Task Name	Start	Finish	Predecessors	Payment
Michigan Lottery's Charitable Gaming Information System (CGIS)	Mon 4/25/16	Sun 9/26/21		
Initiation & Planning	Mon 4/25/16	Mon 11/7/16		
Prepare for Kick-off Meeting	Mon 4/25/16	Tue 5/3/16		
Identify CGIS Resources to Attend Meeting and their Roles	Mon 4/25/16	Mon 4/25/16		
Send CGIS Request for Information Required Prior to the Meeting	Mon 4/25/16	Mon 4/25/16	4	
Schedule the Meeting	Mon 4/25/16	Mon 4/25/16	5	
Review Requested Information sent by CGIS	Mon 4/25/16	Wed 4/27/16	6	
Prepare Agenda and Meeting Information Package	Wed 4/27/16	Mon 5/2/16	7	
Identify Equipment Needed for the Meeting	Mon 5/2/16	Mon 5/2/16	8	
Make Travel Arrangements	Mon 5/2/16	Tue 5/3/16	9	
Conduct Kick-off Meeting	Tue 5/3/16	Fri 5/6/16		
Identify Resources and Responsibilities	Tue 5/3/16	Tue 5/3/16	10	
Define Project Scope	Tue 5/3/16	Tue 5/3/16	13	
Define Project Goals	Tue 5/3/16	Wed 5/4/16	14	
Define Project Constraints	Wed 5/4/16	Wed 5/4/16	15	
Define Project Assumptions	Wed 5/4/16	Wed 5/4/16	16	
Define Project Risks	Wed 5/4/16	Wed 5/4/16	17	
Define Project Status Reports & Frequency	Wed 5/4/16	Thu 5/5/16	18	
Review	Thu 5/5/16	Thu 5/5/16	19	
Travel	Thu 5/5/16	Fri 5/6/16	20	
Kick-Off Meeting Deliverables	Fri 5/6/16	Mon 5/16/16		
Create Project Charter	Fri 5/6/16	Wed 5/11/16	21	
Create Project Management Plan	Wed 5/11/16	Mon 5/16/16	24	
Obtain Customer Sign-off and Purchase SW license	Mon 5/16/16	Mon 5/16/16	25	28,000
Requirements Definition	Mon 5/16/16	Mon 9/19/16		
Document CGIS Business Rules	Mon 5/16/16	Mon 6/13/16	26	
Document and Verify the Business Requirements	Mon 6/13/16	Mon 7/11/16	29	42,752
Document the Conceptual Business Operations	Mon 7/11/16	Mon 8/8/16	30	35,840
Create Conceptual Business Work Flow Diagram	Mon 8/8/16	Mon 8/22/16	31	35,840
Generate Requirements Document RTM	Mon 8/22/16	Mon 9/19/16	32	30,720
Obtain Customer Sign-off	Mon 9/19/16	Mon 9/19/16	33	

Task Name	Start	Finish	Predecessors	Payment
Establish Project Governance	Mon 6/13/16	Thu 9/22/16	29	
Communication Plan	Mon 6/13/16	Tue 6/14/16	26	
Risk Management Plan	Tue 6/14/16	Wed 6/15/16	37	
Change Management Plan	Wed 6/15/16	Thu 6/16/16	38	
Issue Management Plan	Thu 6/16/16	Fri 6/17/16	39	
Quality Management Plan	Fri 6/17/16	Mon 6/20/16	40	
Final Project Plan	Mon 9/19/16	Thu 9/22/16	41,33	5,120
Design	Mon 9/19/16	Mon 11/7/16		
Create Functional Design	Mon 9/19/16	Mon 10/3/16	33	
Create System Design	Mon 10/3/16	Mon 10/17/16	45	
Design the Database	Mon 9/19/16	Mon 10/3/16	33	
Design the Interfaces	Mon 9/19/16	Mon 9/26/16	33	
Final Report Formats	Mon 9/26/16	Mon 10/10/16	48	17,920
Final EASA	Mon 10/10/16	Mon 10/24/16	49	6,400
Final DTMB 0170	Mon 10/24/16	Mon 11/7/16	50	6,400
Obtain Customer Sign-off	Mon 11/7/16	Mon 11/7/16	46,47,48,51	
Back-End Integrated Database System	Mon 9/26/16	Mon 5/1/17		
Execution	Mon 9/26/16	Tue 3/28/17		
Testing	Mon 9/26/16	Thu 10/13/16		
Create Test Plan	Mon 9/26/16	Tue 9/27/16	48	
Identify Resources	Tue 9/27/16	Tue 9/27/16	57	
Identify Functions to be Tested	Tue 9/27/16	Thu 9/29/16	58	
Create Test Scripts	Thu 9/29/16	Thu 10/13/16	59	
Sprint 1	Mon 11/7/16	Thu 12/15/16		
Sprint Planning	Mon 11/7/16	Tue 11/8/16	52	
Customization and Unit Test	Tue 11/8/16	Tue 12/6/16	63	
System Test	Tue 12/6/16	Wed 12/14/16	64	
Deploy to User Acceptance Testing Environment	Wed 12/14/16	Thu 12/15/16	65	

Task Name	Start	Finish	Predecessors	Payment
Product Demo to Agency	Thu 12/15/16	Thu 12/15/16	66	36,636
Add Feedback to Product Backlog	Thu 12/15/16	Thu 12/15/16	67	5,786
Sprint 2	Thu 12/15/16	Fri 1/27/17		
Sprint Planning	Thu 12/15/16	Fri 12/16/16	68	
Establish Sprint Backlog	Fri 12/16/16	Mon 12/19/16	71	
Customization and Unit Test	Mon 12/19/16	Mon 1/16/17	72	
System Test	Mon 1/16/17	Tue 1/24/17	73	
Regression Test	Tue 1/24/17	Thu 1/26/17	74	
Deploy to User Acceptance Testing Environment	Thu 1/26/17	Fri 1/27/17	75	
Product Demo to Agency	Thu 1/26/17	Fri 1/27/17	75	36,636
Add Feedback to Product Backlog	Thu 1/26/17	Fri 1/27/17	75	5,786
Sprint 3	Fri 1/27/17	Tue 2/28/17		
Sprint Planning	Fri 1/27/17	Mon 1/30/17	78	
Establish Sprint Backlog	Mon 1/30/17	Tue 1/31/17	81	
Customization and Unit Test	Tue 1/31/17	Tue 2/28/17	82	
System Test	Tue 1/31/17	Wed 2/8/17	82	
Regression Test	Wed 2/8/17	Fri 2/10/17	84	
Deploy to User Acceptance Testing Environment	Fri 2/10/17	Fri 2/10/17	85	
Product Demo to Agency	Fri 2/10/17	Fri 2/10/17	85	36,636
Add Feedback to Product Backlog	Fri 2/10/17	Fri 2/10/17	87	5,786
Sprint 4	Fri 2/10/17	Tue 3/14/17		
Sprint Planning	Fri 2/10/17	Mon 2/13/17	88	
Establish Sprint Backlog	Mon 2/13/17	Tue 2/14/17	91	
Customization and Unit Test	Tue 2/14/17	Tue 3/14/17	92	
System Test	Tue 2/14/17	Tue 2/21/17	92	
Regression Test	Tue 2/21/17	Thu 2/23/17	94	
Deploy to User Acceptance Testing Environment	Thu 2/23/17	Fri 2/24/17	95	
Product Demo to Agency	Thu 2/23/17	Fri 2/24/17	95	36,636
Add Feedback to Product Backlog	Fri 2/24/17	Fri 2/24/17	97	5,786
Sprint 5	Fri 2/24/17	Tue 3/28/17		
Sprint Planning	Fri 2/24/17	Mon 2/27/17	98	
Establish Sprint Backlog	Mon 2/27/17	Tue 2/28/17	101	
Customization and Unit Test	Tue 2/28/17	Tue 3/28/17	102	
System Test	Tue 2/28/17	Wed 3/8/17	102	
Regression Test	Wed 3/8/17	Fri 3/10/17	104	
Deploy to User Acceptance Testing Environment	Fri 3/10/17	Mon 3/13/17	105	
Product Demo to Agency	Fri 3/10/17	Mon 3/13/17	105	36,636

Task Name	Start	Finish	Predecessors	Payment
Add Feedback to Product Backlog	Mon 3/13/17	Mon 3/13/17	107	5,790
Interfaces	Fri 1/27/17	Tue 3/21/17		
KOFAX	Fri 1/27/17	Tue 2/14/17		
Identify Data to Interface and Direction	Fri 1/27/17	Mon 1/30/17	78	
Identify Frequency	Mon 1/30/17	Mon 1/30/17	112	
Identify Method of Data Transfer	Mon 1/30/17	Mon 1/30/17	113	
Build The Interface Program(s)	Mon 1/30/17	Mon 2/6/17	114	
Unit Test The Interface Program(s)	Mon 2/6/17	Wed 2/8/17	115	
System Test the Interface Program(s)	Wed 2/8/17	Fri 2/10/17	116	
Correct Defects	Fri 2/10/17	Mon 2/13/17	117	
Final System Test of Interface Program(s)	Mon 2/13/17	Tue 2/14/17	118	10,720
CEPASS	Tue 2/14/17	Fri 3/3/17		
Identify Data to Interface and Direction	Tue 2/14/17	Wed 2/15/17	119	
Identify Frequency	Wed 2/15/17	Wed 2/15/17	122	
Identify Method of Data Transfer	Wed 2/15/17	Thu 2/16/17	123	
Build The Interface Program(s)	Thu 2/16/17	Thu 2/23/17	124	
Unit Test The Interface Program(s)	Thu 2/23/17	Mon 2/27/17	125	
System Test the Interface Program(s)	Mon 2/27/17	Wed 3/1/17	126	
Correct Defects	Wed 3/1/17	Thu 3/2/17	127	
Final System Test of Interface Program(s)	Thu 3/2/17	Fri 3/3/17	128	10,720
ERP	Fri 3/3/17	Tue 3/21/17		
Identify Data to Interface and Direction	Fri 3/3/17	Mon 3/6/17	129	
Identify Frequency	Mon 3/6/17	Mon 3/6/17	132	
Identify Method of Data Transfer	Mon 3/6/17	Mon 3/6/17	133	
Build The Interface Program(s)	Mon 3/6/17	Mon 3/13/17	134	
Unit Test The Interface Program(s)	Mon 3/13/17	Wed 3/15/17	135	
System Test the Interface Program(s)	Wed 3/15/17	Fri 3/17/17	136	
Correct Defects	Fri 3/17/17	Mon 3/20/17	137	
Final System Test of Interface Program(s)	Mon 3/20/17	Tue 3/21/17	138	10,720
Data Conversion	Mon 11/7/16	Thu 2/9/17		
Determine Data Source	Mon 11/7/16	Tue 11/8/16	52	
Map Data Elements to Convert	Tue 11/8/16	Tue 11/22/16	142	

Task Name	Start	Finish	Predecessors	Payment
Determine File Transfer Method	Tue 11/22/16	Wed 11/23/16	143	
Design Software for the Conversion	Wed 11/23/16	Fri 11/25/16	144	
Determine How to Handle Rejects or Errors	Fri 11/25/16	Mon 11/28/16	145	
Build The Conversion Program	Mon 11/28/16	Mon 12/26/16	146	
Unit Test The Conversion Program	Mon 12/26/16	Mon 1/9/17	147	
System Test the Conversion Program	Mon 1/9/17	Thu 1/19/17	148	
Correct Defects	Thu 1/19/17	Thu 2/2/17	149	
Final System Test of the Conversion Program	Thu 2/2/17	Thu 2/9/17	150	47,952
User Acceptance Testing	Mon 3/13/17	Wed 4/12/17		
Plan UAT Process with Agency	Mon 3/13/17	Mon 3/13/17	108,151	
Perform UAT	Mon 3/13/17	Mon 3/27/17	154	
Update Product Backlog	Mon 3/27/17	Tue 3/28/17	155	
Resolve Defects	Tue 3/28/17	Tue 4/11/17	156	
UAT Acceptance & Sign Off	Tue 4/11/17	Wed 4/12/17	157	6,875
Technical Documentation	Mon 3/27/17	Mon 5/1/17		
Write Technical Training Documentation	Mon 3/27/17	Mon 4/3/17	155	4,000
Write Technical Manual	Mon 4/3/17	Mon 4/10/17	161	4,160
Write Data Elements Dictionary	Mon 4/10/17	Mon 4/24/17	162	5,360
Write operations Manual	Mon 4/24/17	Mon 5/1/17	163	3,990
Training	Fri 2/24/17	Tue 4/25/17		
Create Quick Entry Guide	Fri 2/24/17	Fri 3/3/17	97	4,811
Schedule Training	Fri 3/3/17	Fri 3/3/17	167	
Perform Training	Wed 4/12/17	Tue 4/25/17	168,158	5,440
Production Implementation	Wed 4/12/17	Wed 4/26/17		
Create Implementation Plan	Wed 4/12/17	Wed 4/12/17	158	
Review Implementation Plan w/Agency	Wed 4/12/17	Thu 4/13/17	172	
Run Conversion Program in Production	Thu 4/13/17	Fri 4/14/17	173	
Verify Results of Conversion	Fri 4/14/17	Mon 4/17/17	174	
Perform Implementation	Tue 4/25/17	Tue 4/25/17	169,175	
Post Production Support	Tue 4/25/17	Wed 4/26/17	176	
Electronic Field Inspections	Thu	Thu 5/11/17		

Task Name	Start	Finish	Predecessors	Payment
	10/13/16			
Execution	Thu 10/13/16	Mon 4/17/17		
Testing	Thu 10/13/16	Wed 11/2/16		
Create Test Plan	Thu 10/13/16	Fri 10/14/16	60	
Identify Resources	Fri 10/14/16	Mon 10/17/16	182	
Identify Functions to be Tested	Mon 10/17/16	Wed 10/19/16	183	
Create Test Scripts	Wed 10/19/16	Wed 11/2/16	184	
Sprint 1 - Create The Forms	Fri 1/27/17	Wed 2/15/17		
Sprint Planning	Fri 1/27/17	Fri 1/27/17	78	
Establish Sprint Backlog	Fri 1/27/17	Mon 1/30/17	188	
Build The Forms	Mon 1/30/17	Mon 2/13/17	189	
Download to Tablet	Mon 2/13/17	Mon 2/13/17	190	
System Test	Mon 2/13/17	Tue 2/14/17	191	
Product Demo to Agency	Tue 2/14/17	Tue 2/14/17	192	
Add Feedback to Product Backlog	Tue 2/14/17	Wed 2/15/17	193	
Sprint 2 - Build Form Relations & Search	Wed 2/15/17	Tue 2/28/17		
Sprint Planning	Wed 2/15/17	Wed 2/15/17	194	
Establish Sprint Backlog	Wed 2/15/17	Thu 2/16/17	197	
Build From Relations and Search Forms	Thu 2/16/17	Thu 2/23/17	198	
Unit Test Forms	Thu 2/23/17	Fri 2/24/17	199	
System Test	Fri 2/24/17	Mon 2/27/17	200	
Product Demo to Agency	Mon 2/27/17	Mon 2/27/17	201	
Add Feedback to Product Backlog	Mon 2/27/17	Tue 2/28/17	202	
Sprint 3 - Build Custom Code and Interface	Mon 2/27/17	Mon 4/17/17		
Sprint Planning	Mon 2/27/17	Tue 2/28/17	202	
Establish Sprint Backlog	Tue 2/28/17	Tue 2/28/17	206	
Build Custom Code & Interface	Tue 2/28/17	Tue 3/28/17	207	
Unit Test Forms	Tue 3/28/17	Tue 4/4/17	208	
System Test	Tue 4/4/17	Fri 4/14/17	209	
Deploy to User Acceptance Testing Environment	Fri 4/14/17	Fri 4/14/17	210	
Product Demo to Agency	Fri 4/14/17	Mon 4/17/17	211	50,240
Add Feedback to Product Backlog	Mon	Mon	212	

Task Name	Start	Finish	Predecessors	Payment
	4/17/17	4/17/17		
User Acceptance Testing	Mon 4/17/17	Thu 5/4/17		
Plan UAT Process with Agency	Mon 4/17/17	Tue 4/18/17	108,213	
Download Software to Tablets	Mon 4/17/17	Wed 4/19/17	212	
Perform UAT	Wed 4/19/17	Wed 4/26/17	216,217	
Update Product Backlog	Wed 4/26/17	Wed 4/26/17	218	
Resolve Defects	Wed 4/26/17	Wed 5/3/17	219	
UAT Acceptance & Sign Off	Wed 5/3/17	Thu 5/4/17	220	34,720
Training	Fri 4/14/17	Thu 5/11/17		
Create Quick Entry Guide	Fri 4/14/17	Fri 4/21/17	211	4,811
Schedule Training	Mon 4/17/17	Mon 4/17/17	212	
Perform Training	Thu 5/4/17	Thu 5/11/17	221,169	5,440
Production Implementation	Thu 5/4/17	Thu 5/11/17		
Create Implementation Plan	Thu 5/4/17	Thu 5/4/17	221	
Review Implementation Plan w/ Agency	Thu 5/4/17	Thu 5/4/17	229	
Perform Implementation	Thu 5/11/17	Thu 5/11/17	230,226	
Post Production Support	Thu 5/11/17	Thu 5/11/17	231	
Supplier Management, Inventory and Warehousing	Wed 11/2/16	Sun 9/26/21		
Execution	Wed 11/2/16	Thu 9/7/17		
Testing	Wed 11/2/16	Mon 11/21/16		
Create Test Plan	Wed 11/2/16	Thu 11/3/16	185	
Identify Resources	Thu 11/3/16	Thu 11/3/16	237	
Identify Functions to be Tested	Thu 11/3/16	Mon 11/7/16	238	
Create Test Scripts	Mon 11/7/16	Mon 11/21/16	239	
Sprint 1	Tue 4/25/17	Mon 5/22/17		
Sprint Planning	Tue 4/25/17	Wed 4/26/17	176	
Customization and Unit Test	Wed 4/26/17	Wed 5/10/17	243	
System Test	Wed 5/10/17	Wed 5/17/17	244	
Regression Test	Wed 5/17/17	Fri 5/19/17	245	
Deploy to User Acceptance Testing Environment	Fri 5/19/17	Mon 5/22/17	246	
Product Demo to Agency	Fri 5/19/17	Mon 5/22/17	246	18,928
Add Feedback to Product Backlog	Mon	Mon	248	6,944

Task Name	Start	Finish	Predecessors	Payment
	5/22/17	5/22/17		
Sprint 2	Mon 5/22/17	Mon 6/19/17		
Sprint Planning	Mon 5/22/17	Tue 5/23/17	249	
Establish Sprint Backlog	Tue 5/23/17	Wed 5/24/17	252	
Customization and Unit Test	Wed 5/24/17	Wed 6/7/17	253	
System Test	Wed 6/7/17	Wed 6/14/17	254	
Regression Test	Wed 6/14/17	Fri 6/16/17	255	
Deploy to User Acceptance Testing Environment	Fri 6/16/17	Mon 6/19/17	256	
Product Demo to Agency	Mon 6/19/17	Mon 6/19/17	257	18,928
Add Feedback to Product Backlog	Mon 6/19/17	Mon 6/19/17	258	6,944
Sprint 3	Mon 6/19/17	Tue 7/18/17		
Sprint Planning	Mon 6/19/17	Tue 6/20/17	259	
Establish Sprint Backlog	Tue 6/20/17	Wed 6/21/17	262	
Customization and Unit Test	Wed 6/21/17	Wed 7/5/17	263	
System Test	Wed 7/5/17	Wed 7/12/17	264	
Regression Test	Wed 7/12/17	Fri 7/14/17	265	
Deploy to User Acceptance Testing Environment	Fri 7/14/17	Mon 7/17/17	266	
Product Demo to Agency	Mon 7/17/17	Mon 7/17/17	267	18,928
Add Feedback to Product Backlog	Mon 7/17/17	Tue 7/18/17	268	6,944
Sprint 4	Tue 7/18/17	Tue 8/15/17		
Sprint Planning	Tue 7/18/17	Wed 7/19/17	269	
Establish Sprint Backlog	Wed 7/19/17	Thu 7/20/17	272	
Customization and Unit Test	Thu 7/20/17	Thu 8/3/17	273	
System Test	Thu 8/3/17	Thu 8/10/17	274	
Regression Test	Thu 8/10/17	Mon 8/14/17	275	
Deploy to User Acceptance Testing Environment	Mon 8/14/17	Mon 8/14/17	276	
Product Demo to Agency	Mon 8/14/17	Tue 8/15/17	277	18,928
Add Feedback to Product Backlog	Tue 8/15/17	Tue 8/15/17	278	6,944
Interfaces	Mon	Thu 9/7/17		

Task Name	Start	Finish	Predecessors	Payment
	6/19/17			
Great Plains System	Mon 6/19/17	Fri 7/28/17		
Identify Data to Interface and Direction	Mon 6/19/17	Wed 6/21/17	259	
Idenfify Frequency	Wed 6/21/17	Thu 6/22/17	283	
Identify Method of Data Transfer	Thu 6/22/17	Thu 6/22/17	284	
Build The Interface Program(s)	Thu 6/22/17	Thu 7/6/17	285	
Unit Test The Interface Program(s)	Thu 7/6/17	Thu 7/13/17	286	
System Test the Interface Program(s)	Thu 7/13/17	Thu 7/20/17	287	
Correct Defects	Thu 7/20/17	Tue 7/25/17	288	
Final System Test of Interface Program(s)	Tue 7/25/17	Fri 7/28/17	289	22,912
UPS	Fri 7/28/17	Thu 9/7/17		
Identify Data to Interface and Direction	Fri 7/28/17	Tue 8/1/17	290	
Idenfify Frequency	Tue 8/1/17	Wed 8/2/17	293	
Identify Method of Data Transfer	Wed 8/2/17	Wed 8/2/17	294	
Build The Interface Program(s)	Wed 8/2/17	Wed 8/16/17	295	
Unit Test The Interface Program(s)	Wed 8/16/17	Wed 8/23/17	296	
System Test the Interface Program(s)	Wed 8/23/17	Wed 8/30/17	297	
Correct Defects	Wed 8/30/17	Mon 9/4/17	298	
Final System Test of Interface Program(s)	Mon 9/4/17	Thu 9/7/17	299	22,912
Data Converison	Tue 4/25/17	Tue 6/13/17		
Determine Data Source	Tue 4/25/17	Wed 4/26/17	176	
Map Data Elements to Convert	Wed 4/26/17	Wed 5/3/17	303	
Determine File Transfer Method	Wed 5/3/17	Thu 5/4/17	304	
Design Software for the Conversion	Thu 5/4/17	Fri 5/5/17	305	
Determine How to Handle Rejects or Errors	Fri 5/5/17	Fri 5/5/17	306	
Build The Conversion Program	Fri 5/5/17	Fri 5/19/17	307	
Unit Test The Conversion Program	Fri 5/19/17	Fri 5/26/17	308	
System Test the Conversion Program	Fri 5/26/17	Thu 6/1/17	309	
Correct Defects	Thu 6/1/17	Thu 6/8/17	310	
Final System Test of the Conversion Program	Thu 6/8/17	Tue 6/13/17	311	47,952
User Acceptance Testing	Tue 8/15/17	Thu 9/14/17		
Plan UAT Process with Agency	Tue 8/15/17	Tue 8/15/17	279,312	
Perform UAT	Tue 8/15/17	Tue 8/29/17	315	
Update Product Backlog	Tue 8/29/17	Wed 8/30/17	316	
Resolve Defects	Wed 8/30/17	Wed 9/13/17	317	
UAT Acceptance & Sign Off	Wed 9/13/17	Thu 9/14/17	318	6,944
Technical Documentation	Tue 8/29/17	Tue 9/19/17		
Write Technical Training Documentation	Tue 8/29/17	Tue 9/5/17	316	4,000
Write Technical Manual	Tue 9/5/17	Tue 9/12/17	322	4,160
Write Data Elements Dictionary	Tue 9/12/17	Tue 9/19/17	323	5,360

Task Name	Start	Finish	Predecessors	Payment
Training	Tue 7/18/17	Thu 9/21/17		
Create Quick Entry Guide	Tue 7/18/17	Tue 7/25/17	269	4,811
Schedule Training	Tue 7/25/17	Tue 7/25/17	327	
Perform Training	Thu 9/14/17	Thu 9/21/17	319,328	5440
Production Implementation	Thu 9/14/17	Sun 9/26/21		
Create Implementation Plan	Thu 9/14/17	Thu 9/14/17	319	
Review Implementation Plan w/Agency	Thu 9/14/17	Fri 9/15/17	332	2,304
Run Conversion Program in Production	Thu 9/21/17	Fri 9/22/17	333,329	2,752
Verify Results of Conversion	Fri 9/22/17	Mon 9/25/17	334	
Perform Implementation	Mon 9/25/17	Mon 9/25/17	335	18,776
Half Final Acceptance Payment (50% of amount previously held back)	Mon 9/25/17	Mon 9/25/17	336	110,360
The following annual license renewals and monthly support cost are are billable in advance of the terms to which each applies.				
eXpedite license (year 2 renewal)	Mon 9/25/17	Mon 9/25/17	336	7,500
Maintenance and Support (monthly payment)	Mon 9/25/17	Mon 9/25/17		5,500
Maintenance and Support (monthly payment)	Wed 10/25/17	Wed 10/25/17		5,500
Maintenance and Support (monthly payment)	Mon 11/27/17	Mon 11/27/17		5,500
Maintenance and Support (monthly payment)	Tue 12/26/17	Tue 12/26/17		5,500
Half Final Acceptance Payment (50% of amount previously held back)	Thu 1/25/18	Thu 1/25/18	336	110,359
Maintenance and Support (monthly payment)	Thu 1/25/18	Thu 1/25/18		5,500
Maintenance and Support (monthly payment)	Mon 2/26/18	Mon 2/26/18		5,500
Maintenance and Support (monthly payment)	Mon 3/26/18	Mon 3/26/18		5,500
Maintenance and Support (monthly payment)	Wed 4/25/18	Wed 4/25/18		5,500
Maintenance and Support (monthly payment)	Fri 5/25/18	Fri 5/25/18		5,500
Maintenance and Support (monthly payment)	Mon 6/25/18	Mon 6/25/18		5,500
Maintenance and Support (monthly payment)	Wed 7/25/18	Wed 7/25/18		5,500
Maintenance and Support (monthly payment)	Mon 8/27/18	Mon 8/27/18		5,500
eXpedite license (year 3 renewal)	Tue 9/25/18	Tue 9/25/18		7,500
Maintenance and Support (monthly payment)	Tue 9/25/18	Tue 9/25/18		2,750
Maintenance and Support (monthly payment)	Thu 10/25/18	Thu 10/25/18		2,750
Maintenance and Support (monthly payment)	Mon 11/26/18	Mon 11/26/18		2,750
Maintenance and Support (monthly payment)	Wed 12/26/18	Wed 12/26/18		2,750

Task Name	Start	Finish	Predecessors	Payment
Maintenance and Support (monthly payment)	Fri 1/25/19	Fri 1/25/19		2,750
Maintenance and Support (monthly payment)	Mon 2/25/19	Mon 2/25/19		2,750
Maintenance and Support (monthly payment)	Mon 3/25/19	Mon 3/25/19		2,750
Maintenance and Support (monthly payment)	Thu 4/25/19	Thu 4/25/19		2,750
Maintenance and Support (monthly payment)	Tue 5/28/19	Tue 5/28/19		2,750
Maintenance and Support (monthly payment)	Tue 6/25/19	Tue 6/25/19		2,750
Maintenance and Support (monthly payment)	Thu 7/25/19	Thu 7/25/19		2,750
Maintenance and Support (monthly payment)	Mon 8/26/19	Mon 8/26/19		2,750
eXpedite license (year 4 renewal)	Wed 9/25/19	Wed 9/25/19		7,500
Maintenance and Support (monthly payment)	Wed 9/25/19	Wed 9/25/19		2,750
Maintenance and Support (monthly payment)	Fri 10/25/19	Fri 10/25/19		2,750
Maintenance and Support (monthly payment)	Mon 11/25/19	Mon 11/25/19		2,750
Maintenance and Support (monthly payment)	Thu 12/26/19	Thu 12/26/19		2,750
Maintenance and Support (monthly payment)	Mon 1/27/20	Mon 1/27/20		2,750
Maintenance and Support (monthly payment)	Tue 2/25/20	Tue 2/25/20		2,750
Maintenance and Support (monthly payment)	Wed 3/25/20	Wed 3/25/20		2,750
Maintenance and Support (monthly payment)	Mon 4/27/20	Mon 4/27/20		2,750
Maintenance and Support (monthly payment)	Tue 5/26/20	Tue 5/26/20		2,750
Maintenance and Support (monthly payment)	Thu 6/25/20	Thu 6/25/20		2,750
Maintenance and Support (monthly payment)	Mon 7/27/20	Mon 7/27/20		2,750
Maintenance and Support (monthly payment)	Tue 8/25/20	Tue 8/25/20		2,750
eXpedite license (year 5 renewal)	Fri 9/25/20	Fri 9/25/20		7,500
Maintenance and Support (monthly payment)	Fri 9/25/20	Fri 9/25/20		2,750
Maintenance and Support (monthly payment)	Mon 10/26/20	Mon 10/26/20		2,750
Maintenance and Support (monthly payment)	Wed 11/25/20	Wed 11/25/20		2,750
Maintenance and Support (monthly payment)	Mon 12/28/20	Mon 12/28/20		2,750
Maintenance and Support (monthly payment)	Mon 1/25/21	Mon 1/25/21		2,750
Maintenance and Support (monthly payment)	Thu 2/25/21	Thu 2/25/21		2,750
Maintenance and Support (monthly payment)	Thu 3/25/21	Thu 3/25/21		2,750
Maintenance and Support (monthly payment)	Mon 4/26/21	Mon 4/26/21		2,750
Maintenance and Support (monthly payment)	Tue 5/25/21	Tue 5/25/21		2,750
Maintenance and Support (monthly payment)	Fri 6/25/21	Fri 6/25/21		2,750
Maintenance and Support (monthly payment)	Mon 7/26/21	Mon 7/26/21		2,750
Maintenance and Support (monthly payment)	Wed 8/25/21	Wed 8/25/21		2,750

Task Name	Start	Finish	Predecessors	Payment
			TOTAL	1,298,595

Cost Table 5: Future Enhancement Labor Rates

The following hourly rates are firm, fixed and fully loaded for the duration of the contract. Contractor will utilize these rates when quoting future enhancements.

Staffing Category	Hourly Rate
Project Manager	$110.00
Business Analyst	$88.00
Senior Software Developer	$99.00
Programmer	$85.00
Technical Writer	$82.50
Quality Assurance	$77.00
Trainer	$77.00
Database Administrator	$105.00
UX Developer	$85.00
Network Engineer/Security Officer	$93.50

Schedule C – Maintenance & Support Services

1. Definitions. For purposes of this Schedule, the following terms have the meanings set forth below. All initial capitalized terms in this Schedule that are not defined in this **Section 1** shall have the respective meanings given to them in the Contract.

"**Contact List**" means a current list of Contractor contacts and telephone numbers set forth in the attached **Exhibit C-1** to enable the State to escalate its Support Requests, including: (a) the first person to contact; and (b) the persons in successively more qualified or experienced positions to provide the support sought.

"**Error**" means any failure of the Software to operate in all material respects in accordance with the Specifications and, to the extent consistent with and not limiting of the Specifications, the Documentation, including any problem, failure or error referred to in the Service Level Table.

"**First Line Support**" means the identification, diagnosis and correction of Errors by the provision of the following Support Services by help desk technicians sufficiently qualified and experienced to identify and Resolve the State's Support Requests reporting these Errors: (a) telephone and email assistance; and (b) access to technical information on the Contractor's website for proper use of the Software.

"**Contract**" means the Contract to which this Schedule relates.

"**Out-of-scope Services**" means any of the following: (a) any services requested by the State and performed by Contractor in connection with any apparent Software Error that the State and Contractor agree in writing has been caused by a State Cause; and (b) any Second Line Support requested by the State and provided by an individual requested by the State whose qualification or experience is greater than that reasonably necessary to resolve the relevant Support Request, provided that an appropriately qualified or experienced individual was available at the time when the Second Line Support was sought.

"**Resolve**" and the correlative terms, "**Resolved**", "**Resolving**" and "**Resolution**" each have the meaning set forth in **Section 2.2**.

"**Schedule**" means this Schedule C to the Contract.

"**Second Line Support**" means the identification, diagnosis and correction of Errors by the provision of on-site technical support at the State's premises by a qualified individual on the Contact List.

"**Service Credits**" means the service credits specified in **Section 5.1**.

"**Service Levels**" means the defined Error severity levels and corresponding required service level responses, response times, Resolutions and Resolution times referred to in the Service Level Table.

"**Service Level Table**" means the table set out in **Section 2.2**.

"**Severity Level 1 Error**" has the meaning set forth in the Service Level Table.

"**Severity Level 2 Error**" has the meaning set forth in the Service Level Table.

"**Severity Level 3 Error**" has the meaning set forth in the Service Level Table.

"**State Cause**" means any of the following causes of an Error, except, in each case, any such causes resulting from any action or inaction that is authorized by this Schedule or the Contract, specified in the then-current Specifications or Documentation, or otherwise authorized in writing by Contractor: (a) any grossly negligent or improper use, misapplication, misuse or abuse of, or damage to, the Software by the State; (b) any maintenance, update, improvement or other modification to or alteration of the Software made solely by the State; or (c) any use by the State of any Third-party Materials that Contractor has not provided or caused to be provided to the State.

"**State Systems**" means the State's information technology infrastructure, including the State's computers, software, databases, electronic systems (including database management systems) and networks.

"**Support Fees**" has the meaning set forth in **Section 3.1**.

"**Support Hours**" means Monday through Friday, 9:00am – 6:00pm Eastern Time, excluding State holidays.

"**Support Period**" means the period of time beginning on the date the State has Accepted the Aggregate Software under the Contract and ending on the date the Contract expires or is terminated.

"**Support Request**" has the meaning set forth in **Section 4.1**.

"**Support Services**" means Contractor's support of the Software, including First Line Support and Second Line Support, but excluding any Out-of-scope Services.

"**Technical Contact**" has the meaning set forth in **Section 4.2Error! Reference source not found.**.

"**Third-party Products**" means all third-party software, computer hardware, network hardware, electrical, telephone, wiring and all related accessories, components, parts and devices that Contractor has not provided or caused to be provided to the State under the Contract.

2. Support Services. Contractor shall perform all First Line Support, Second Line Support and other Support Services during the Support Hours throughout the Support Period in accordance with the terms and conditions of this Schedule and the Contract, including the Service Levels and other Contractor obligations set forth in this **Section 2**.

2.1 Support Service Responsibilities. Contractor shall:

(a) respond to and Resolve all Support Requests in accordance with the Service Levels;

(b) provide unlimited First Line Support to the State during all Support Hours by means of the telephone number 317-638-0173 and e-mail address CGISHelp@e-tcc.com;

(c) provide Second Line Support to the State in accordance with **Section 2.3**;

(d) provide the State with online access to technical support bulletins and other user support information and forums, to the full extent Contractor makes such resources available to its other customers; and

(e) provide to the State all such other services as may be necessary or useful to correct an Error or otherwise fulfill the Service Level requirements, including defect repair, programming corrections and remedial programming.

2.2 Service Levels. Response and Resolution times will be measured from the time Contractor receives a Support Request until the respective times Contractor has (a) responded to that Support Request, in the case of response time and (b) Resolved that Support Request, in the case of Resolution time. "**Resolve**", "**Resolved**", "**Resolution**" and correlative capitalized terms mean, with respect to any particular Support Request, that Contractor has corrected the Error that prompted that Support Request and that the State has confirmed such correction and its acceptance of it in writing. Contractor shall respond to and Resolve all Support Requests within the following times based on the State's designation of the severity of the associated Error, subject to the parties' written agreement to revise such designation after Contractor's investigation of the reported Error and consultation with the State:

Severity Level of Error	Definition	Required Service Level Response and Response Time	Required Service Level Resolution Time
1	**Business Critical Failures:** An Error that: (a) materially affects the operations of the State's business or marketability of its service or product; (b) prevents necessary work from being done; or (c) disables or materially impairs (i) any major function of the Software or (ii) the State's use of any major function of the Software.	**Level 1 Response:** Contractor shall acknowledge receipt of a Support Request within thirty (30) minutes. **Level 2 Response:** Contractor shall work on the problem continuously and: (a) restore the Software to a state that allows the State to continue to use all functions of the Software in all material respects within four (4) hours after the Level 1 Response time has elapsed; and (b) exercise best efforts to Resolve the Error until full restoration of function is provided.	Contractor shall Resolve the Support Request as soon as practicable and no later than twenty-four (24) hours after Contractor's receipt of the Support Request. If the Contractor Resolves the Support Request by way of a work-around accepted in writing by the State, the severity level assessment will be reduced to a Severity Level of Error 2.
2	**System Defect with Work-around:** (a) a Severity Level 1 Error for which the State has received, within the Resolution time for Severity Level 1 Errors, a work-around that the State has accepted in writing; or (b) an Error, other than a Severity Level 1 Error, that affects operations of the State's business or marketability of its service or	**Level 1 Response:** Contractor shall acknowledge receipt of a Support Request or, where applicable, the State's written acceptance of a Severity Level 1 Error work-around, within two (2) hours. **Level 2 Response:** Contractor shall, within one (1) Business Day after the Level 1	Contractor shall Resolve the Support Request as soon as practicable and no later than two (2) Business Days after Contractor's receipt of the Support Request or, where applicable, the State's written

	product.	Response time has elapsed, provide: (a) an emergency Software fix or work-around; or (b) temporary Software release or update release, that allows the State to continue to use all functions of the Software in all material respects.	acceptance of a Severity Level 1 Error work-around.
3	**Minor Error:** An isolated or minor Error in the Software that meets each of the following requirements: (a) does not significantly affect Software functionality; (b) can or does impair or disable only certain non-essential Software functions; (c) does not materially affect the State's use of the Software; and (d) has no or no more than a minuscule effect on the operations of the State's business or marketability of its service or product.	**Level 1 Response:** Contractor shall acknowledge receipt of the Support Request within four (4) hours.	Contractor shall Resolve the Support Request as soon as practicable and no later than five (5) Business Days after Contractor's receipt of the Support Request.

2.3 Escalation to Second Line Support. First Line Support for any Support Requests will be escalated to Second Line Support as follows:

(a) Contractor shall immediately escalate any Severity Level 1 Error Support Request to provide Second Line Support if Contractor has not Resolved such Support Request within twenty-four (24) hours after the Level 1 Response time has elapsed.

(b) Contractor shall immediately escalate any Severity Level 2 Error Support Request to provide Second Line Support if Contractor has not Resolved such Support Request within two (2) Business Days after the Level 1 Response time has elapsed.

Without limiting the foregoing, Contractor shall provide Second Line Support to the State within four (4) hours of its receipt of any State Request for such Second Line Support. Contractor shall ensure that all Second Line Support is provided by personnel designated in the Contact List who have the appropriate qualifications, skills and experience to fully and efficiently Resolve the State's Support Request within the Resolution time specified for such Support Request in the Service Level Table.

2.4 Escalation to Parties' Project Managers. If Contractor does not respond to a Support Request within the relevant Service Level response time, the State may escalate the Support Request to the parties' respective Project Managers and then to their respective Contract Administrators.

2.5 Time Extensions. The State may, on a case-by-case basis, agree in writing to a reasonable extension of the Service Level response or Resolution times.

2.6 Contractor Updates. Contractor shall give the State monthly electronic or other written reports and updates of:

(a) the nature and status of its efforts to correct any Error, including a description of the Error and the time of Contractor's response and Resolution;

(b) its Service Level performance, including Service Level response and Resolution times; and

(c) the Service Credits to which the State has become entitled.

2.7 Time of the Essence. Contractor acknowledges and agrees that time is of the essence with respect to its performance under this Schedule and that Contractor's prompt and timely performance hereunder, including its performance of the Service Levels, is strictly required.

3. Fees.

3.1 Support Fees. In consideration of Contractor's performance of the Support Services in accordance with the terms and conditions of this Schedule and the Contract, the State shall pay to Contractor the fees set forth in the Contract's Cost Tables Schedule (the "**Support Fees**"). Payment to Contractor of the Support Fees pursuant to this **Section 3** will constitute payment in full for the performance of the Support Services and the State will not be responsible for paying any other fees, costs, expenses or other charges for or in connection with the Support Services. The Support Fees set forth in this Schedule are firm and will not be modified during the Support Period.

3.2 Warranty Period. No Support Fees shall be owed to Contractor under this Schedule during the Warranty Period for the Software, as specified under the Contract, it being understood and agreed to by Contractor that Support Services during the Warranty Period are at Contractor's sole cost and expense.

4. Support Requests and State Obligations.

4.1 Support Requests. The State may request Support Services by way of a Support Request. The State shall classify its requests for Error corrections in accordance with the severity level numbers and definitions of the Service Level Table set forth in **Section 2.2** (each a "**Support Request**"). The State shall notify Contractor of each Support Request by e-mail or telephone or such other means as the parties may agree to in writing. The State shall include in each Support Request a description of the reported Error and the time the State first observed the Error.

4.2 State Obligations. The State shall provide the Contractor with each of the following to the extent reasonably necessary to assist Contractor to reproduce operating conditions similar to those present when the State detected the relevant Error and to respond to and Resolve the relevant Support Request:

(i) direct access at the State's premises to the State Systems and the State's files, equipment and personnel;

(ii) output and other data, documents and information, each of which is deemed the State's Confidential Information as defined in the Contract; and

(iii) such other reasonable cooperation and assistance as Contractor may request.

5. Service Credits.

5.1 Service Credit Amounts. If the Contractor fails to respond to a Support Request within the applicable Service Level response time or to Resolve a Support Request within the applicable Service Level Resolution time, the State will be entitled to the corresponding service credits specified in the table below ("**Service Credits**"), provided that the relevant Error did not result from a State Cause.

Severity Level of Error	Service Credits For Response Time Service Level Failures	Service Credits For Resolution Time Service Level Failures
1	**Level 2 Response** An amount equal to 10% of the then current annual Support Fee for each hour by which Contractor's response exceeds the required Level 2 Response time.	An amount equal to 10% of the then current annual Support Fee for each hour by which Contractor's Resolution of the Support Request exceeds the required Resolution time.
2	**Level 2 Response** An amount equal to 5% of the then current annual Support Fee for each Business Day, and a pro-rated share of such percentage for each part of a Business Day, by which Contractor's response exceeds the required Level 2 Response time.	An amount equal to 5% of the then current annual Support Fee for each Business Day, and a pro-rated share of such percentage for each part of a Business Day, by which Contractor's Resolution of the Support Request exceeds the required Resolution time.
3	No Service Credits are Available for Severity Level 3 Response Time Service Level Failures.	An amount equal to 2% of the then current annual Support Fee for each Business Day, and a pro-rated share of such percentage for each part of a Business Day, by which Contractor's Resolution of the Support Request exceeds the required Resolution time.

5.2 Compensatory Purpose. The parties intend that the Service Credits constitute compensation to the State, and not a penalty. The parties acknowledge and agree that the State's harm caused by Contractor's delayed delivery of the Support Services would be impossible or very difficult to accurately estimate as of the Effective Date, and that the Service Credits are a reasonable estimate of the anticipated or actual harm that might arise from Contractor's breach of its Service Level obligations.

5.3 Issuance of Service Credits. Contractor shall, for each invoice period under the Contract, issue to the State, together with Contractor's invoice for such period, a written acknowledgment setting forth all Service Credits to which the State has become entitled during that invoice period. Contractor shall pay the amount of the Service Credit as a debt to the State within fifteen (15) Business Days of issue of the Service Credit acknowledgment, provided that, at the State's option, the State may, at any time prior to Contractor's payment

of such debt, deduct the Service Credit from the amount payable by the State to Contractor pursuant to such invoice.

5.4 Additional Remedies for Service Level Failures. Contractor's failure to meet the Service Levels for Resolution of any Severity Level 1 Errors or Severity Level 2 Errors, or any combination of such Errors, within the applicable Resolution time set out in the Service Level Table will constitute a material breach under the Contract. Without limiting the State's right to receive Service Credits under this **Section 5**, the State may at its option:

(a) use any previous version or release of the Software in which such Severity Level 1 or Severity Level 2 Error does not occur or can be worked around if the then-current Software exhibits an un-Resolved Severity Level 1 Error or un-Resolved Severity Level 2 Error, and Contractor shall perform all Support Services for such previous version or release until the Contractor Resolves such Severity Level 1 Error or Severity Level 2 Error for the then-current Software; and

(b) obtain such other remedies as may be available to it under this Schedule, the Contract or otherwise at law or in equity, including the right to terminate the Contract for cause in accordance with **Section 18.1** of the Contract.

6. Communications. In addition to the mechanisms for giving notice specified in **Section 28.4** of the Contract, unless expressly specified otherwise in this Schedule or the Contract, the parties may use e-mail for communications on any matter referred to herein.

Exhibit C-1 – Contractor Support Request Contacts

SINGLE POINT OF CONTACT:
DAY-TO-DAY PROJECT MANAGER – TO BE NAMED PRIOR TO COMMENCING WORK

ESCALATION POINT 1:
DREW BOWMAN
SENIOR DIRECTOR OF PRODUCT AND PROJECT MANAGEMENT
DREW.BOWMAN@E-TCC.COM;
CELL 317.374.1272; OFFICE 317.986.8124

ESCALATION POINT 2:
MIKE BOYLE
DIRECTOR OF BUSINESS DEVELOPMENT, PUBLIC SECTOR
MIKE.BOYLE@E-TCC.COM;
CELL 317.625.2547

ESCALATION POINT 3:
MEGAN ORNELLAS, CHIEF OPERATING OFFICER
MEGAN.ORNELLAS@E-TCC.COM;

Schedule D – eXpedite End User Licensing Agreement

THIS END-USER- LICENSE AGREEMENT ("EULA") is a legal agreement between the State of Michigan and The Consultants Consortium, Inc. (TCC) for the eXpedite Software product line, which includes computer software and may include associated media, printed materials, "online" or electronic documentation, and Internet-based service ('Licensed Software"). As used herein, the word "you" is a reference to the entity, that has purchased the Licensed Software. You must designate a person, to be referred to as the "CG Business Analyst", to be the person with whom TCC will have all contact and communication on your behalf in respect of upgrades, updates, and other matters pertinent to the Licensed Software. You may designate up to one (1) additional person who may contact and communicate with TCC on your behalf in respect of service and maintenance for the software. You agree to be bound by the terms of this EULA, and of all amendments or addendums signed by both you and TCC and approved as required by applicable law.

This EULA is entered into in conjunction with TCC's implementation and maintenance and operations of CGIS pursuant to the Contract to which this is attached. The Licensed Software is a component of the System that TCC will implement and deliver under the Contract. In the event of a conflict between the terms of this EULA and the terms of the Contract, the terms of the Contract shall prevail.

1. GRANT OF LICENSE

TCC grants you a perpetual, non-exclusive, non-transferable and non-sublicensable license ("License") to use the Licensed Software, in object code or other machine executable format, and according to the terms and conditions set forth in this EULA. Your rights may be greater upon a triggering event of source code escrow agreement.

2. INSTALLATION AND USE

The quantity of Named Users identified in the Contract may install, use, access, display and run the Licensed Software on any number of devices. Named User means an individual user who is given a unique identifier for logging in and using the Licensed Software. Such unique identifiers may not be shared by users, but may be transferred from one user to another. You shall have the option to purchase additional Named User quantities at the unit price stated in the Contract. In addition, you may copy the Licensed Software for back-up or archival purposes, provided that any copy contains all of the original Licensed Software's proprietary notices. YOU MAY NOT: (i) permit the operation of the Licensed Software by users other than Named Users, (ii) modify, translate, reverse engineer, decompile, disassemble (except to the extent applicable laws specifically prohibit such restriction and provided that you have first requested from TCC the tools necessary to create interoperable programs), or create derivative works based on the Licensed Software, (iii) copy the Licensed Software (except as specified herein), (iv) export, directly or indirectly, the Licensed Software to any person or entity outside the United States in violation of applicable U.S. export laws, (v) sell, rent, lease, or otherwise transfer rights to the Licensed Software to other devices, (vi) remove any proprietary notices or labels on the Licensed Software.

3. MANDATORY ACTIVATION

The license rights granted under this EULA will become effective as of the TCC's delivery of the Licensed Software according to the terms of the Contract. You and your users may need to activate each copy during the setup sequence on each Workstation. You may also need to reactivate your Licensed Software if you change your computer hardware, retire or replace a Workstation, or alter the Licensed Software. You may only activate the Licensed Software by contacting TCC.

After the effective date of this EULA, or the date that you purchase additional licenses to operate the Licensed Software on additional Workstations, you will be issued a software key. Upon receipt of the key you will enter that key where directed to do so. Upon entering the key, you will gain access to, and

the ability to use, full functionality of the Licensed Software, along with access to online training provided at no additional cost by TCC.

4. UPGRADES AND UPDATES

The term "Upgrade" shall mean the release of a version of the Licensed Software containing major changes to the structure thereof where important new features may be added. The change to an Upgrade will be recognized by an increase in value of the primary version number (e.g. eXpedite 3.x to be replaced by eXpedite 4.x). The term "Update" shall mean the release of a version of the Licensed Software containing improvements and adjustments to the Licensed Software, however not including major structural changes and/or new important features. The change to an Update will be recognized by an increase in value of the secondary version number (e.g. eXpedite 3.0 to be replaced by eXpedite 3.1).

The Terms and Conditions of this License Agreement shall apply to the initial copy of the Licensed Software as well as to any Upgrade or Update to the Licensed Software subsequently delivered to you. Provided that you have paid currently due maintenance fees, TCC will deliver to you for no additional charges any Upgrades and Updates to the Licensed Software. You must destroy all previous copies of the Licensed Software, however duplicated or archived, within thirty (30) days of installation of the Upgrade or Update. To use Licensed Software identified as an Upgrade, you must first be licensed for the product identified by TCC as eligible for the Upgrade.

5. ADDITIONAL SOFTWARE SERVICES

This EULA applies to Upgrades, Updates, supplements, and add on components, or Internet-based service components, of the Licensed Software that TCC may provide to you or make available to you after the date you obtain your initial copy of the Licensed Software TCC reserves the right to discontinue any Internet-based services provided to you or made available to you through the use of this Licensed Software if you do not pay maintenance fees in accordance with the Contract.

6. LIMITATIONS ON REVERSE ENGINEERING, DECOMPILATION, AND DISASSEMBLY

You may not reverse engineer, decompile, or disassemble the Licensed Software, except and only to the extent that it is expressly permitted by applicable law notwithstanding this limitation. The program(s) to which this license applies integrates one or more software programs developed by others. You are not permitted to distribute these other programs pursuant to this Section as either a standalone Licensed Software, or as a part of any other product. Nor shall you, in respect of the Licensed Software, and the other programs, disassemble or attempt to disassemble the code, or attempt in any manner to reconstruct, discover, reuse, or modify any source code or underlying algorithms thereof. Similarly, you shall not use the Licensed Software, or any portion or portions thereof for software development or application development purposes.

7. TERMINATION

Without prejudice to any other rights, TCC may terminate this EULA if you commit any material breach or default of any covenant, warranty, or obligation under this EULA and you fail to cure such failure within thirty (30) Business Days after delivery of TCC's notice or such longer period as TCC may specify in such notice. TCC must notify you in writing with a detailed description of the default or breach in order qualify an event or action as default for which TCC may terminate this EULA pursuant to this Section. Following termination pursuant to this Section you must destroy all copies of the Licensed Software and all of its component parts.

8. PRODUCT CHARGES.

This License is a perpetual grant. After the first year, TCC, upon receipt of the annual maintenance fee pursuant to the Contract, shall distribute updates, upgrades, versions, and patches to the Licensed Software.

9. EXPORT RESTRICTIONS
You acknowledge that the Licensed Software is of U.S. origin and is subject to U.S. export jurisdiction. You agree to comply with all applicable international and national laws that apply to the Licensed Software, including the U.S. Export Administration Regulations, as well as end-user, end-use, and destination restrictions issued by U.S. and other governments.

10. LIMITED WARRANTY FOR LICENSED SOFTWARE.
TCC warrants that the Licensed Software will perform and operate as set forth in the Contract. If an implied warranty or condition is created by your state /jurisdiction and federal or state/provincial law prohibits disclaimer of it, you also have an implied warranty or condition, but only as to defects discovered during the period of this limited warranty (ninety days). There is no warranty or condition of any kind other than any additional warranties set forth in the Contract. Some states/jurisdictions do not allow limitations on how long an implied warranty or condition lasts, so the above limitation, may not apply to you.

11. DISCLAIMER OF WARRANTIES.
THE LICENSED SOFTWARE IS PROVIDED "AS IS," WITHOUT WARRANTY OF ANY KIND, EXCEPT AS STATED IN SECTION 12, HEREINABOVE, AND IN THE CONTRACT. THE ENTIRE RISK AS TO THE RESULT AND PERFORMANCE OF THE LICENSED SOFTWARE IS ASSUMED BY CUSTOMER. EXCEPT AS STATED IN SECTION 12, AND IN THE CONTRACT, TCC AND ITS RESELLERS, LICENSORS AND SUPPLIERS MAKE NO WARRANTIES OR CONDITIONS, EXPRESS, IMPLIED OR STATUTORY, WITH RESPECT TO THE LICENSED SOFTWARE OR THE USE OR OPERATION THEREOF AND SPECIFICALLY DISCLAIM THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

12. LIMITATION ON REMEDIES
Your remedies for any breach of the Limited Warranty are set forth in the Contract.

13. ENTIRE AGREEMENT
This EULA (including any addendum or amendment to this EULA which is included with the Licensed Software) and the Contract are the only agreements between you and TCC, relating to the Licensed Software and the support services (if any) and they supersede all prior or contemporaneous oral or written communications, proposals, and representations with respect to the Licensed Software or any other subject matter covered by the EULA. In the event of any inconsistency between the statements made in the EULA and the Contract, the following order of precedence governs: (a) first, the Contract; and (b) second, the EULA.

14. NOTICES PROVIDED FOR IN THIS EULA
When used herein, the phrase "written notice" shall mean that, with regard to any written notice required of you herein, or which you are given the option of providing TCC, such notice shall be provided as set forth in the Contract.

21. DISPUTE RESOLUTION. The provisions of the Contract related to the resolution of disputes, including provisions related to venue, jurisdiction, and governing law are incorporate herein, and set forth in their entirety the parties' agreement with respect to those matters.

Schedule E – eXpedite Escrow Agreement

SOFTWARE ESCROW AGREEMENT

This Escrow Agreement ("Agreement") is made as of this 19th day of April, 2016, by and between The Consultant's Consortium, Inc. ("TCC"), John M. Reames, P.C. ("Reames, P.C.") and State of Michigan.

PRELIMINARY STATEMENT. TCC and the State of Michigan have entered an Agreement (the "Primary Contract"), pursuant to which the State of Michigan has rights to receive TCC's eXpedite software product, along with any updates, additions, and improvements (all together, "eXpedite"). TCC intends to deliver to Reames, P.C. a package containing (i) one (1) USB drive containing the following: (a) eXpedite source code database schema, (b) source code documentation including all technical, functional and other specifications, software build instructions, compilation instructions, file and record layouts and fields, schematics, flow charts, configuration documentation, and other programming and system documentation pertaining to eXpedite (collectively, the "Deposit Materials"). TCC desires Reames, P.C. to hold the Deposit Materials, and, upon certain events as defined in Section 4, deliver the Deposit Materials to the State of Michigan, in accordance with the terms hereof.

Now, therefore, in consideration of the foregoing, and in consideration of the mutual promises hereinafter set forth, and for other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the parties agree as follows:

1. DELIVERY BY TCC. TCC shall deliver a set of Deposit Materials to Reames, P.C. as specified herein. TCC shall update the Deposit Materials held by Reames, P.C. no less than four (4) times annually, on or before the last day of the months of March, June, September and December, and sooner if TCC contemplates bankruptcy, or is notified by the State of Michigan that TCC is in default or breach. TCC shall be solely responsible for delivering to Reames, P.C. the Deposit Materials. Reames, P.C. shall hold the Deposit Materials in accordance with the terms hereof. Reames, P.C. shall have no obligation to verify the completeness or accuracy of the Deposit Materials; nor shall Reames, P.C. have the obligation to determine whether the materials delivered are sufficient to allow the State of Michigan, or its agents, to continue using the software.

2. DUPLICATION. Reames, P.C. may, but is not obligated to, duplicate the Deposit Materials. Alternatively, Reames, P.C., by notice to TCC, may require TCC to reasonably promptly duplicate the Deposit Materials.

3. NOTIFICATION OF DEPOSITS. At the time of delivery to Reames, P.C. of each set of Deposit Materials, Reames, P.C. shall deliver to the State of Michigan a written statement identifying all items deposited.

4. DELIVERY BY REAMES, P.C.

4.1 DELIVERY BY REAMES, P.C. TO THE STATE OF MICHIGAN. Reames, P.C. shall deliver the Deposit Materials, or a copy thereof, to the State of Michigan only in the event that:

(a) TCC notifies Reames, P.C. to effect such delivery to the State of Michigan at a specific address; or

(b) Reames, P.C. receives all of the following from the State of Michigan:

(i) written notification that TCC has failed in a material respect to provide maintenance and support in respect of thereof as provided in the Primary Contract or that TCC has otherwise defaulted in a material respect under the Primary Contract ("TCC Default") for a period of thirty (30) days, or that TCC is in breach, or is in default of, its obligations under, the Primary Contract, despite TCC having been provided notice

thereof as provided in the Primary Contract, that TCC has failed to continue to do business in the ordinary course, or that TCC is unwilling or unable to provide the maintenance and support services in accordance with the Primary Contract;

(ii) an executed copy of the State of Michigan's Notice of Failure to Cure a Material Breach under the terms of the Primary Contract;
(iii) a written demand that the Deposit Materials be released and delivered to the State of Michigan;

(iv) a written undertaking from the State of Michigan that the Deposit Materials being supplied to the State of Michigan will be used only for its internal business purposes; and,

(c) If the provisions of paragraphs 4.1(a) or 4.1(b) are satisfied, and Reames, P.C. does not receive an Objection Notice within the Objection Period pursuant to paragraph (d) below, Reames, P.C. shall, within five (5) business days after receipt of the notification and check specified in paragraph 4.1(a) and expiration of the Objection Period, deliver the Deposit Materials in accordance with the applicable instructions. Reames, P.C. shall not release the Deposit Materials if it receives an Objection Notice within the Objection Period absent a court order, final order of arbitration or joint written instructions of TCC and the State of Michigan.

(d) Reames, P.C. shall, within five (5) business days after receipt of all the documents specified in paragraph 4.1(b), send by certified mail to TCC a photostatic copy of all such documents. TCC shall have five (5) business days from the date on which TCC receives such documents ("Objection Period") to notify Reames, P.C. of its objection ("Objection Notice") to the proposed release of the Deposit Materials to the State of Michigan.:

(i) Should TCC object to the proposed release of the Deposit Materials, the parties will proceed to the Dispute Resolution process as outlined in the Primary Contract.

If the parties are unable to reach a resolution under the Dispute Resolution process as outlined in the Primary Contract, either party may initiate litigation in a court of competent jurisdiction.

(iii) TCC may, at any time prior to the commencement of litigation, notify Reames, P.C. that TCC has withdrawn the Objection Notice.

(e) Upon receipt of the Deposit Materials, the State of Michigan may use the Deposit Materials only its internal business purposes. The Deposit Materials will be considered confidential information to be treated by the State of Michigan in accordance with the confidentiality provisions of the Primary Contract and to the extent permitted by Michigan law.

4.2 DELIVERY BY REAMES, P.C. TO TCC. Reames, P.C. shall release and deliver the Deposit Materials to TCC upon termination of this Agreement in accordance with paragraph 7(a) hereof.

5. INDEMNITY. TCC shall indemnify and hold harmless Reames, P.C. and its directors, officers, agents, employees and stockholders ("Reames, P.C. Indemnitees") absolutely and forever, from and against any and all claims, actions, damages, suits, liabilities, obligations, costs, fees, charges, and any other expenses whatsoever, including reasonable attorneys' fees and costs, that may be asserted against any Reames, P.C. Indemnitees in connection with this Agreement or the performance of Reames, P.C. or any Reames, P.C. Indemnitee hereunder.

6. DISPUTES AND INTERPLEADER.

(a) Reames, P.C. may submit any matter in an interpleader or similar action after Reames, P.C.'s receipt of an Objection Notice under Section 4 and the parties under this Agreement submit the matter to litigation as described in Section 4 of this Agreement. Any and all costs incurred by Reames, P.C. in connection therewith, including reasonable attorneys' fees and costs, shall be borne by TCC.

(b) Reames, P.C. shall perform any acts ordered by any court of competent jurisdiction, without any liability or obligation to any party hereunder by reason of such act.

7. TERM AND RENEWAL.

(a) The term of this Agreement shall be coincident and coterminous with the Primary Contract.

(b) Notwithstanding the foregoing, Reames, P.C., upon giving ninety (90) days prior written notice to TCC and the State of Michigan, may terminate this Agreement. Reames, P.C.'s duties under this Agreement shall terminate at the conclusion of ninety (90) days following the giving of the Notice. At any time prior to the expiration of ninety (90) days following the giving of the notice, TCC, in writing, and with the written consent of the State of Michigan, may notify Reames, P.C., of a person, firm, or corporation, to whom the Deposit Materials then in its possession are to delivered, and direct Reames, P.C., to make such delivery. Should TCC notify and direct Reames, P.C. as provided in the immediately foregoing sentence, Reames, P.C., shall, within a reasonable period time after receipt of TCC's notice and the written consent of the State of Michigan, deliver the Deposit Materials then in its possession as directed by TCC, and, upon doing so, notify TCC and the State of Michigan that such delivery has occurred. Upon delivering the Deposit Materials then in its possession, and notifying TCC and the State of Michigan that it has done so, this Agreement shall terminate.

(c) In the event of termination of this Agreement in accordance with paragraphs 7(a) hereof, TCC shall pay all fees due Reames, P.C. and Reames, P.C. shall return to TCC all copies of the Deposit Materials then in its possession.

8. FEES. TCC shall pay to Reames, P.C. fees at the rate of $225.00 per hour as compensation for Reames, P.C.'s services under this Agreement. Reames, P.C. shall issue invoice to TCC in the manner traditionally issued to TCC for work done for TCC. Payment is due upon receipt of invoice, irrespective of when the Deposit Materials are received.

9. OWNERSHIP OF DEPOSIT MATERIALS. The parties recognize and acknowledge that ownership of the Deposit Materials shall remain with TCC until such time as Reames, P.C. has been notified to turn the deposit materials over to the State of Michigan per the provisions of Section 4, above.

10. VERIFICATION SERVICES. Reames, P.C. shall have no duty or obligation to inspect the Deposit Materials for any purpose, including without limitation, the purpose of verifying its relevance, completeness, currency, accuracy and functionality. All parties acknowledges that the State of Michigan may inspect and verify the Deposit Materials at its own cost and expense, during regular business hours and with reasonable notice given to Reames, P.C..

11. BANKRUPTCY. TCC and the State of Michigan acknowledge that this Agreement is an "agreement supplementary to" the Primary Contract as provided in Section 365 (n) of Title 11, United States Code (the "Bankruptcy Code"). TCC acknowledges that if TCC as a debtor in possession, or a trustee in Bankruptcy in a case under the Bankruptcy Code, rejects the Primary Contract or this Agreement, the State of Michigan may elect to retain its rights under the Primary Contract and this Agreement as provided in Section 365 (n) of the Bankruptcy Code. Upon written request of the State of Michigan to TCC or the Bankruptcy Trustee, TCC or such Bankruptcy Trustee shall not interfere with the rights of the State of Michigan as provided in the Primary Contract and this Agreement, including the right to obtain the Deposit Material from Reames, P.C..

12. MISCELLANEOUS.

(a) REMEDIES. Except for intentional misrepresentation, gross negligence or intentional misconduct, Reames, P.C. shall not be liable to TCC or to the State of Michigan for any act, or failure to act, by Reames, P.C. in connection with this Agreement. Any liability of Reames, P.C. regardless of the cause shall be limited to the fees exchanged under this Agreement. Reames, P.C. will not be liable for special, indirect, incidental or consequential damages hereunder.

(b) PERMITTED RELIANCE AND ABSTENTION. Reames, P.C. may rely and shall be fully protected in acting or refraining from acting upon any notice or other document believed by Reames, P.C. in good faith to be genuine and to have been signed or presented by the proper person or entity.

(c) INDEPENDENT CONTRACTOR. ENTIRE AGREEMENT. Reames, P.C. is an independent contractor, and, for purposes of this Contract, is not an employee or agent of either the TCC or the State of Michigan. This Agreement shall not be modified or amended except by another agreement in writing executed by the parties hereto. This Agreement, including all exhibits hereto, supersedes all prior discussions, understandings and agreements between the parties with respect to the matters contained herein, and constitutes the entire agreement between the parties with respect to the matters contemplated herein. All exhibits attached hereto are by this reference made a part of this Agreement and are incorporated herein.

(d) GOVERNING LAW. This Agreement shall be construed and enforced in accordance with the laws of the State of Michigan.

(e) NOTICES. All notices, requests, demands or other communications required or permitted to be given or made under this Agreement shall be in writing and shall be delivered by hand or mailed by certified mail, return receipt requested, postage prepaid. If delivered personally, the date on which the notice, request, instruction or document is delivered shall be the date on which delivery is deemed to be made, and if delivered by mail, the date on which such notice, request, instruction or document is received shall be the date on which delivery is deemed to be made. Any party may change its address for the purpose of this Agreement by notice in writing to the other parties as provided herein.

Any Notice required hereunder shall be deemed sufficient if delivered via Certified Mail, Return Receipt Requested to the following addresses:

JOHN M. REAMES, P.C.	STATE OF Michigan	THE CONSULTANT'S CONSORTIUM INC
Attn. John M. Reames, Atty.	Dept. of Technology, Management and BUDGET	attn.: Alison J. Maloof
1638 West Smith Valley Rd., Ste. A	Attn: Jarrod Barron	1022 E. 52nd Street
Greenwood, IN 46143	525 W. Allegan, 1st Floor	Indianapolis, IN 46205
Tel. (317) 882-9839	Lansing, MI 48913	Tel. (317) 638-0173
	Tel. (517) 284-7045	

(k) NO WAIVER. No failure on the part of any party hereto to exercise, and no delay in exercising any right, power or single or partial exercise of any right, power or remedy by any party will preclude any other or further exercise thereof or the exercise of any other right, power or remedy. No express waiver or assent by any party hereto to any breach of or default in any term or condition of this Agreement shall constitute a waiver of or an assent to any succeeding breach of or default in the same or any other term or condition hereof.

IN WITNESS WHEREOF each of the parties has caused its duly authorized officer to execute this Agreement as of the date and year first above written.

"TCC"
THE CONSULTANT'S CONSORTIUM, INC.

By: _____

Printed: _____

Position: _____

"_____"

STATE OF MICHIGAN, DEPT. TECHNOLOGY, MANAGEMENT AND BUDGET

By: _____

Printed: _____

Position: _____

"REAMES, P.C."
JOHN M. REAMES, P.C.

By: _____

Printed: _____

Position: _____