Form No. DMB 234 (Rev. 1/96)
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 **April 25, 2012**
PROCUREMENT
P.O. BOX 30026, LANSING, MI 48909
OR
530 W. ALLEGAN, LANSING, MI 48933

CHANGE NOTICE NO. 3
TO
CONTRACT NO. 071B1300247
between
THE STATE OF MICHIGAN
and

NAME & ADDRESS OF VENDOR **Unisys** **310 Winterberry Lane** **Okemos, MI 48864** **Email: Jeffrey.Arbour@unisys.com**	TELEPHONE: Jeff Arbour **(517) 580-3700** VENDOR NUMBER/MAIL CODE BUYER/CA (517) 241-3215 **Steve Motz**
Contract Compliance Inspector: Jim Hogan **Statewide Automated Child Welfare Information System (SACWIS)** **Design, Development and Implementation (DDI)**	
CONTRACT PERIOD: From: **March 22, 2011** To: **March 21, 2014**	
TERMS **NA**	SHIPMENT **NA**
F.O.B. **NA**	SHIPPED FROM **NA**
MINIMUM DELIVERY REQUIREMENTS	
MISCELLANEOUS INFORMATION:	

NATURE OF CHANGE(S):

Effective immediately this Contract is amended to include the attached Statement of Work and Change Control DTMB00001343, which provides the basis for establishing the MiSACWIS and Courts System Integration Project (CSIP) and will formalize the vision provided by the MiSACWIS Judicial Committee. The total value of this change is $1,500,000.00 which will be funded using the Reserved Bank of Hours ($11,010,958.90), leaving a remaining balance of $9,510,958.90 for other future enhancements. The funding for the Reserved Bank of Hours is already included in the Total Estimated Contract Value. All other terms, conditions, pricing and specifications remain unchanged.

AUTHORITY/REASON:

Per Vendor and Agency agreement

TOTAL ESTIMATED CONTRACT VALUE REMAINS: $ 47,303,560.00

MICHIGAN DEPARTMENT OF TECHNOLOGY, MANAGEMENT AND BUDGET
IT SERVICES
STATEMENT OF WORK

Project Title: **MiSACWIS and Courts System Integration Project (CSIP)**	**Period of Coverage:** **April 2012 to April 2013**
Requesting Department: **Department of Human Services**	**Date:** **April 25, 2012**
Agency Project Manager: **Nancy Palmateer**	**Phone:** **517-241-8509**
DTMB Project Manager: **Jeff Kuhlman/Cole Jacobson**	**Phone:** **517-335-2248**

BACKGROUND:

This Statement of Work for Other Services to be provided under Contract #0712B1300247 between the State of Michigan (SOM) and Unisys (Contractor or DDI) is for the initiation, planning, requirements, and design services for Part 1 of the Courts System Information Project (CSIP) described below. This Statement of Work covers additional tasks and activities outside the scope of the Required Deliverables for the MiSACWIS project that were planned for when MiSACWIS was initially contracted in March 2011, via Activity 18 Other Services. The CSIP effort currently has two parts. Part 1 is the initiation, and planning scope/requirements, and design; and Part 2 is the software design, development, test, and implementation of the CSIP. Part 2 is not included in this change control.

Michigan County Courts and the Michigan Department of Human Services (DHS) play a vital role in child welfare, with a specific focus toward ensuring the best possible outcomes for children – including safety, well-being, and permanence.

In the current landscape, these two entities work within separate and distinct computer systems, with little or no integration or data exchange beyond manual processes and duplicate data entry. While still effective at providing the best possible outcomes for children and families, there is an opportunity to leverage technology to enable specific business processes that leads to more timely, efficient, and accurate exchange of information between the courts and DHS.

To further explore this opportunity, the MiSACWIS Judicial Committee has been established to take the next steps in developing a strategic vision for enhancing the technology integration between the two entities.

This Statement of Work defines the general scope of Part 1 of the MiSACWIS and Courts System Integration Project (CSIP) with the understanding that the specific tasks and deliverables and fees for the project activities for Part 1of the CSIP are subject to further definition in task orders to be agreed to by the parties as described below. The CSIP team will be staffed with members of the Contractor's Design, Development, and Implementation (DDI) team for the MiSACWIS project, QC Team, DHS, the Department of Technology, Management, and Budget (DTMB), selected court personnel, the MiSACWIS Judicial Committee, and other stakeholders.

PROJECT OBJECTIVE:

The CSIP will leverage the work already completed by the MiSACWIS Judicial Committee and will focus the Part 1 planning, requirements and design efforts on using technology to facilitate the timely and accurate exchange of petition and orders in MiSACWIS – beginning with the emergency removal process after hours. Additional information and data that can be easily shared that would be of value to the courts – including, child fatality notices, caseworker changes, placement changes, etc. – will also be considered if it adds value and fits within the identified scope of work.

To help enable this vision, the CSIP will consider multiple technologies as part of the Part 1 planning, requirements and design efforts, including at a minimum:

- Extensions to the web enabled MiSACWIS application (currently in development);
- Connected mobile devices (laptops, cell phones, and tablet devices); and,
- Disconnected mobile devices (cell phones, and tablet devices).

In the process of achieving this goal, as part of the Part 1 project, the CSIP will define the technical architecture for mobile technology access to MiSACWIS. The SOM Mobile Technology initiative will be used as the basis for design of the Courts Integration mobile functionality. The SOM Mobile Technology initiative is based on DTMB Enterprise Architecture standards.

SCOPE OF WORK:

$1.5 million of the Other Services fees set aside under the Contract are being allocated to this Statement of Work and the work to be performed by Contractor in support of the CSIP Part 1 Deliverables, with the understanding that, prior to commencing work on each Deliverable, Contractor and SOM will agree on the specific requirements, acceptance criteria and the firm fixed price for each Deliverable in mutually agreed task orders. Before working on the first deliverable, and as each subsequent Deliverable is completed, SOM and Contractor will define the requirements, acceptance criteria and pricing for the Deliverable(s), to be included in task orders. In this manner, each Deliverable will be accomplished under mutually authorized 'task orders' under this Statement of Work until such time as the $1.5 million of allocated Other Services are depleted or all Deliverables have been completed, whichever occurs first.

DELIVERABLES:

The Deliverables associated with Part 1 of the CSIP toward which Unisys will work toward completion as further described in individual task orders are as follows:

Vision Document
Technical Architecture
Business and Technical Requirements
Use Case Diagram and Initial Draft of Use Cases
Detail Design Documents
Updates to MiSACWIS project artifacts
Phase Two Project Planning Documents

For each Deliverable in Part 1 of the CSIP listed above, the Contractor and SOM will develop and agree on a description of the tasks to be completed, Deliverable requirements and corresponding acceptance criteria. The Contractor DDI team will provide a firm fixed price for the completion of that Deliverable. The Deliverables above are recommended by Contractor for the CSIP Part 1; however, the tasks and deliverables can be redefined upon mutual agreement of the SOM and the Contractor. Authorization to commence work, incur expenses/invoice for each of the above Deliverables under this Statement Work and the associated Purchase Order will be through an authorized SOM and Contractor signed task order.

The task order approach provides for mutually mitigated risk for the Contractor and SOM, where work is relatively undefined. Deliverables will be accepted according to the acceptance procedures in the contract and the applicable task orders. Upon issuance of the PO, SOM agrees that it will purchase and Unisys agrees to provide up to $1,500,000 in Services, toward the completion of the tasks and deliverables for Part 1 above and as further agreed and specified in the task orders. The SOM has no obligation to issue task orders which add up to the full amount of the issued Purchase Order of $1,500, 000. The $1,500,000 is only an estimate for completion of the Part 1 deliverables; since the requirements and charges are subject to validation through the task order development process. Unisys makes no representation that the deliverables can or will be completed within that budget. Fixed price fees will be established for each deliverable pursuant to the task orders. SOM will have no obligation to pay and Contractor will have no obligation to deliver services in excess of the funded $1,500,000 estimated for this SOW unless an increase is approved by both parties pursuant to the change control procedures of the Agreement.

ACCEPTANCE CRITERIA:

The acceptance criteria for each Deliverable will be specified in the task order as each task is progressively defined and mutually agreed upon by SOM and Contractor as described in the Scope of Work above.

PROJECT CONTROL AND REPORTS:

A monthly status report must be submitted to the Department of Human Services and DTMB Project Managers throughout the life of this project. This report must be submitted prior to the billing invoice. Each monthly status report must contain the following:

1. **Accomplishments**: Indicate what was worked on and what was completed during the current reporting period.

SPECIFIC DEPARTMENT STANDARDS:
Agency standards as defined in Contract #0712B1300247 between the SOM and Unisys will apply to Deliverables completed under this Statement of Work.

PAYMENT SCHEDULE:
Payment will be made for the Deliverables of this Statement of Work according to the terms described Contract #0712B1300247 between the State of Michigan and Unisys and according to the Deliverable acceptance criteria and payment milestones set out in each Deliverable's respective task order.

EXPENSES:
CONTRACT NO. 071B1300247 Statewide Automated Child Welfare Information System (SACWIS) Design, Development and Implementation (DDI) between the State of Michigan and Unisys governs expenses.

PROJECT CONTACTS:
The designated Agency Project Manager is:

DTMB
Nancy Palmateer
Grand Tower, 9th floor
235. S Grand Ave
Lansing, MI 48909
517-241-8509
PalmateerN@michigan.gov

The designated DTMB Project Manager is:

DTMB
Jeff Kuhlman/Cole Jacobson
Agency Services/DHS
One Michigan Building
120 N. Washington Square, 3rd Floor
Lansing, MI 48933
517-335-2248
kuhlmanj@michigan.gov
jacobsonc@michigan.gov

AGENCY RESPONSIBILITIES:
See CONTRACT NO. 071B1300247 Statewide Automated Child Welfare Information System (SACWIS) Design, Development and Implementation (DDI) between the State of Michigan and Unisys and the above Scope of Work.

SOM recognizes that participation by DTMB, DHS and court staff are required in order for Contractor to successfully complete Deliverables, and will be responsible for making staff available for the initiation, planning, requirements, and design activities and the review and approval of completed Deliverables as required and according to the agreed upon project schedule.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:
See CONTRACT NO. 071B1300247 Statewide Automated Child Welfare Information System (SACWIS) Design, Development and Implementation (DDI) between the State of Michigan and Unisys and the above Scope of Work.

The SOM agrees to the following exception for this SOW, Contractor will primarily work at the MiSACWIS project site at the PNC building in Lansing, Michigan, with some activities to occur at various Contractor office locations in the United States.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:
See CONTRACT NO. 071B1300247 Statewide Automated Child Welfare Information System (SACWIS) Design, Development and Implementation (DDI) between the State of Michigan and Unisys. .

STATE OF MICHIGAN

RICK SNYDER
GOVERNOR

DEPARTMENT OF TECHNOLOGY, MANAGEMENT & BUDGET

LANSING

JOHN E. NIXON, CPA
DIRECTOR

March 1, 2012

TO: Steve Motz

FROM: Jeff Kuhlman
Nancy Palmateer

SUBJECT: **Unisys Contract 071B1300247**
SACWIS Change Control DTMB00001343
MiSACWIS and Courts System Integration Project (CSIP) Part 1 Initiation, and Planning Scope/Requirements

The State of Michigan has evaluated the MiSACWIS and Courts System Integration Project (CSIP) Part 1 Initiation, and Planning Scope/Requirements change control. This change control focuses on the initiation, planning, scoping and requirements development for the integration of MiSACWIS with the Michigan courts system and Michigan's mobile technology initiative. This change control is allocated to Activity 18.Other Services, 18.1 150,000 Hrs. Banked Reserve within the existing Unisys Contract 071B1300247.

The approved change control allocates the following amount to Activity 18.Other Services - $1,500,000.

Signatures SACWIS Change Control DTMB00001343

The signatures of the people below relay an understanding in the purpose and content of this SACWIS Change Control.

Name / Title	Signature	Date
SACWIS Senior Project Manager Jeff Kuhlman		3/1/12
DHS SACWIS Business Director Laurie Johnson		3/1/12
DTMB Program Management Division Director Nancy Palmateer		3/1/12
DTMB Development Division Director Rich DeMello		3/1/12
DTMB Leveraged Services Division Director Tess Layman		3/2/12
Design, Development Implementation (DDI) Project Manager Bill Thornton		3/2/2012
Quality Control Manager Susan Zakrzewski		3/1/12

Form No. DMB 234 (Rev. 1/96)
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 **March 7, 2012**
PROCUREMENT
P.O. BOX 30026, LANSING, MI 48909
OR
530 W. ALLEGAN, LANSING, MI 48933

CHANGE NOTICE NO. 2
TO
CONTRACT NO. 071B1300247
between
THE STATE OF MICHIGAN
and

NAME & ADDRESS OF VENDOR **Unisys** **310 Winterberry Lane** **Okemos, MI 48864** **Email: Jeffrey.Arbour@unisys.com**	TELEPHONE: Jeff Arbour **(517) 580-3700** VENDOR NUMBER/MAIL CODE BUYER/CA (517) 241-3215 **Steve Motz**
Contract Compliance Inspector: Jim Hogan **Statewide Automated Child Welfare Information System (SACWIS)** **Design, Development and Implementation (DDI)**	
CONTRACT PERIOD: From: **March 22, 2011** To: **March 21, 2014**	
TERMS **NA**	SHIPMENT **NA**
F.O.B. **NA**	SHIPPED FROM **NA**
MINIMUM DELIVERY REQUIREMENTS	
MISCELLANEOUS INFORMATION:	

NATURE OF CHANGE(S):

The MiSACWIS project has removed the conversion of the Adoption Records Imaging Management System (ARIMS) data (*See Attached Change Control DTMB00000616*) and the conversion of the Families First data (*See Attached Change Control DTMB00000727*) from the scope of the MiSACWIS project. This Change Notice also documents changes to key personnel (*See Attached Change Control DTMB00002494*) and provides updates to Table 1 and Table 2 of Appendix F to reflect these changes resulting in a total reduction of $110,958.90 in the Required Deliverables which will be moved into the Banked Reserve.

AUTHORITY/REASON:

Per Vendor and Agency agreement

TOTAL ESTIMATED CONTRACT VALUE REMAINS: $ 47,303,560.00

Contract No. 071B1300247
Change Notice No. 2
Signature Block

FOR THE CONTRACTOR:	**FOR THE STATE:**
Unisys	
Firm Name	Signature
	Jeff Brownlee, Chief Procurement Officer
Authorized Agent Signature	Name/Title
	DTMB-Procurement
Authorized Agent (Print or Type)	Division
Date	Date

Change Control DTMB00000616

STATE OF MICHIGAN

RICK SNYDER
GOVERNOR

DEPARTMENT OF TECHNOLOGY, MANAGEMENT & BUDGET
LANSING

JOHN E. NIXON
DIRECTOR

November 8, 2011

TO: Steve Motz

FROM: Jeff Kuhlman
Nancy Palmateer

SUBJECT: **Unisys Contract 071B1300247**
SACWIS Change Control DTMB00000727
Remove Adoption Records Imaging Management System (ARIMS) from list of applications to be converted.

The State of Michigan has evaluated the list of systems to be converted as part of Activity 8: Conversion and Data Migration within Unisys Contract 071B1300247 and is exercising its right to remove ARIMS as a system to be converted.

The approved change control details the dollar amount to be credited to the State -- $32,054.79.

Signatures SACWIS Change Control DTMB00000616

The signatures of the people below relay an understanding in the purpose and content of this SACWIS Change Control.

Name / Title	Signature	Date
SACWIS Senior Project Manager Jeff Kuhlman		12/08/11
DHS SACWIS Business Director Laurie Johnson		12/8/11
DTMB Program Management Division Director Nancy Palmateer		12/8/11
DTMB Development Division Director Rich DeMello		12/8/11
DTMB Leveraged Services Division Director Tess Layman		12/8/11
Design, Development Implementation (DDI) Project Manager Bill Thornton		12/8/11
Quality Control Manager Susan Zakrzewski		12/8/11

Change Control DTMB00000727

STATE OF MICHIGAN

RICK SNYDER
GOVERNOR

DEPARTMENT OF TECHNOLOGY, MANAGEMENT & BUDGET

LANSING

JOHN E. NIXON, CPA
DIRECTOR

November 8, 2011

TO: Steve Motz

FROM: Jeff Kuhlman
Nancy Palmateer

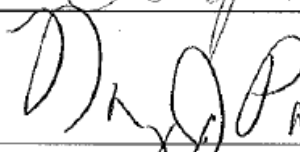
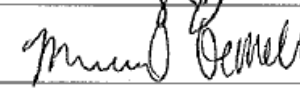
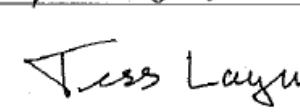
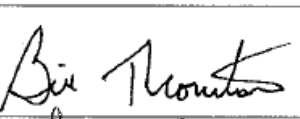
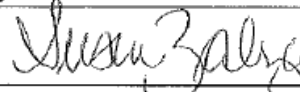
SUBJECT: **Unisys Contract 071B1300247**
SACWIS Change Control DTMB00000727
Remove Families First from list of applications to be converted.

The State of Michigan has evaluated the list of systems to be converted as part of Activity 8: Conversion and Data Migration within Unisys Contract 071B1300247 and is exercising its right to remove Families First as a system to be converted.

The approved change control details the dollar amount to be credited to the State - $78,904.11.

Signatures SACWIS Change Control DTMB00000727

The signatures of the people below relay an understanding in the purpose and content of this SACWIS Change Control.

Name / Title	Signature	Date
SACWIS Senior Project Manager Jeff Kuhlman		12/8/11
DHS SACWIS Business Director Laurie Johnson		12/8/11
DTMB Program Management Division Director Nancy Palmateer		12/8/11
DTMB Development Division Director Rich DeMello		12/8/11
DTMB Leveraged Services Division Director Tess Layman		12/8/11
Design, Development Implementation (DDI) Project Manager Bill Thornton		12/8/11
Quality Control Manager Susan Zakrzewski		12/8/11

Change Control DTMB00002494

STATE OF MICHIGAN

RICK SNYDER
GOVERNOR

DEPARTMENT OF TECHNOLOGY, MANAGEMENT & BUDGET

LANSING

JOHN E. NIXON, CPA
DIRECTOR

January 05, 2012

TO: Steve Motz

FROM: Jeff Kuhlman
Nancy Palmateer

SUBJECT: **Unisys Contract 071B1300247**
MiSACWIS Change Control DTMB00002494
DDI Key Personnel Changes Calendar Year 2011

The MiSACWIS PMO submits this MiSACWIS Change Control 2494 for a change in the DDI Contractor's Key Personnel. This change control constitutes a Change Request which will result in a Contract Change Notice which identifies the Contractor's new Key Personnel. This process is explained in the Contract (Contract No. 071B1300247) at 1.403 Change Management and 2.024 Change Requests.

1.200 Roles and Responsibilities

1.201 Contractor Staff, Roles, And Responsibilities

A. Contractor Staff

The Contractor will provide the following individuals as Key Personnel:

Role	Name	Revised Names
Manager of overall Design, Development and Implementation activities	Bill Thornton	
Deputy Project Manager	Rob Plummer – DRC	
Business Manager	~~Tim Orient~~	Chris Cox
IT Manager	~~Chris Cox~~	Sai Polavarapu
Director of Infrastructure (analogous to State Director of Leveraged Services) Data Migration Coordinator	Matt Florian Rebekah Darnell	
Communications Lead	~~Garland Kemper~~	Autumn Barr
Training Coordinator	Virginia Smith – DRC	
Requirements Lead	John Kelly	
Business Analyst Lead	Mike Stubbs – DRC	
Quality Assurance/Testing Lead	Juan Ribot	

Signatures SACWIS Change Control DTMB00002494

The signatures of the people below relay an understanding in the purpose and content of this MiSACWIS Change Control.

Name / Title	Signature	Date
SACWIS Senior Project Manager Jeff Kuhlman		1/5/12
DHS SACWIS Business Director Laurie Johnson		1/5/12
DTMB Program Management Division Director Nancy Palmateer		1/5/12
DTMB Development Division Director Rich DeMello		1/5/12
DTMB Leveraged Services Division Director Tess Layman		1/5/12
Design, Development Implementation (DDI) Project Manager Bill Thornton		1/5/2012
Quality Control Manager Susan Zakrzewski		1/5/12

Please note items in red font reflect changes to Appendix F that are a result of CN#2

Updated Table 1 of Appendix F from Change Notice #2

Table 1: Summary of Cost Totals

The following table includes all the costs associated with the Michigan SACWIS DDI project (excluding the optional features)

Cost Breakdown	Total Cost ($)	Hold Back (HB) 10%	Payment (Less HB)	Comments
Required Deliverables	~~$ 29,850,000.00~~ $ 29,739,041.10	~~$ 2,985,000.00~~ $ 2,973,904.11	~~$ 26,865,000.00~~ $ 26,765,136.99	Information from Table 2 (Not including Banked Reserve) Updates to Activity 8.4 outlined in CN#2 are reflected in the revised cost figures.

The following pricing is for the optional features:

Cost Breakdown	Total Cost ($)	Hold Back (HB) 10%	Payment (Less HB)	Comments
Banked Reserve	~~$ 10,900,000.00~~ $11,010,958.90	~~$ 1,090,000.00~~ $ 1,101,095.89	~~$ 9,810,000.00~~ $ 9,909,863.01	Information from Table 2 (Only Banked Reserve) Updates to Activity 18.1 outlined in CN#2 are reflected in the revised cost figures.
Additional Features	$ 3,467,360.00	$ 346,736.00	$ 3,120,624.00	Information from Table 4
Additional Features Separate Reports, Templates and Ticklers	$ 3,086,200.00	$ 308,620.00	$ 2,777,580.00	Information from Table 4a
Total Contract Value (Including Required Deliverables and Options)	$ 47,303,560.00	$ 4,730,356.00	$ 42,573,204.00	

Updated Table 2 of Appendix F from Change Notice #2

Table 2: Cost by Activity & Deliverable

The following table includes all the costs associated to each activity and deliverable.

No.	Required Deliverable Name	Total Cost ($)	Hold Back (HB) 10%	Payment (Less HB)	Subject to Liquidated Damages	Comments
Activity 1: Project Management						
1.1	Project Plan V1	$ 450,000.00	$ 45,000.00	$ 405,000.00	Yes	
1.2	Quarterly Project Plan	$ 300,000.00	$ 30,000.00	$ 270,000.00	No	$35,000 to be invoiced quarterly for the first 8 quarters. $5,000 to be invoiced quarterly for the last 4 quarters.
1.3	Monthly Project Status Reports	$ 300,000.00	$ 30,000.00	$ 270,000.00	No	$11,000 to be invoiced monthly for the first 25 months. $2,500 to be invoiced monthly for the last 10 months.
1.4	Project Configuration Management Plan	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
1.5	Issue and Risk Management Plan	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
1.6	Requirement Change Control Plan	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
Activity 2: Hardware and Software						
2.1	Hardware and Software Plan	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	
2.2	Hardware and Software Delivery	N/A		N/A	No	The State will procure Hardware and Software from other Existing Contracts. See Table 5 - Hardware and Table 6 Software – for Contractor recommended software and hardware. This will be superseded by the project documentation.
Activity 3: Conceptual Design						

No.	Required Deliverable Name	Total Cost ($)	Hold Back (HB) 10%	Payment (Less HB)	Subject to Liquidated Damages	Comments
3.1	Requirements Validation and Traceability Plan	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	
3.2	Conceptual Design Methodology and Session Plan	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	
3.3	Conceptual System Design	$ 600,000.00	$ 60,000.00	$ 540,000.00	Yes	
3.4	Gap Analysis	$ 1,200,000.00	$ 120,000.00	$ 1,080,000.00	Yes	
Activity 4: Security						
4.1	Security Design Document	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	
4.2	User Access Security Plan	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	
4.3	Disaster Recovery Plan	$ 150,000.00	$ 15,000.00	$ 135,000.00	No	
Activity 5: Change Management						
5.1	Comprehensive Change Management and Communication Plan	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
5.2	Business Process Practices & Improvement	$ 450,000.00	$ 45,000.00	$ 405,000.00	No	
Activity 6: Detail Design						
6.1	Detail System Design Session Plan	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
6.2a	Detail System Design Document (DSD) - Increment #1	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	
6.2b	Detail System Design Document (DSD) - Increment #2	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	

No.	Required Deliverable Name	Total Cost ($)	Hold Back (HB) 10%	Payment (Less HB)	Subject to Liquidated Damages	Comments
6.2c	Detail System Design Document (DSD) - Increment #3	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	
6.2d	Detail System Design Document (DSD) - Increment #4	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	
6.2e	Detail System Design Document (DSD) - Increment #5	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	
6.3	Interface Design	$ 750,000.00	$ 75,000.00	$ 675,000.00	Yes	
6.4	Forms, Template and Report Detail Design	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
Activity 7: Development						
7.1	Software Development Plan	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	
7.2	Weekly Construction Summary Report	$ 3,000,000.00	$ 300,000.00	$ 2,700,000.00	No	$250,000 to be invoiced monthly for 12 months.
7.3a	Development Library - Code Check-in #1	$ 900,000.00	$ 90,000.00	$ 810,000.00	No	
7.3b	Development Library - Code Check-in #2	$ 900,000.00	$ 90,000.00	$ 810,000.00	No	
7.3c	Development Library - Code Check-in #3	$ 900,000.00	$ 90,000.00	$ 810,000.00	No	
7.3d	Development Library - Code Check-in #4	$ 900,000.00	$ 90,000.00	$ 810,000.00	No	
7.3e	Development Library - Code Check-in #5	$ 900,000.00	$ 90,000.00	$ 810,000.00	No	
Activity 8: Conversion and Data Migration						
8.1	Data Conversion and Migration Strategy	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
8.2	Data Conversion and Migration Plan	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	
8.3	Data Cleanup Plan	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	

No.	Required Deliverable Name	Total Cost ($)	Hold Back (HB) 10%	Payment (Less HB)	Subject to Liquidated Damages	Comments
8.4	Data Conversion and Migration Results	~~$ 1,350,000.00~~ Reduced ($32,054.79) Reduced ($78,904.11) $ 1,239,041.10	~~$ 135,000.00~~ $ 123,904.11	~~$ 1,215,000.00~~ $ 1,115,136.99	No	CHANGE NOTICE #2 CHANGE SUMMARY Change Control 616 Remove ARIMS ($32,054.79); Change Control 727 Remove Families First ($78,904.11);
Activity 9: Testing						
9.1	Test Management Strategy	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
9.2	Unit and Integration Test Plan and Documentation	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
9.3	System Test Plan	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	
9.4	Interface Test Plan	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	
9.5	Performance, Volume and Stress Test Plan	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	
9.6	Conversion and Migration Test Plan	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	
9.7	System Test Scripts	$ 750,000.00	$ 75,000.00	$ 675,000.00	Yes	
9.8	Testing Results Weekly Report	$ 1,500,000.00	$ 150,000.00	$ 1,350,000.00	No	$300,000 to be invoiced monthly for 5 months.
9.9	Conversion and Migration Weekly Test Results Report	$ 450,000.00	$ 45,000.00	$ 405,000.00	No	
9.10	Performance Monitoring Plan & Weekly Report	$ 300,000.00	$ 30,000.00	$ 270,000.00	No	$30,000 to be invoiced monthly for 10 months.
9.11	Operational Readiness Report	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
Activity 10: User Acceptance Testing						
10.1	UAT Test Environment and Tools	$ 150,000.00	$ 15,000.00	$ 135,000.00	No	

No.	Required Deliverable Name	Total Cost ($)	Hold Back (HB) 10%	Payment (Less HB)	Subject to Liquidated Damages	Comments
10.2	Weekly UAT Status Reports	$ 750,000.00	$ 75,000.00	$ 675,000.00	No	$375,000 to be invoiced monthly for 2 months.
10.3	Operational Readiness Report	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
Activity 11: End User Training						
11.1	End User Training Strategy	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
11.2	Comprehensive Training Plan	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
11.3	End User Training Environment(s)	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
11.4	End User Training Materials V1 and *V2	$ 750,000.00	$ 75,000.00	$ 675,000.00	Yes	
11.5	Online User Aids	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	
11.6	End User Training and Progress Report	$ 150,000.00	$ 15,000.00	$ 135,000.00	No	
11.7	End User Training Final Report	$ 150,000.00	$ 15,000.00	$ 135,000.00	No	
Activity 12: Technical Training						
12.1	Technical Training Strategy	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
12.2	Technical Training Plan	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
12.3	Technical Training Materials	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	
12.4	Technical Training Report	$ 150,000.00	$ 15,000.00	$ 135,000.00	No	
12.5	Project Staff Training Plan	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
Activity 13: Help Desk						
13.1	Help Desk Plan	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	

No.	Required Deliverable Name	Total Cost ($)	Hold Back (HB) 10%	Payment (Less HB)	Subject to Liquidated Damages	Comments
13.2	Help Desk Procedures Manual	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	
13.3	User Help Desk Manual	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	
13.4	Help Desk Transition Plan	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
13.5	Help Desk Reporting	$ 150,000.00	$ 15,000.00	$ 135,000.00	No	
Activity 14: Pilot						
14.1	Pilot Implementation Plan	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
14.2	Pilot Support and Operations Plan	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
14.2a	Pilot Training	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
14.3	Pilot Test and Analysis	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	
Activity 15: Implementation and Readiness						
15.1	Statewide Implementation Plan	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
15.2	Network & Desktop and Production Requirements	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
15.3	Final Readiness Assessment	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	
Activity 16: Transition and Maintenance						
16.1	Operations and Maintenance Transition Plan	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
16.2	Post-Implementation Evaluations	$ 150,000.00	$ 15,000.00	$ 135,000.00	No	
16.3	Operating Procedures	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
16.4	System Updated Documentation	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	

No.	Required Deliverable Name	Total Cost ($)	Hold Back (HB) 10%	Payment (Less HB)	Subject to Liquidated Damages	Comments
Activity 17: Federal Review						
17.1	Updated SACWIS Assessment Review Guide (SARGe)	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	
Activity 18: Other Services						
18.1	150,000 Hrs Banked Reserve	~~$ 10,900,000.00~~ Increase ($110,958.90) $11,010,958.90	~~$ 1,090,000.00~~ $ 1,101,095.89	~~$ 9,810,000.00~~ $ 9,909,863.01	No	The Banked Reserve is for Change Control approved work (i.e Legislative Changes, etc.) **CHANGE NOTICE #2 CHANGE SUMMARY** Dollar reduction from task 8.4 has been moved into the Banked Reserve for future enhancements.

Form No. DMB 234 (Rev. 1/96)
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 December 20, 2011
PROCUREMENT
P.O. BOX 30026, LANSING, MI 48909
OR
530 W. ALLEGAN, LANSING, MI 48933

CHANGE NOTICE NO. 1
TO
CONTRACT NO. 071B1300247
between
THE STATE OF MICHIGAN
and

NAME & ADDRESS OF VENDOR **Unisys** **310 Winterberry Lane** **Okemos, MI 48864** **Email: Jeffrey.Arbour@unisys.com**	TELEPHONE: Jeff Arbour **(517) 580-3700** VENDOR NUMBER/MAIL CODE BUYER/CA (517) 241-3215 **Steve Motz**
Contract Compliance Inspector: Jim Hogan **Statewide Automated Child Welfare Information System (SACWIS)** **Design, Development and Implementation (DDI)**	
CONTRACT PERIOD: From: **March 22, 2011** To: **March 21, 2014**	
TERMS **NA**	SHIPMENT **NA**
F.O.B. **NA**	SHIPPED FROM **NA**
MINIMUM DELIVERY REQUIREMENTS	
MISCELLANEOUS INFORMATION:	

NATURE OF CHANGE(S):

The Attached Change Control DTMB00000129 is hereby included to document the agreed upon additional features selected by the State through issuance of Change Control DTMB00000129. All other terms, conditions, specifications and pricing remain unchanged.

AUTHORITY/REASON:

Per Vendor and Agency agreement through executed Change Control DTMB00000129.

TOTAL ESTIMATED CONTRACT VALUE REMAINS: $47,303,560.00

STATE OF MICHIGAN

RICK SNYDER
GOVERNOR

DEPARTMENT OF TECHNOLOGY, MANAGEMENT & BUDGET
LANSING

JOHN E. NIXON, CPA
DIRECTOR

May 19, 2011

TO: Steve Motz

FROM: Jeff Kuhlman
Nancy Palmateer

SUBJECT: **Unisys Contract 071B1300247**
SACWIS Change Control DTMB00000129
Appendix D Additional Features Selected

The State of Michigan has evaluated Appendix D "Additional Features" and has selected the features documented and approved in SACWIS Change Control DTMB00000129. Although these requirements were deemed as "nice to have" during the planning phase of the project, the State is exercising its right to include these specific requirements at the pricing levels identified in Appendix F of Unisys Contract 071B1300247.

As per the contract, the pricing for the additional features is valid for 60 days following Contract execution date. Therefore, these requirements are to be included in the scope of work for the Michigan SACWIS DDI project.

Signatures SACWIS Change Control DTMB00000129.

The signatures of the people below relay an understanding in the purpose and content of this SACWIS Change Control.

Name / Title	Signature	Date
SACWIS Senior Project Manager Jeff Kuhlman		5/19/11
DHS SACWIS Business Director Laurie Johnson		5/19/11
DTMB Program Management Division Director Nancy Palmateer		5/19/11
DTMB Development Division Director Rich DeMello		5/19/11
DTMB Leveraged Services Division Director Tess Layman		5/20/11
Design, Development Implementation (DDI) Project Manager Bill Thornton		5/20/11
Quality Control Manager Susan Zakrzewski		5/19/11

Appendix D – Additional Features **4/28/2011**

Domain	Function	Key ID	Requirements	
Integrated into Baseline for Pilot				
Person Management	Staff Management	54244	The system shall support searching for staff and assignment based on multiple criteria (e.g. staff name, staff ID, job title, assigned unit, supervisor, organization roles, skills and training or education, etc).	$ 5,200
Post-Production				
Fiscal	Portal and Phone	54403	The system shall support on-line access to invoices for update through a Web portal.	$ 5,200
Fiscal	Portal and Phone	54412	The system must generate and receive invoices electronically.	$ 5,200
Fiscal	Portal and Phone	54415	The system shall support completion of invoices through phone response from providers.	$ 5,200
Fiscal	Portal and Phone	54425	The system shall support electronic claims receipt through a Web portal.	$ 5,200
Fiscal	Edit and Audit Claims	54438	The workflow management system must provide access to claim locations based on user roles and security.	$ 5,200
Fiscal	Accounting	54481	The system shall support distribution of remittance advice in electronic and paper formats.	$ 42,640
Fiscal	Accounting	54482	The system shall distribute remittance advice based on the preference of providers to receive paper or electronic versions which must be selected by the provider.	$ 42,640
Fiscal	Accounting	54483	The system shall support automatic routing of electronic remittance advice.	$ 42,640
Fiscal	Accounting	54489	The system shall generate standardized reports on invoices received and the status of invoices.	$ 5,200
Fiscal	Vouchers and Purchase Orders	54517	The system shall support designation of a Budget account for vouchers and purchase orders (e.g. Family/Safe Child funding, Youth in Transition funding, etc).	$ 5,200
Fiscal	Vouchers and Purchase Orders	54518	The system shall access or maintain balances of budget sources available for vouchers and purchase orders.	$ 5,200
Fiscal	Vouchers and Purchase Orders	54519	The system shall not permit issuance of vouchers or purchase orders against accounts with insufficient fund balances.	$ 5,200
Fiscal	Vouchers and Purchase Orders	54520	The system shall update obligations against available funds when a final voucher or purchase order is returned with a lesser billing amount than the original document allowed.	$ 5,200
Fiscal	Vouchers and Purchase Orders	54521	The system shall update obligations against available funds when a voucher or purchase order is issued against those funds.	$ 5,200
Fiscal	Receipts	54555	The system shall have the ability to record payments in EFT and credit cards including, at a minimum the date, EFT or credit transaction ID, source and amount of payment.	$ 5,200

Fiscal	Funding Source	54589	The system shall ensure that vouchers and purchase orders with user designated funding sources are paid from those sources without reference to the funding hierarchy	$ 5,200
Case Management	Court - Legal	56747	The system shall maintain a statewide listing of court officials.	$ 5,200
Case Management	Court - Legal	56748	The system shall allow the user to search the statewide listing of court officials.	$ 5,200
Case Management	Court - Legal	56749	The system shall record and track demographic information related to the court officials (e.g. name, telephone number, law firm affiliation, address, their court role assignment, etc).	$ 5,200
Case Management	Court - Legal	56751	The system shall filter and display those court officials to the user based on county.	$ 5,200
Case Management	Court - Legal	56752	The system shall allow the user to select a court official from the statewide listing and add to the local listing.	$ 5,200
Case Management	Court - Legal	56763	The system shall provide a means for the user to document when the parent has revoked their voluntary release of their legal rights to a child.	$ 5,200
Case Management	Court - Legal	56764	The system shall provide a means for recording information related to an individual's voluntary release of their parental rights to a child.	$ 5,200
Case Management	Court - Legal	56766	The system shall allow a voluntary release to be recorded for individuals who have an active designated relationship to the child.	$ 5,200
Case Management	Court - Legal	56767	The system shall provide a means for recording narrative information related to an individual's voluntary release of their legal rights to a child.	$ 5,200
Case Management	Court - Legal	56768	The system shall maintain a history for each voluntary release that is recorded for an individual.	$ 5,200
Case Management	Case Management and Assignment	56939	The system shall provide a method of weighting cases based upon case type, complexity, and number of clients, etc., to be used as a factor in determining case assignment.	$ 16,640
Case Management	Case Management and Assignment	56940	The system shall allow case weights to be configurable.	$ 16,640
Case Management	Case Management and Assignment	56941	The system shall identify those individuals that are over the caseload weighting standards.	$ 16,640
Case Management	Service Authorization	57791	The system shall calculate the total cost to be incurred by the authorization, when applicable.	$ 5,200
Case Management	Service Authorization	57792	The system must update the total cost incurred when the service authorization is closed.	$ 5,200
System Functionality	Electronic Signatures	58163	The system must allow for one or more electronic signatures for all documents/templates or reports that require signatures.	$ 16,640

System Functionality	Electronic Signatures	58165	The system's electronic signature must use a legally accepted solution that can be verifiable by anyone, anywhere, anytime, without the need for any proprietary software.	$ 16,640
System Functionality	Electronic Signatures	58166	The system must use enhanced security to protect electronic signatures.	$ 16,640
System Functionality	Electronic Signatures	58167	The system must document the date and time stamp for each electronic signature that is added to a document/template or report.	$ 16,640
System Functionality	Electronic Signatures	58168	The system must document the date and time stamp of when the electronic signature was added to the system.	$ 16,640
Provider Management	Appeals Process	58220	The system shall track the appeals made to a license status change.	$ 16,640
Provider Management	Appeals Process	58221	The system shall track the date the license status appeal was made.	$ 16,640
Provider Management	Appeals Process	58222	The system shall track the date the license appeal was reviewed.	$ 16,640
Provider Management	Appeals Process	58223	The system shall track the outcome of the license appeal.	$ 16,640
Person Management	Demographics	58267	The system shall allow the user to enter in email addresses for any person.	$ 5,200
Person Management	Demographics	58268	The system shall allow the user to enter in fax numbers for any persons.	$ 5,200
Person Management	Mental Health – Medical & Dental	58365	The system shall maintain medical, dental and mental health history records including who made the diagnosis.	$ 5,200
Person Management	Mental Health – Medical & Dental	58370	The system must track child developmental milestones.	$ 5,200
Person Management	Mental Health – Medical & Dental	58388	The system must provide a mechanism to record the reason Early Periodic Screening, Diagnosis, and Treatment (EPSDT) was not used.	$ 5,200
Person Management	Search	58874	The system shall have the ability to perform and temporarily store prior history searches in the "background" while the user continues to interact with the system.	$ 42,640
Case Management	Administrative Review	58983	The system must track the date the Administrative Hearing decision was received in the local office.	$ 27,040
			Total	**$558,480**

STATEWIDE AUTOMATED CHILD WELFARE INFORMATION SYSTEM (SACWIS)
MICHIGAN DEPARTMENT OF HUMAN SERVICES
CHANGE CONTROLS GOVERNANCE LEVEL 2 OPERATIONAL STEERING COMMITTEE REPORT

CHANGE CONTROL ID:	DTMB00000129	PRIORITY:	High	ORIGINATOR:	Jeff Kuhlman
Type:	ChangeControl-Governance2			OWNER:	Jeff Kuhlman
HEADLINE:	Appendix D - Additional Features State Selection				

SUBMIT DATE:	04/28/2011				
DUE DATE:	05/12/2011				
STATUS:	InProgress				

Task ID:	DTMB00000131	Task Type:	Cost Impact	Task Headline:	Appendix D - Additional Features State Selection
Task ID:	DTMB00000130	Task Type:	Configuration Item Impact	Task Headline:	Appendix D - Additional Features State Selection - Task for Configuratior
Task ID:	DTMB00000132	Task Type:	Schedule Impact	Task Headline:	Appendix D - Additional Features State Selection
Task ID:	DTMB00000133	Task Type:	Resource Impact	Task Headline:	Appendix D - Additional Features State Selection

DESCRIPTION:

DHS has selected additional features from Appendix D of the DDI Contract. One feature will be included as the baseline for Pilot and the remaining requirements will be added as enhancements after statewide implementation.

The one requirement - 54244 - has a cost of $5,200 and will be added to the baseline requirements and go through conceptual design, detail design, development, testing, and will be included in training activities and documentation.

The additional 47 requirements have a total cost of $553, 200 and will be implemented after statewide go-live. The DDI will also follow a similar cycle of conceptual design, detail design, development, testing, and UAT (with DDI as support role), including providing updated Help Desk Manuals and operational documentation. Training activities to support these enhancements will be provided by the State.

The total cost for these additions is $ 558, 480.

A full-impact assessment will be completed after this change control is approved to determine specific down-stream, non-cost impacts.

NOTES:

==== State: Opened by: sessionsa on 19 May 2011 10:01:13 ====

Per Rich DeMello and Anthony Sessions regarding the call with Unisys on Appendix D requirements. The following are touch points:

1. A single Change Control will be issued for all Appendix D changes
2. Unisys confirmed that they can not do all the changes prior to pilot without impacting pilot timelines and the potential impact from making changes between pilot and statewide rollout is a poor choice
3. Unisys will identify the non-delivery impacting changes to be included in the pilot. All other changes will be done after statewide implementation
4. Training for the changes done after going statewide will be the responsibility of DHS Traininers. Unisys will assist but, there will be no requirement for Unisys to provide full implementation training
5. Implementation activities will be conducted in maintenance/release format

==== State: Opened by: kuhlmanj on 19 May 2011 08:03:21 ====

This change control serves to lock in the pricing for the features selected from Appendix D. This relates directly to task DTMB00000131 - Cost Impact - which has been closed and approved as part of change control 129.

==== State: Opened by: kuhlmanj on 28 April 2011 10:41:10 ====

STATEWIDE AUTOMATED CHILD WELFARE INFORMATION SYSTEM (SACWIS)
MICHIGAN DEPARTMENT OF HUMAN SERVICES
CHANGE CONTROLS GOVERNANCE LEVEL 2 OPERATIONAL STEERING COMMITTEE REPORT

This Change Control will be introduced to the Operational Steering Committe - Level 2 Governance - on 4/28/2011.

Upon approval, we will need to engage Steve Motz for Contract change.

Form No. DMB 234 (Rev. 1/96)
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 **March 23, 2011**
PURCHASING OPERATIONS
P.O. BOX 30026, LANSING, MI 48909
OR
530 W. ALLEGAN, LANSING, MI 48933

NOTICE
OF
CONTRACT NO. 071B1300247
between
THE STATE OF MICHIGAN
and

NAME & ADDRESS OF VENDOR **Unisys** **310 Winterberry Lane** **Okemos, MI 48864** **Email: Jeffrey.Arbour@unisys.com**	TELEPHONE: Jeff Arbour **(517) 580-3700** VENDOR NUMBER/MAIL CODE BUYER/CA (517) 241-3215 **Steve Motz**
Contract Compliance Inspector: Jim Hogan **Statewide Automated Child Welfare Information System (SACWIS)** **Design, Development and Implementation (DDI)**	
CONTRACT PERIOD: From: **March 22, 2011** To: **March 21, 2014**	
TERMS **NA**	SHIPMENT **NA**
F.O.B. **NA**	SHIPPED FROM **NA**
MINIMUM DELIVERY REQUIREMENTS	
MISCELLANEOUS INFORMATION:	

TOTAL ESTIMATED CONTRACT VALUE: $47,303,560.00

Form No. DMB 234 (Rev. 1/96)
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
PURCHASING OPERATIONS
P.O. BOX 30026, LANSING, MI 48909
OR
530 W. ALLEGAN, LANSING, MI 48933

CONTRACT NO. 071B1300247
between
THE STATE OF MICHIGAN
and

NAME & ADDRESS OF VENDOR **Unisys** **310 Winterberry Lane** **Okemos, MI 48864** **Email: Jeffrey.Arbour@unisys.com**	TELEPHONE: Jeff Arbour **(517) 580-3700** VENDOR NUMBER/MAIL CODE BUYER/CA (517) 241-3215 **Steve Motz**
Contract Compliance Inspector: Jim Hogan **Statewide Automated Child Welfare Information System (SACWIS)** **Design, Development and Implementation (DDI)**	
CONTRACT PERIOD: From: **March 22, 2011** To: **March 21, 2014**	
TERMS **NA**	SHIPMENT **NA**
F.O.B. **NA**	SHIPPED FROM **NA**
MINIMUM DELIVERY REQUIREMENTS	
MISCELLANEOUS INFORMATION: **THIS IS NOT AN ORDER: This Contract Agreement is awarded on the basis of our inquiry bearing the RFP #RFP-DR-084R0200152. Orders for delivery will be issued directly by the Michigan Department of Technology, Management and Budget through the issuance of a Purchase Order Form.** **Estimated Contract Value: $47,303,560.00**	

FOR THE VENDOR:	**FOR THE STATE:**
Unisys	
Firm Name	Signature
	Natalie Spaniolo, Acting Director
Authorized Agent Signature	Name/Title
	Purchasing Operations
Authorized Agent (Print or Type)	Division
Date	Date

STATE OF MICHIGAN
Department of Technology, Management and Budget
Purchasing Operations

Contract No. 071B1300247
Statewide Automated Child Welfare Information System (SACWIS)
Design, Development and Implementation (DDI)

Buyer Name: Steve Motz
Telephone Number: (517) 241-3215
E-Mail Address: motzs@michigan.gov

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Article 1 – Statement of Work (SOW)

1.000 Project Identification

1.001 PROJECT REQUEST

The State of Michigan (State) through the Department of Human Services (DHS) and the Department of Technology, Management and Budget (DTMB) has issued this Contract for the design, development, and implementation of a Statewide Automated Child Welfare Information System (SACWIS) that meets the requirements of DHS and supports Michigan's Child Welfare programs. This system must be fully functional for pilot by October 2012 and must meet federal SACWIS compliance and the State's business and technical requirements.

The Department's goals associated with this project require the Contractor to provide a Child Welfare technology system that meets the following criteria:

- Is SACWIS compliant
- Is easily configurable
- Is Web based
- Intuitive to use
- Easily accessible
- Supports data import and export features with external systems to avoid manual and redundant entry and eliminate duplicated data capture
- Facilitates data extraction for reporting and analysis
- Is adaptable and responsive to the changing needs and requirements of the State's child welfare programs, staff and service providers
- Meets the business needs and is compatible with the strategic direction of the State of Michigan

1.002 BACKGROUND

DHS is the agency recognized by the Department of Health and Human Services (DHHS), Administration for Children and Families (ACF) as responsible for administering federal Child Welfare programs under Titles IV-B and IV-E of the Social Security Act. The DHS mission includes a commitment to ensuring that children and youth served by the public systems are safe; to promote, improve and sustain a higher quality of life while enhancing their wellbeing; and to have permanent and stable family lives. The State's Child Welfare program located within DHS is state-supervised and administered.

Legacy System

Michigan currently operates the Services Worker Support System (SWSS) that includes partial functionality to achieve SACWIS compliance. SWSS currently consists of four components:

- Foster Care, Adoption and Juvenile Justice (FAJ)
- Children's Protective Services (CPS)
- Prevention
- Guardianship

When SWSS was first rolled out in 2000 – 2001, Foster Care, Adoption and Juvenile Justice (FAJ) was the first component to go into production. When first implemented, the FAJ module initially captured demographic information, tracked placements, allowed workers to authorize payments, and determined funding. In 2006, a Case Management System (CMS) enhancement was added to FAJ, which included functionality to automate the service plans, social worker contacts, and other case management functions. In late 2007, statewide rollout of the Child Protective Services (CPS) module was completed. The CPS module contains functions to support Protective Services workers. In 2008, the Prevention and Guardianship components were implemented. As of August 2009, these modules provide minimal functionality; they primarily capture the demographic information used for referral purposes for Prevention and Guardianship cases. Both the State and ACF have identified several problems with SWSS as currently implemented including the following:

- The current system architecture is Client/Server, with the client being written in Visual Basic 6. The application is built with a centralized Oracle database. The application resides on the desktop.

- The overall performance of SWSS is inadequate to meet user needs. Current SWSS users report poor response times while performing routine duties and that the system is periodically unavailable.

- Data produced by the SWSS system is sometimes of questionable accuracy. Potential causes of the inaccuracies could be the system itself, user error, workarounds used by current users, lag time in the entry of data, the need to re-enter the same data into different data fields or a combination of these factors.

- Other ancillary systems are being used to track data. SWSS does not fully support the data reporting needs of the State. A new SACWIS must take into account the reporting needs of public and private service providers at the local level and DHS central administration. Currently, users are creating their own excel spreadsheets and word documents to track their cases or specific aspects of case management. SWSS does not capture all of the information needed to produce all of the reports that the State needs and that the federal government requires.

- The State has entered into a Settlement Agreement with national advocacy group Children's Rights that will require extensive reporting at a detail and rollup level. SWSS does not produce all of the reports that are needed to meet the terms of the Settlement Agreement. A copy of the Settlement Agreement is available on the Children's Rights Web site at http://www.childrensrights.org/wp-content/uploads//2008/09/22008-07-03_mi_signed_settlement.pdf.

- Several stand-alone systems exist that should be part of SACWIS but which are currently not part of SWSS. The following, although not all-inclusive, lists several of the stand-alone systems used by DHS:

    - The Interstate Compact on the Placement of Children (ICPC) processes mirror those in other states and are supported by an ACCESS database adopted from Illinois in 2007. This ACCESS database was needed to support the requirements of the Safe and Timely Interstate Placement of Foster Children Act of 2006 (HR 5403). This system allows Michigan to process information on the interstate placement of children for the purposes of adoption, foster care, relative or residential placement Although this ACCESS system is functional, its use occurred as a reaction to an immediate need to meet 'Safe and Timely' rather than a planned strategy to support the business needs of the users.

    - The Families First application tracks intensive services designed to prevent the removal of children from their families. This is a web enabled application used by private agencies, on State supplied equipment and network connections.

    - Team Decision Making (TDM) aka Permanency Planning Conference (PCC) is an application which captures the decisions made at planning conferences that include the child, parents, relatives, significant family friends, and other agency representatives. The purpose of these planning meetings is to determine the appropriate resolution of family problems and the safe placement of the child. It is estimated that 80% of the information captured in this application is already available in SWSS.

    - In Wayne County, there is a Child Placing Network (CPN) application that takes information from the providers about available beds and characteristics of the homes and matches this against information about the child being placed. The results are displayed in geographic proximity to the child's neighborhood or an address entered by the worker.

    - The Adoption Subsidy system utilizes the same Client/Server technology as SWSS with the client being written in Visual Basic 6. The application uses the SWSS centralized Oracle database. In addition, this system accesses the Model Payment System to process subsidy payments.

- There are several SWSS interfaces that should be part of the system but aren't currently. These interfaces must be included in the new SACWIS and are listed in the Interfaces section of Appendix C – Requirements.

- Access to SWSS by private child placing agencies does not currently exist. Forty percent of foster care and seventy-five percent of adoption services are provided by private child placing agencies under Contract with the State, but these agencies do not have access to SWSS. Efforts to include private agencies in SWSS have presented many technical and usability problems. Most private agencies have their own technology systems addressing their organizational needs and consider it dual entry to use the State's SACWIS. In order to become SACWIS compliant, the State's technology solution for child welfare must be used by, and support the needs of, both public and private child welfare service providers.

1.100 Scope of Work and Deliverables

1.101 IN SCOPE

The scope of work for this project includes the following services/activities:

Number	Activity	Overview
1	Project Management	The project management activity includes preparation of a project plan, tasks, and deliverables for reporting, configuration management, issue and risk management, and change control for requirements.
2	Hardware and Software Plan and Delivery	The hardware and software plan activity includes all of the hardware, software, and licensing necessary for all environments for design, development, testing, training, implementation, operation, and maintenance of the new SACWIS.
3	Conceptual Design	The conceptual design activity includes the tasks of requirements validation and traceability, methodology for conceptual design, the specifications for the conceptual design, and a gap analysis that documents the gaps between current practice and future vision of SACWIS.
4	Security	The security activity encompasses the tasks necessary to protect the new SACWIS and its associated data in all of the environments.
5	Business Change Management	The business change management activity is directed at maximizing positive response to the new SACWIS by effectively managing stakeholder expectations. It incorporates effective communication and focuses on the impact on affected business processes.
6	Detail Design	The detail design activities include specifications for all system objects, such as programs, screens, interfaces, reports, templates, and forms.
7	Development	The development activities result in the construction of the system and the project's development library.
8	Conversion & Data Migration	The conversion and migration activity includes tasks for planning, coding, and executing the conversion and migration processes and a plan to clean up the data prior to conversion and migration.
9	Testing	The testing activities ensure the operations and hardware/software and telecommunications aspects of the new SACWIS are functioning as designed.
10	User Acceptance Testing (UAT)	The UAT activities include participating and supporting DHS users in acceptance testing of the entire SACWIS. This activity includes preparation of the test environment, specifying dates and time for end users to conduct testing, training on any tools to assist end users on how test results will be produced, viewed, and results reported.
11	End User Training	The end user training activities include developing and delivering training necessary to ensure effective use and reliable operation of the new SACWIS.
12	Technical Training	The technical training activities ensure that sufficient members of the State receive hands-on training and classroom training to maintain and enhance the new SACWIS during and after the Warranty Period.
13	Help Desk	The help desk activities include providing Help Desk Support during pilot, implementation and transition it over six months into the warranty period to DHS.
14	Pilot	The pilot activity includes sample county(ies) and/or offices that will participate in the

Number	Activity	Overview
		initial implementation. The Pilot will be considered the final validation stage prior to a full statewide rollout.
15	Implementation and Readiness	These activities ensure a tested and operational system is put into production with minimal disruption to client and provider services.
16	Transition and Maintenance	The transition and maintenance activities ensure that operational support and continuing maintenance of the new SACWIS is successfully transitioned to the State.
17	Federal Review	The Federal review activities focus on updating the SACWIS Assessment Review Guide (SARGe) in preparation for a future federal SACWIS review.

A more detailed description of the software, services (work), and deliverables sought for this project is provided in Article 1, Section 1.104, Work and Deliverables.

1.102 OUT OF SCOPE

Out-of-scope services include the following services:

- A DHS department-wide data warehouse exists that has several data marts, one for children's programs. This is a Teradata data warehouse with Business Objects on the front end for Business Intelligence. Modifications to the data warehouse will be the responsibility of the State. All of the federal mandated reports will be created using the data warehouse and will be the responsibility of the State. In support of this initiative, the Contractor will be responsible for ensuring that all needed information is available for loading on the data warehouse in a form that facilitates the identification and extraction of changed and necessary data.

- Provision of the project facility will be the responsibility of the State.
- Provision for training facilities will be the responsibility of the State. The Contractor is required to collaborate with the State regarding the overall training strategy including training location availability.
- Provision of equipment and materials for the State project staff including computers, printers, paper, phones, etc. will be the responsibility of the State.
- The performance of any activities that are not associated with the requirements listed in 1.104 are outside the scope of this project.
- System hardware will be purchased through current State contracts
- Supporting software will be purchased through current State contracts

1.103 ENVIRONMENT

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

The Contractor must conform to State IT policies, standards, and processes (including IMAC processes). The Contractor must request any exception to State IT policies and standards in accordance with DTMB processes. The State may deny the exception request or seek a policy or standards exception.

All software and hardware items provided by the Contractor must run on and be compatible with the DTMB Standard Information Technology Environments. Additionally, the State must be able to maintain software and other items produced as the result of the Contract. Therefore, non-standard development tools may not be used unless approved by DTMB. The Contractor must request, in writing, approval to use non-standard software development tools, providing justification for the requested change and all costs associated with any change. The State must approve any tools, in writing, before use on any information technology project.

It is recognized that technology changes rapidly. 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. The State must approve any changes, in writing, before work may proceed based on the changed environment.

The State Unified Information Technology Environment (SUITE)
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.

1.104 WORK AND DELIVERABLES

I. Services (Work) To Be Provided and Deliverables

This system must be fully functional for pilot by October 2012 and must meet federal SACWIS compliance and the State's business and technical requirements. The hardware must be installed and fully operational by the dates specified in the State approved Project Plan. A summary of the activities and related tasks to be completed by the Contractor appears in the following table:

Activities	Tasks
Project Management	1.1: Project Plan V1
Project Management	1.2: Quarterly Project Plan
Project Management	1.3: Monthly Project Status Reports
Project Management	1.4: Project Configuration Management Plan
Project Management	1.5: Issue and Risk Management Plan
Project Management	1.6: Requirement Change Control Plan
Hardware & Software Plan and Delivery	2.1: Hardware and Software Plan
Hardware & Software Plan and Delivery	2.2: Hardware and Software
Conceptual Design	3.1: Requirements Validation and Traceability Plan
Conceptual Design	3.2: Conceptual Design Methodology and Session Plan
Conceptual Design	3.3: Conceptual System Design
Conceptual Design	3.4: Gap Analysis
Security	4.1: Security Design Document
Security	4.2: User Access Security Plan
Security	4.3: Disaster Recovery Plan
Business Change Management	5.1: Comprehensive Change Management & Communication Plan
Business Change Management	5.2: Business Process Practices and Improvement
Detail Design	6.1: Detail System Design Session Plan
Detail Design	6.2: Detail System Design Document (DSD)
Detail Design	6.3: Interface Design
Detail Design	6.4: Forms, Template and Report Detail Design
Development	7.1: Software Development Plan
Development	7.2: Weekly Construction Summary Report
Development	7.3: Development Library
Conversion and Data Migration	8.1: Data Conversion and Migration Strategy
Conversion and Data Migration	8.2: Data Conversion and Migration Plan
Conversion and Data Migration	8.3: Data Cleanup Plan
Conversion and Data Migration	8.4: Data Conversion and Migration Results
Testing	9.1: Test Management Strategy
Testing	9.2: Unit and Integration Test Plan and Documentation
Testing	9.3: System Test Plan
Testing	9.4: Interface Test Plan
Testing	9.5: Performance, Volume and Stress Test Plan
Testing	9.6: Conversion and Migration Test Plan
Testing	9.7: System Test Scripts
Testing	9.8: Testing Results Weekly Report
Testing	9.9: Conversion and Migration Weekly Test Results Report
Testing	9.10: Performance Monitoring Plan and Weekly Report
Testing	9.11: Operational Readiness Report
User Acceptance Testing	10.1: UAT Test Environment and Tools
User Acceptance Testing	10.2: Weekly UAT Status Reports
User Acceptance Testing	10.3: Operational Readiness Report
End User Training	11.1: End User Training Strategy

Activities	Tasks
End User Training	11.2: Comprehensive Training Plan
End User Training	11.3: End User Training Environment(s)
End User Training	11.4: End User Training Materials V1 and *V2
End User Training	11.5: Online User Aids
End User Training	11.6: End User Training and Progress Report
End User Training	11.7: End User Training Final Report
Technical Training	12.1: Technical Training Strategy
Technical Training	12.2: Technical Training Plan
Technical Training	12.3: Technical Training Materials
Technical Training	12.4: Technical Training Report
Technical Training	12.5: Project Staff Training Plan
Help Desk	13.1: Help Desk Plan
Help Desk	13.2: Help Desk Procedures Manual
Help Desk	13.3: User Help Desk Manual
Help Desk	13.4: Help Desk Transition Plan
Help Desk	13.5: Help Desk Reporting
Pilot	14.1: Pilot Implementation Plan
Pilot	14.2: Pilot Support and Operations Plan
Pilot	14.3: Pilot Test and Analysis
Implementation and Readiness	15.1:Statewide Implementation Plan
Implementation and Readiness	15.2: Network & Desktop and Production Requirements
Implementation and Readiness	15.3: Final Readiness Assessment
Transition and Maintenance	16.1: Operations and Maintenance Transition Plan
Transition and Maintenance	16.2: Post-Implementation Evaluations
Transition and Maintenance	16.3: Operating Procedures
Transition and Maintenance	16.4: System Updated Documentation
Federal Review	17.1: Updated SACWIS Assessment Review Guide (SARGe)

Listed below in more detail are activities, tasks, and deliverables required by this project. All deliverables shall be made available in electronic format as well as paper.

Contractor Schedule for Written Deliverable Submittal
The Contractor will provide a written deliverable schedule in the project plans specified in Activity 1, which must include first review, correction, and second review time tasks. The review periods in the mutually agreed upon project plan supersede those identified in the approval matrix below; however, written deliverables not specified in the mutually agreed upon project schedule are subject to the submittal and review cycle for project deliverables identified below. Days in the table below are State working days, not calendar days.

The State will identify all items to be corrected for a deliverable during the first review through a consolidated list of review comments. Contractor will then make corrections to the deliverable based on the list of review comments. The State will conduct a second review where the scope of the review is limited to verifying the corrections identified in the first review have been addressed in the corrected deliverable. Additional reviews beyond the second review will occur only when the second review determines the required corrections were not addressed in the corrected deliverable. Additional reviews will also focus on verifying the list of review comments have been addressed and will trigger the Issue, Risk and Change Management process.

The State has the right to adjust the queue, regarding document deliverables, where Federal, Legislative or Court Ordered mandates/changes must be prioritized into the project. In the event this occurs, the impact to deliverables will be subject to Issue, Risk and Change Management.

	Subject Matter Complexity								
	Average			Moderate (1.5x)			High (2x)		
Pages\Days	1st Review	Correction	2nd Review	1st Review	Correction	2nd Review	1st Review	Correction	2nd Review
0 - 9	2	1	1	3	2	2	4	2	2
10 - 24	3	2	1	5	3	2	6	4	2
25 - 49	5	3	2	8	5	3	10	6	4
50 - 99	8	5	3	12	8	5	16	10	6
100 - 199	10	8	5	15	12	8	20	16	10
200 - 399	15	10	8	23	15	12	30	20	16
400 +	21	15	10	32	23	15	42	30	20

Subject Matter Complexity:

Average – Minimal reference material and/or low level of expert knowledge of the subject matter; requiring ordinary review

Moderate – Some interdependent referential material and/or a degree of knowledge of the subject matter; requiring thorough review for accuracy and completeness

High – Several interdependent references to other material and/or a high level of expert knowledge in the subject matter; requiring extensive review for accuracy and completeness

For deliverables subject to the approval matrix above, the State will only accept up to 7 documents, totaling less than 1000 pages, for review and acceptance at any given time. The Contractor will work with the State to create and manage the written the deliverables queue.

Contractor Written Deliverable Format and Inclusion

All Contractor written deliverables described as "Plans" above shall be developed and formatted, such that the documents can be amended to the existing project documents without rework.

The Contractor will employ the following approach for the State's approval of project work products and written deliverables, such as plans, or other work items:

1. The Contractor will carefully specify and describe the written deliverables or product and address its purpose, content, due date, and approval and acceptance criteria when submitting a Deliverable Expectation Document.
2. The Contractor will prepare and submit deliverables in draft format before the final due date, when appropriate.
3. The Contractor will subject written deliverables to an internal review before submitting them to the State. The internal review will verify that each written deliverable's format, content, and quality meet the Contractor's standards and follow the State-approved Deliverable Expectation Document.
4. For major written deliverables, the Contractor may schedule and conduct a walkthrough of a draft version with the State and then incorporate comments and review results in the final written deliverable.
5. The Contractor will submit final written deliverables to the State for approval. The State's written approval will constitute acceptance of the written deliverable.
6. For defects or the State's rejection of a written deliverables, the Contractor will promptly identify the necessary corrective action, assign resources, and make the appropriate notifications and updates to make sure that the written deliverable is modified and approved quickly.

Required Quality and Testing Support

The Contractor shall engage the Quality Assurance/Quality Control, and the Independent Verification and Validation (IV&V) vendors as described throughout this Contract.

The Contractor shall engage, cooperate and collaborate with the QC testers in the requirement/design sessions to build the foundation for the QC testing team. The QC Vendor's primary focus is the integrity of the application in the System Test environment. The QC Vendor also has quality obligations in all project system environments. The State will use the QC Vendor to ensure adherence to the project Defect Severity Criteria

and prohibitions on defect propagation to higher environments. Testing Environment management with respect to defect promotion is described at Activity 9 –Testing. The defect criteria will be applied by the QC Vendor to the Contractor's deliverables.

The Contractor shall engage, cooperate and collaborate with the IV&V Vendor. The IV&V Vendor will interview and observe SACWIS project management staff, DHS Child Welfare program staff, SACWIS project DDI Contractor staff (including any subcontractors), SACWIS Quality Control (QC) Vendor and State technical staff in project meetings and as they perform various activities to understand the processes, procedures, and tools used in the SACWIS project environments. The IV&V Vendor will review and analyze all applicable and available documentation for adherence to SUITE and other accepted, contractually-defined industry standards and report findings.

Use of Project Tools
To support the SACWIS project, the Contractor will collaborate in the configuration, management and use of the State's Enterprise Rational tools and/or other State specified tools for managing project artifacts.

Activity 1: Project Management

Objective
Ensure that the SACWIS meets Michigan's specific requirements.

Description
The project management activity is designed to ensure that the project progresses according to the approved detailed Project Plan. The project management activity spans the duration of the project and the Project Plan is the primary control element of the project. Once the Project Plan is approved by the State, the Contractor shall maintain and modify the approved Project Plan throughout the project, with State approval, by updating it to reflect the evolving schedule, priorities, and resources (i.e. it is a "living document"). This activity also includes tasks and deliverables for reporting, configuration management, issue, and risk management, and change control for requirements. All of the tasks and deliverables in this activity contribute to the effective management of the project. Material changes to key milestones from a schedule perspective, and changes to other elements of the Project and/or Project Plan must be administered through the Change Management process as described in the Requirement Change Control Plan, and as required at Section 1.403 Change Management. It is possible that some changes will require a Change Request as described at Section 2.024 Change Request.

The Contractor will Monitor project status against the current Project Plan with activities such as:

- Identifying, mitigating, and monitoring issue and risk items
- Keeping project plans, issue and risk registers, and project status reports updated and under control of Configuration Management
- Informing project management of activities that appear to be at risk of falling behind schedule
- Prepare corrective action plan for activities at risk of falling behind schedule

The State reserves the right to request project schedules and estimates that are effort based. The Contractor will integrate State staff into their schedules as part of the collaborative effort for the scope of this Contract.

Deliverables

- 1.1: Project Plan V1
- 1.2: Quarterly Project Plan
- 1.3: Monthly Project Status Reports
- 1.4: Project Configuration Management Plan
- 1.5: Issue and Risk Management Plan
- 1.6: Requirement Change Control Plan

Task 1.1: Project Plan V1

The Project Plan V1 must address all components of the SUITE PMM-03 Project Plan and include the Project Schedule. The Project Plan creates a consistent, coherent document that is used to guide both Project execution and Project control. The V1 indicator in the name of the Project Plan and Project Schedule, designates the first version of the Project Plan and Project Schedule. The Contractor will continue to update the Project Plan and is subcomponents throughout the life of the project, see Task 1.2 below.

The Project Schedule is due within five (5) working days of the commencement of the Project. The Contractor will submit to the State project manager(s) for final approval of the Project Schedule V1 deliverable.

The Project Schedule shall include the deliverables/milestones listed in Article 1, Section 1.104 Work and Deliverables, for which payments shall be made as defined in Article 1, Section 1.601 Compensation and Payment.

a. Payment to the Contractor will be made upon the completion and acceptance of the deliverable, not to exceed contractual costs of the task.
b. Failure to provide deliverable by the identified date may be subject to liquidated damages as identified in Article 2, Section 2.243.

At a minimum, the Contractor's Project Plan shall include the Contractor's Project Organization, Resource and Staffing Plan, Management Approach, Quality Management Plan, Work Breakdown Structure and Project Schedule.

- The Project Organization and Resource and Staffing Plan will describe the organization structure, roles, and responsibilities of the personnel, staffing levels, and other resources that will be utilized to provide successful Project management. A description of the criteria and process used to develop the staffing estimates, criteria and process used to determine staffing qualifications, detailed organizational charts, and a resource-loading chart shall be included. The organization structure must identify key personnel by name, title and job function, the percentage of time onsite, and whether each position will be filled by a Contractor employee or a subcontractor to the Contractor
- The Management Approach shall describe the Contractor's approach to management and provide a preliminary detailed Project Plan, assumptions, and master schedule of milestones activities, tasks and deliverables
- The Quality Management Approach shall describe how the Contractor's Quality Management Plan supports the Contractor's internal quality processes and conforms to SUITE. The Systems Engineering Methodology (SEM) of the State Unified Information Technology Environment (SUITE) provides guidance for information systems engineering related to project management activities and quality assurance practices and procedures. The SUITE methodology must be included in all project strategies and plans
- The Contractor's key staff table with names and title of personnel assigned to the project. The project work breakdown structure (WBS) must show sub-projects, activities and tasks, and resources required and allocated to each.
- The project schedule must also be in an executive graphic display form, showing high-level events, tasks, and decision points
- Graphs showing critical events, dependencies and decision points during the course of the Contract
- The 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 Contractor tasks.
    - Tasks, subtasks, deliverables, and the resources required and allocated to each.
    - Updates must include actual time spent on each task and a revised estimate to complete.
    - 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.

State Responsibility

- Provide input and clarifications to the Contractor as needed
- Provide access to policies and procedures related to Contractor deliverables
- Provide the Strategic Implementation Plan: Project Resources
- Review and approve Project Plan V1
- Review and approve Project Schedule V1

Contractor Responsibility

- Create and submit Project Plan V1
- Create and submit Project Schedule V1
- Correct any issues identified by the State prior to initiating the Project Plan
- Review State policies and SUITE methodology prior to creating the plan
- Review the Strategic Implementation Plan: Project Resources to obtain details on the State's proposed team

Acceptance Criteria

1.1: Project Plan V1

- Documentation of the Project Plan V1 and Project Schedule, as described in the Contract
- Use of SUITE methodologies

Task 1.2: Quarterly Project Plan

This task addresses subsequent versions of the Project Plan and Project Schedule. At a minimum, on a quarterly basis, the Contractor shall submit updates to the Project Plan and Project Schedule (e.g., version 2, 3, 4, etc.).

State Responsibility

- Review and approve the Project Plans
- Review and approve the Project Schedules.
- Provide input and clarifications to the Contractor

Contractor Responsibility

- Update the Project Plans to accommodate agreed upon changes in scope
- Update the Project Schedules to accommodate agreed upon changes in scope
- At a minimum, present changes to the plan on a quarterly basis
- Provide input and clarifications to the State

Acceptance Criteria

1.2: Quarterly Project Plan

- Documentation of the Quarterly Project Plans and Quarterly Project Schedules as described in the Contract
- Use of SUITE methodologies
- Clear representation of changes in the Project Plan from previous version.

Task 1.3: Monthly Project Status Reports

In this task, the Contractor must provide, at a minimum, Monthly Project Status Reports, which shall conform to SUITE (PMM-013). The Project Status Report will summarize schedule and budget performance to compare actual project performance with plan(s).

The Monthly Status Reports must also contain at a minimum:

- A narrative Status Report summarizing the project's status and any areas of concern
- Accomplishments and activities during the period
- Problems identified or encountered during the reporting period

- Outstanding issues from a consolidated issues log. Each issue (contractual, technical, staffing, policy, and so forth) will be annotated with expected State and Unisys actions for resolution during the next reporting period. Issues resolved since the last report also will be addressed.
- Status of risks identified and active in the Risk Management Plan and associated mitigation activities
- Planned activities summarized by work breakdown structure (WBS) level for the next reporting period, with any milestones to be completed during the next reporting period listed individually
- A subset of the approved Project Plan, showing tasks assigned, completed, and remaining. Project Plan items within the status report will address the following:
  - List of tasks completed this reporting period
  - List of tasks scheduled to start during the coming week
  - List of any tasks not completed as scheduled
  - List of any tasks not started as scheduled
  - Planned corrective actions for any tasks not on schedule
  - Tasks in progress
- A summary of State team activities and resources to include:
  - Accomplishments during the current reporting period
  - Expectations for the next reporting period

State Responsibility

- Review and approve project status reporting protocols
- Review and approve the Project Status Reports

Contractor Responsibility

- Obtain consensus for Project Status Report format
- Complete monthly Project Status Reports

Acceptance Criteria

1.3: Monthly Project Status Reports

- Use of approved format
- Inclusion of accomplishments, critical issues, personnel utilized, and items planned for the next reporting period
- Reporting of identified issues and risks and associated mitigation strategies
- Comparison of schedule and budget performance to actual project plan
- Use of SUITE methodologies
- Submission of Monthly Status Report

Task 1.4: Project Configuration Management Plan

The Contractor must provide a Project Configuration Management Plan to describe the administrative and technical procedures to be used throughout the project life cycle to control system and project artifacts. At a minimum, the plan shall describe the approach and scope. The approach includes explaining the methodology, integration and configuration management. The scope will describe the tasks and activities that will be performed as part of project configuration management including configuration identification, system release management, version control, audit control and roles and responsibilities of personnel/resources.

State Responsibility

- Review and approve Project Configuration Management Plan
- Provide repository for maintenance of documentation
- Collaborate with Contractor on tools for monitoring project
- Monitor version control
- Provide input and clarifications to the Contractor
- Provide final approval on all tools that Contractor will use on the project

Contractor Responsibility

- Collaborate with State on tools and processes for management of product artifacts to monitor change and version control

- Collaborate with State on methodologies and tools identified
- Provide Project Configuration Management Plan
- Execute work in accordance to the approved Project Configuration Management Plan

Acceptance Criteria
1.4: Project Configuration Management Plan
- Documentation of the Project Configuration Management Plan as described in the Contract
- Tools for configuration management
- Description of methods for version control
- Documentation of audit control functions
- Inclusion of roles and responsibilities as part of the overall plan

Task 1.5: Issue and Risk Management Plan
The Contractor shall deliver an Issue and Risk Management Plan to the State for review and approval. The Issues and Risk Management Plan shall describe the project approach for issue/problem and risk/mitigation identification, tracking, reporting, assignment, resolution, and escalation. The plan shall include description of the automated tracking and management system(s) for capturing and tracking all issue/problem and risk/mitigation information. The approach used for Issue and Risk Management shall be consistent with the State's enterprise approach, which includes the SUITE methodology.

State Responsibility
- Provide existing Issue and Risk Management Plan to the Contractor
- Provide input and clarifications to the Contractor
- Collaborate with Contractor on tools and processes for issue and risk management
- Review and approve deliverables

Contractor Responsibility
- Submit Issues and Risk Management Plan
- Execute work in accordance with the Issue and Risk Management Plan
- Collaborate with State on tools and processes for issue and risk management
- Review SUITE methodologies prior to developing the plan
- Identify the criteria to categorize, prioritize and determine the severities for issues and risks
- Identify the required timeframes for resolution and mitigation plans for issues and risks
- Determine how issues shall be assigned
- Include escalation procedures for issues and risks

Acceptance Criteria
1.5: Issue and Risk Management Plan
- Documentation of the Issue and Risk Management Plan as described in the Contract
- Support of the SUITE methodologies
- Documentation of procedures for escalation, assignment, mitigation, resolution, categorization, prioritization, reporting, and tracking
- Inclusion of weekly meetings as part of the plan
- Documentation of the tool for tracking

Task 1.6: Requirement Change Control Plan
In this task, the Contractor produces the Requirement Change Control Plan. It describes the Contractor's approach to requirement change control, including the tracking of requirements, software used to track all requirements, reporting of requirements, assignment, resolution, and escalation of requirement change control requests. The Requirement Change Control Plan shall be consistent with the State's enterprise approach, which includes the SUITE methodology.

State Responsibility

- Provide access to appropriate staff to clarify requirements
- Attend regular meetings to manage requirements change requests
- Review and approve Requirement Change Control Plan
- Provide input and clarifications to the Contractor as needed
- Collaborate with Contractor on the tool that will create traceability from Contract through operations
- The State has the responsibility to approve change control in accordance with the governance model

Contractor Responsibility

- Create Requirement Change Control Plan
- Execute work in accordance with the Requirement Change Control Plan
- Apply changes as requested
- Collaborate with State on the tool that will create traceability from Contract through operations
- Collaborate with State on the tool's user access and reporting requirements

Acceptance Criteria

1.6: Requirement Change Control Plan

- Documentation of the Requirement Change Control Plan as described in the Contract
- Documentation of the tool for tracking requirements
- Provision of a change request form for project staff to complete when a change to a requirement is identified
- Documentation of the methodology for change requests, review and approval of the requests, committee for acceptance or denial of the request, costs associated with the request, resolution and escalation of the request

Activity 2: Hardware and Software Plan and Delivery

Objective

Provide the environments to support efficient and effective design, development, testing, training, operation, and maintenance of the new SACWIS.

Description

The Contractor has identified all Hardware and Software necessary to support the SACWIS project in Table 5 and Table 6 of Appendix F. Any technology solutions proposed must be consistent with DTMB's IT Strategic Plan. This activity begins the plan for all of the hardware, software, and licenses. This activity also includes the execution of the plan, which results in the delivery, installation and configuration of all of the hardware and software.

The scope of activity includes all of the hardware, software, and licensing necessary for all environments for design, development, testing, training, implementation, operation, and maintenance of the new SACWIS.

The State will purchase the hardware and/or software identified in the approved Hardware and Software Plan from other State Contracts.

Deliverables

- 2.1: Hardware and Software Plan
- 2.2: Hardware and Software

Task 2.1: Hardware and Software Plan

The Contractor shall provide the Hardware and Software Plan to describe all hardware and software necessary to support an efficient and effective design, development, testing, training, and production environment for the new SACWIS and shall be based on a computing and growth capacity for 10 years from the start of the contract. It will address the following:

Production Hardware and Software:

- An inventory of all hardware and software necessary for the new SACWIS to support the training, production and disaster recovery environments
- Disaster recovery provisions, where all software and hardware for disaster recovery operations exist on the State's network and use of the State's hosting centers. Disaster Recovery provisioning must be consistent with the States Strategic IT Plan which can be located at http://www.michigan.gov/itstrategicplan

Non-production Hardware and Software:

- An inventory of all hardware and software necessary for the new SACWIS to support design, development and testing environments

The Contractor will provide a complete Enterprise Architecture Assessment to the State for their review and Approval.

State Responsibility

- Review and approve the Contractor's recommendation for hardware and software plan
- Provide input and clarifications to the Contractor as needed
- Collaborate with Contractor on the necessary hardware and software and disaster recovery provisions
- Describe acceptable Contractor security access to project environments.
- Collaborate with Contractor to complete the Enterprise Architecture Assessment

Contractor Responsibility

- Provide Hardware and Software Plan
- Provide Enterprise Architecture Assessment
- Collaborate with State on the necessary hardware and software and disaster recovery provisions
- Collaborate with State to identify procurement, licensing and other requirements for proposed software
- Conduct ongoing reviews of the hardware and software performance and reliability to determine if hardware requires additional capacity
- Comply with the State's described security approach for the project environments

Acceptance Criteria

2.1: Hardware and Software Plan

- Documentation of the methodology used for identifying the capacity for SACWIS hardware and software and the support of the entire project, including at a minimum the file sizes, transaction volumes, server loads and response times
- Documentation of the inventory for hardware and software and the use of the hardware and software
- State approved Enterprise Architecture Assessment
- Inclusion of hardware and software specifications that meet all the requirements of this Contract

Task 2.2: Hardware and Software Delivery

During the Hardware and Software task, the State will procure the hardware and software in accordance with the State approved Hardware and Software Plan. The Contractor will participate in accordance with Hardware and Software Plan. A definite separation of duties, access and responsibilities will be implemented by the State for each environment.

State Responsibility

- When agreed to in the Hardware and Software Plan, procure hardware and software and any associated license
- Acquire and install any network hardware and software required for the State
- Provide access to State testing and monitoring tools
- Provide appropriate access to non-production environments

Contractor Responsibility

- Execute duties in accordance with the Hardware and Software Plan
- Prior to hardware purchases, review the State's hardware and software purchases in accordance with the Hardware and Software Plan
- Test and monitor all hardware and software
- Provide timely environment configuration change requests
- Document and mentor the State in the configuration of any COTS software needed to develop and support the new SACWIS application.

Acceptance Criteria

2.2: Hardware and Software

- Completion of contractor hardware and software activities in accordance with the Hardware and Software Plan

Activity 3: Conceptual Design

Objective

Build the basic foundation that defines the structure of the proposed solution, including the functional elements, their relationships, and the system behavior.

Description

Conceptual design is the vital stage of the product creation that defines the success or failure of the product usability. In this activity, the Contractor performs tasks for requirements validation and traceability throughout the duration of the project. It also includes the methodology for conceptual design with an approach to the design sessions, the specifications for the conceptual design, and a gap analysis that documents the gaps between current practice and future vision of SACWIS. The Contractor will use Rational RequisitePro to capture, map, and control the requirements. RequisitePro serves as a repository for the functional Michigan SACWIS requirements.

The Contractor will provide a model-driven transfer of the TFACTS solution customized to Michigan's specific requirements. As part of the transfer, the Contractor will migrate the TFACTS system artifacts and code to IBM's Rational Software Architect (RSA).

At project inception, the Contractor will deliver the transfer system artifacts that reside in the Tennessee Configuration Management repository to the Configuration Management repository installed for the Michigan SACWIS. The Contractor will also transfer all currently available system documentation from the base system into the State's repository including:

- Data Requirements Definition
- Data Model/ Data Dictionary
- Functional and technical design documents
- Functional and technical requirements and Requirements Traceability Matrix
- SACWIS Use Cases and Screen Specification
- Templates, Storyboards and other specifications for Reports, Forms and Interfaces
- Technical documentation including application development standards, system architecture details and processes and procedures used in the development and support of the base system

The Contractor will install the RequisitePro Michigan SACWIS requirements into a new Rational RequisitePro repository. The Michigan Configuration Management and RequisitePro Repositories will be the baseline transfer system from which the Contractor will make changes to the model as required.

The Contractor will install the example transfer system and currently available test data on a development server to prepare for knowledge transfer and training. This will provide Web-based access to authorized users in a controlled environment. Installing the transfer system will enable the State IPT members to interact with the example system to assist them in understanding the system concepts.

The Contractor will understand the concepts of the baseline transfer solution before any changes are made. Time and effort invested in an initial 1-day "module overview" as part of the commencement of the functional requirements phase will provide a common point of understanding, user buy-in, and ownership. Availability of an existing model on each day of the requirements validation process will enable the user and technical communities to see the realization of abstract concepts, detailed business rules, and functional logic along with the end user interface. This will foster the clarification of requirements during the Validation phase.

The Contractor will lead project team members in discussion of the existing functionality. Modification requests will be cataloged and analyzed as being an elaboration of existing requirements and changes to existing functionality that met the State's requirement or a new requirement. The Change Control Board must approve the allocations of these changes and their adoption before final acceptance.

The Contractor and the State shall perform the following:

- Validate existing requirements
- Clarify and add detail to the Michigan business and technical requirements
- Review, validate, and document business process workflows
- Maintain a mapping and traceability of requirements
- Deliver a Detailed Requirements Document.

The Contractor's Systems Engineering approach will include a Requirements Traceability and Verification Matrix (RTVM) and critical reviews at key junctures during the project. At a minimum, the RTVM will map solution requirements to design and build components and test cases.

The Contractor will employ use case techniques to update each use case as part of the formal Requirements phase, thereby reflecting final Michigan requirements. The Contractor will either add new use cases to the model to reflect Michigan-specific requirements outside the model or modify existing use cases to reflect other Michigan-specific requirements. This will be accomplished in formal sessions during the Requirements Validation phase.

The Contractor will utilize the Contract as the foundation for requirements validation and elaborate on their meaning further during the requirement/design sessions.
The facilitated requirement/design sessions confirm the preliminary mapping of the Michigan requirements to the transfer model. The project members will review the use cases with respect to the developed system.

The State and Contractor will reach an agreement on the evaluation of "Functionality Exists, Partially Exists or Does Not Exist". If agreement cannot be achieved, the Contractor will work with the State to evaluate the issue. Evaluation may result in invoking the Change Control processes.

The Contractor will record the results of the requirement/design sessions in the requirements management tool, Rational RequisitePro. RequisitePro will provide the Requirements Traceability Matrixes and requirements repository. RequisitePro will produce the Requirements Document Deliverable as detailed use cases created and updated in the requirements processes.

The Contractor will use multiple teams working concurrently to facilitate the documentation, validation and confirmation of requirements confirmation and design/build activities. The team descriptions will be finalized in Activity 3.2. The anticipated teams are identified below:

- Team 1 – Intake & Investigation
- Team 2 – Case Management
- Team 3 – Court/Eligibility
- Team 4 – Service Provision
- Team 5 - Payments & Accounting
- Team 6 – Provider Management
- Team 7 – Administrative & Common Functions
- Team 8 – Technical & Non-functional

Seven functional teams will run sessions in parallel with one technical team session for which business users will be scheduled only when required. The State will provide a State lead, one to three subject matter experts and one to three technical business analysts for each team. State policy expert resources will participate as needed with each team and assist in the decision-making process. The State will respond to request for feedback and information within two business days. If responses exceed two business days then risk, issue and change control processes will be engaged.

In addition to the teams identified above, specific teams for training and conversion will document, develop, review, and finalize their respective components.

Deliverables

- 3.1: Requirements Validation and Traceability Plan
- 3.2: Conceptual Design Methodology and Session Plan
- 3.3: Conceptual System Design
- 3.4: Gap Analysis

Task 3.1: Requirements Validation and Traceability Plan

The Contractor will provide a Requirements Validation and Traceability Plan describing the Contractor's approach to ensure all requirements are met. The purpose of this task is to describe the Contractor's approach to review, analyze, and validate requirements during conceptual design sessions. The Requirements Validation and Traceability Plan must include at a minimum:

- Approach to review and analyze all requirements during design sessions
- Approach to validate a common understanding of all requirements during conceptual design sessions
- Strategy for maintaining requirement traceability in all documentation

State Responsibility

- Clarify, at the Contractor's request, Michigan's policy, regulations, and procedures
- Provide the appropriate staff that understands the intent of the requirements and State vision for conceptual and detailed design sessions
- Review and approve the Requirements Validation and Traceability Plan
- Schedule State Participants
- Send agreed upon session materials to participants prior to the session

Contractor Responsibility

- Validate an approach to obtain common understanding of the requirements in the Contract
- Document the process to add and remove requirements that the State approved via the change control process

Acceptance Criteria

3.1: Requirements Validation and Traceability Plan

- Addressing of the validation of requirements throughout the conceptual design, detail design, and testing documentation activities
- Inclusion of requirement changes that the State approves in the change control process
- Documentation of the Requirements Validation and Traceability Plan as described in the Contract

Task 3.2: Conceptual Design Methodology and Session Plan

To create the Conceptual Design Methodology and Session Plan in this task, the Contractor must describe the approach to design sessions and validation of the design specifications. The outcomes of this task must include at a minimum:

- The methodology that will used for sessions
- Schedule, topics, location and participants for each design session
- The requirements that each session will address, including the strategy to maintain traceability of all requirements during each session

- The business process that will be addressed for each design session
- The strategy to ensure a final integrated design
- A style guide that describes what will be included in the conceptual design specifications that Contractor analysts will use for design layouts
- The strategy for design session results and validation of these results
- The participant training that will take place prior to the start of design session

State Responsibility

- Review and approve the Contractor's approach to design sessions
- Ensure the availability of the identified State personnel for the training sessions prior to the start of the conceptual design sessions
- Ensure the availability of the identified State personnel for the conceptual design sessions
- Provide input and clarifications to the Contractor as needed
- Provide a list of participants available for each session

Contractor Responsibility

- Prepare and create a methodology that will be used for conceptual design sessions
- Create a schedule, topics, location, and participants for conceptual design sessions
- Develop a strategy to ensure a final integrated design.
- Collaborate with State on a style guide for design layouts, staffing, schedule, and business process
- Prepare and develop a strategy for design session results and validation of these results
- Create training materials for session participants

Acceptance Criteria

3.2: Conceptual Design Methodology and Session Plan

- Compliance with all the requirements
- Documentation of a comprehensive design style guide
- Documentation of the schedule, topics, locations and participants for each session

Task 3.3: Conceptual System Design

The Contractor completes the Conceptual System Design in this task. The conceptual design describes the system architecture and design at a high level. At a minimum, the outcomes of this task shall include:

- Preliminary logical and physical data models of the entire system
- Preliminary layout for the data element dictionary (DED)
- Preliminary data model with all relationships, business rules, definitions and table domains including look up tables
- Preliminary application infrastructure rules including rules to handle data inserts to maintain logical consistency between records
- Preliminary hierarchy chart that shows the relationship between business processes
- Preliminary network configuration with a graphic layout of network lines showing alternative line configurations
- Preliminary business rules
- Preliminary system architecture
- General narrative of the entire system and the flow of data through the system including diagrams
- General narrative of each functional area, navigation, describing inputs, features, and processes
- Flow diagram of each functional area, identifying all major inputs, processes, and outputs of the functional area
- List of all inputs and outputs, by functional area
- Preliminary screen narratives
- Identification of all requirements that are met with the proposed conceptual design
- Preliminary cross-walk of new SACWIS, SWSS, and Warehouse data

- Documentation, distribution and archive of meeting minutes capturing the details and action items for Contractor facilitated meetings held during the design phase
- Escalate action items from meetings to issues and risks when they are not resolved by the target date(s) agreed to in the meetings

State Responsibility

- Review and approve the conceptual design, which includes the Final Requirements Traceability Matrix (RTM), Business Workflows, and Use Cases
- Participate in Requirement/design sessions
- Attend final walkthroughs of the conceptual design to enhance understanding to facilitate the approval process
- Provide input and clarifications to the Contractor as needed
- Co-facilitate presentation for committee approval to move to the detail design phase of the project
- Fully participate in preliminary logical and physical data modeling sessions

Contractor Responsibility

- Facilitate and execute uploading of baseline requirements into Rational RequisitePro
- Maintain requirements in Rational RequisitePro through the life of the project
- Facilitate requirement/design sessions and provide minutes daily to participants for review
- Prepare the Conceptual System Design, meeting the requirements as defined in the Contract and as defined through the requirement/design sessions
- Conduct ongoing presentation of window, screen, and other layouts and obtain State subject matter expert approval
- Conduct walkthroughs and demonstrations during the Conceptual System Design to enhance State understanding and to facilitate the approval process
- Co-facilitate presentation for committee approval to move to the detail design phase of the project
- Provide participant training sessions prior to the start of the conceptual design sessions

Acceptance Criteria

3.3: Conceptual System Design

- All requirements are clearly stated, in a testable condition, and allocated to use cases
- An interface agreement is in place for each target interface; the agreement will include at least the following information:
    - A commitment from the owners of the interfacing system that they will participate in the design and testing processes according to the project calendar
    - A business description of what data will be exchanged and when (from both a calendar and a workflow perspective)
    - A description of what technical methods will be used to exchange data, including any technical or security constraints for the exchange of data
- All action items and issues are resolved according to the mutually agreed schedule to enable meeting project deadlines. Unresolved action items and issues will be escalated and resolved.
- Design specifications meet the agreed upon style guide
- Documentation of the completion of all sessions
- Inclusion of steps that allow for review and approval of design specifications by committee (committee decision point)

Task 3.4: Gap Analysis

The Contractor validates the existing Gap Analysis generated during the initial planning of the project. This task includes a description of differences between the proposed SACWIS conceptual design and Michigan current practice, policies and procedures. The Contractor is encouraged, but not required to use the existing Gap Analysis as a template to respond to this activity. This task must include at a minimum:

- Validation of the existing Gap Analysis
- Gaps between current business practice and proposed conceptual design, not otherwise identified in the existing GAP Analysis

- Documentation of policies affected by the proposed conceptual design, not otherwise identified in the existing GAP Analysis
- Identification and documentation of the gap between the current organizational structure and the organizational structure proposed, not otherwise identified in the existing GAP Analysis

State Responsibility
- Provide existing Gap Analysis for validation
- Review and approve the Contractor's Gap Analysis
- Participate in sessions
- Provide current practice, policies and procedures

Contractor Responsibility
- Identify the gaps between current business practice and proposed conceptual design, not otherwise identified in the existing GAP Analysis
- Identify the policies affected by the proposed conceptual design, not otherwise identified in the existing GAP Analysis
- Identify the gap between the current and proposed organizational structure
- Collaborate with the State to identify processes, policies and organizational structure

Acceptance Criteria
3.4: Gap Analysis
- Documentation of the Gap Analysis as required in this Contract
- Documentation of all gaps with a clear reference to policy, procedures, practice and/or organizational structure
- Inclusion of the methodology used to identify contents of the Gap Analysis
- Documentation validating, or identifying the Contractor's exceptions to, the existing Gap Analysis

Activity 4: Security

Objective
Provide a system security design and plan for user access that conforms to applicable State and federal regulations and publications. In addition, develop a recovery plan to mitigate risks during design and after implementation.

Description
The Security activity encompasses the tasks necessary to protect the new SACWIS and its associated data in all of the environments. In addition, this activity includes identity management for the entire scope of the Contractor's proposed solution, including network, perimeter, and user security. It includes detailed schematics that illustrate the design components. The Contractor will collaborate with the State's Office of Enterprise Security (OES) in the configuration and execution of this activity.

Deliverables
- 4.1: Security Design Document
- 4.2: User Access Security Plan
- 4.3: Disaster Recovery Plan

Task 4.1: Security Design Document
Through the Security Design Document, the Contractor describes the approach to security design. The design must conform to the following State and Federal regulations and publications related to system security requirements and password usage:
- 45 CFR Part 95.621(f) ADP System Security Requirements and Review Process,
- FIPS PUB 112 Password Usage, Procedure
- 1410.17, Michigan State Government Network Security Policy,
- State Of Michigan (policy 500.01)

The Contractor will identify the approach to ensuring the security of SACWIS and data throughout the project life cycle. At a minimum, the outcomes of this task shall include information on:

- Accountability which includes the approach to establishing and maintaining security responsibility and accountability
- Granting or restricting access to all the applications (including Web-enabled applications) and data; auditing security events; auditing security configurations and changes; generating security reports; and monitoring the system for vulnerabilities and intrusions
- Managing authorized users for user creation, assignment of new UserID (User Identification)/password/PINs (Personal Identification Numbers), role assignments, and activity monitoring
- Compliance including the approach to maintaining compliance with law, standards and best practices
- Technical security shall include, at a minimum, the approach to each of the following:
    - Network segmentation
    - Perimeter security
    - Application security and data sensitivity classification
    - Intrusion management
    - Monitoring and reporting
    - Host hardening
    - Remote access
    - Encryption
    - Administrative authentication
    - Interface security
    - Security test procedures
    - Managing network security devices
    - Security patch management
    - Defending against viruses and mobile code
    - Detailed diagrams depicting all security-related devices and subsystems and their relationships with other SACWIS subsystems for which they provide controls
- Access Control Auditing
  The basic auditing infrastructure is designed in Task 4.1. This phase will delve into the detailed access control policies that are the subject of the task and work with the State and the application teams to determine the data that needs to be forwarded to Sentinel. In this phase, the Contractor will define detailed collection and storage policies.

  The key work performed by the Security Team will include, but is not limited to:
    - Identify appropriate system, utility, and application logs to be forwarded to Sentinel to meet the security requirements
    - Determine appropriate steady state logging levels for each log to be forwarded to Sentinel to meet the security requirements
    - Define detailed policies for the collection and storage of logs.

- Identify information from the State on existing computing environments and facilities that will be used for the Michigan SACWIS and their current security posture
- Identify information from the State on existing Novell Identity infrastructure and integration processes and policies
- Identify information from the State on its existing security infrastructure, including the network and DMZ as provided and managed by the State, and elements that will be provided by the Contractor
- Identify information from the State relevant to State and Federal regulations and publications
- Define the overall Security framework by developing a high-level Security Design and architecture.
- Identify integration points with the State's network
- Identify monitoring and scanning required for the project
- Identify recommended long-term security monitoring for the State to maintain after the project ends

The State has adopted Novell's identity management system as one of the State standards for security. At a minimum, this task must include the following design considerations:

- Support for the Novell's identity management system throughout the development, testing, and production environments
- LDAP (Lightweight Directory Access Protocol) solution built on Novell's eDirectory solution
- Authentication for all aspects of the Contractor's solution except for users at the system level, including operating systems and databases
- LDAP schema and authentication schemes
- Validation against the technical requirements
- Explanation of how State policies, procedures will be honored with the solution

State Responsibility

- Participate in the kickoff meeting
- Participate in the walkthrough and demonstration of the Security Design by the Contractor
- Provide requested information on the State's existing security infrastructure, including the network and DMZ as provided and managed by the State
- Review and approve the Security Design Document
- Review and approve the initial implementation of LDAP solution in the development environment
- Make available the appropriate personnel to participate in the Security Design requirement/design sessions
- Provide input and clarifications to the Contractor as needed
- Provide security policies and procedures

Contractor Responsibility

- Conduct a kickoff meeting with appropriate State stakeholders
- Review any other technical constraints and preferences with the State
- Meet with the State's business stakeholders to review their requirements and expectations for security
- Develop a security design that secures and protects all systems, procedures, and practices within the new SACWIS
- Validate that the Security Model provides compliance with appropriate law, regulations, and industry standards and best practices
- Perform a walkthrough and demonstration of the Security Design

Acceptance Criteria

4.1: Security Design Document

- Compliance with all established state and federal security requirements
- Completion of walkthroughs and demonstrations of the Security Design to enhance State understanding and to facilitate the approval process
- Completion of Security Design Document according to the functional and technical requirements as defined in this Contract and as defined through the requirement/design sessions
- Provision of references to State and Federal policies within the design document

Task 4.2: User Access Security Plan

The Contractor shall define the approach to user access security during this task in the User Access Security Plan. At a minimum, the outcomes of this task must include a description of the following:

- Types and relationships between SACWIS security elements, e.g. users, groups, and roles
- Categorization of access into different security levels that will be defined by the State to include, at a minimum, users, groups, and roles
- Matrix of roles and privileges
- Screen/Window level security
- Level of authorization/security for specific functions by individual user including module level security for grouping of screens/pages
- Field level security including links that route to interfaces

- Restrictions on modifying or overriding system edits and audits or altering system functionality
- Types of on-line security checks, including security by individual, State defined role, location, files, and fields before allowing access to any files including data, software, code, resources or any other files resident with or accessed by the State
- Types of Privacy Policy statements such as:
    - Privacy Policy for External users, e.g. Providers
    - Privacy Policy for Internal users, e.g. State
- Types of activities that are logged in the Enterprise Security Information Event Management (ESIEM) system and system security log including, but not limited to, password changes and resets, privilege changes, failed login attempts, successful logins and logoffs, application startup and shutdown, and user session duration

User Access Security Model
The Contractor will create a detailed User Access Security Model to provide increased detail on the user access issues, focusing on:

- User roles — definition, management, and usage for access control
- Coarse-grained versus fine-grained access control
- Security classifications for functions and data
- Definition of security access levels for functions and data
- System-level access restrictions and their integration with user access.

The key work performed by the Contractor will include:

- Define the overall strategy for managing user access
- Define the appropriate use of roles:
    - Define an appropriate set of user roles
    - Determine permissions to be assigned to each role
    - Determine permission required to assign users to roles
    - Recommend a process to maintain roles after the project ends
- Define a strategy for including external users, including account management and access policies
- Determine requirements, if any, for strong authentication
- Define a strategy for dividing the implementation of coarse-grained and fine-grained authorization
- Define a strategy for classifying functions and data and tying user access levels to those classifications
- Define a strategy and application procedures for checking access permissions when access is requested to functions or resources to enforce the defined access control policies
- Validate that the User Access Security Model provides compliance with appropriate law, regulations, and industry standards and best practices.

System Access
In addition addressing how SACWIS end users will access SACWIS applications, the User Access Security Plan also will address how the solution manages access by system users to the underlying systems and data. The Contractor will analyze the State's system access control capabilities for operating systems, databases, and system and application configuration tools, and define strategies for leveraging those capabilities to secure the SACWIS underlying infrastructure.

The key work performed by the Contractor will include:

- Define a strategy for system user authentication and definition of system user authorization and their correlation to SACWIS user access
- Determine requirements, if any, for strong authentication for system access
- Define an access strategy for platforms, databases, and other system tools
- Define an access strategy for system-level application configuration tools.

Privacy
Users may have certain sensitive data stored in eDirectory that must remain private and undisclosed except for their defined purposes. The Contractor will address access strategies to keep sensitive data private.

The key work performed by the Security Team will include:

- Review database schemas and identify fields that store sensitive information
- Review the eDirectory schema and identify attributes that store sensitive information
- Define strategies for protecting sensitive fields and attributes, such as:
    - Encryption
    - One-way hash
    - Not storing sensitive data if unnecessary
- Work with the application teams to identify the processes that work with the sensitive data so that they apply appropriate protection strategies to the data in transit and in process
- Verify that sensitive data is not inappropriately written to audit logs.

Deliverable Preparation and Review

The final phase in the User Access Security Plan will be to elaborate on each element of the User Access Security Model and then to meld those pieces into the complete User Access Security Plan. The Contractor will conduct walkthroughs and provided demonstrations of the User Access Security Plan to the State's Security Team, and will deliver the document for a full cycle of reviews, revisions, and acceptance.

The key work performed by the Security Team will include:

- Review the proposed Table of Contents for the User Access Security Plan with the State's point of contact for security
- Collect information, descriptions, definitions, documentation, and so forth from the first five phases of Task 4.2
- Complete the User Access Security Plan for review
- Perform a walkthrough and demonstration of the User Access Security Plan by the Security Team to the State
- Revise and reissue the deliverable after review and comments by the State.

The key work required from the State will include:

- The State's Security point of contact will need to review the proposed Table of Contents for the User Access Security Plan with the Security Team
- Participate in the walkthrough and demonstration of the User Access Security Plan by the Security Team
- Review the User Access Security Plan, provide the Security Team with comments, and approve the document.

State Responsibility

- Review and approve the User Access Security Plan
- Make available the appropriate personnel to participate in the User Access Security Plan sessions
- Provide input and clarifications to the Contractor as needed

Contractor Responsibility

- Conduct walkthroughs and demonstrations during the User Access Security Plan development to enhance State understanding and to facilitate the approval process
- Collaborate with the State prior to completing the plan
- Prepare the User Access Security Plan, meeting the requirements as defined in the Contract and as defined through the requirement/design sessions

Acceptance Criteria

4.2: User Access Security Plan

- Compliance with all the requirements
- Documentation of the method used to collaborate with the State

Task 4.3: Disaster Recovery Plan

The Contractor shall develop a Disaster Recovery Plan that provides for adequate backup and recovery for all SACWIS Operations, both manual and automated, including all functions required to meet the backup and recovery. In this plan, the Contractor shall identify every resource that requires backup and to what extent backup is required. In addition, Contractor must identify the software and data backup requirements. The plan must include at a minimum the following:

- Recovery procedures from all events ranging from a minor malfunction to a major disaster
- Checkpoint/restart capabilities
- Retention and storage of backup files and software
- Hardware backup for the main processor
- Application and operating system software libraries, including related documentation
- Identification of the core business processes involved in the SACWIS
- Documentation of contingency plans and business continuity.
- Definition of triggers for activating contingency plans
- Plan for replacement of hardware and software
- Fault tolerance provisions that are to be built into the SACWIS solution (such as equipment redundancy, automated load balancing, and checkpoint/restart)
- Failover provisions that are to be built into the SACWIS solution (including ongoing backup and synchronization of software and data, description of the events that will trigger various levels of response, and requirements for manual and automated failover processes)
- Resources, roles, and contact information for current and alternate people/groups who will be responsible for business operations continuity after a failover
- Infrastructure and system restoration resources that include comprehensive off-site documentation of the lost production environment to enable the build of a production environment clone as well as the names, roles, and contact information for key people in each vendor organization that will be required to assist with this rebuild.
- Detailed processes and procedures required to test all disaster recovery and contingency provisions based on the Disaster Recovery Plan.

The Contractor will work with the State to jointly determine Recovery Point Objectives (RPOs, the degree of functional restoration required, which defines the backup and replication synchronization) for the various types of data supporting the Michigan SACWIS in production with the State during development of the Disaster Recovery Plan.

State Responsibility

- Review and approve the Disaster Recovery Plan
- Collaborate with Contractor to integrate recovery plans with Michigan Disaster Recovery
- Provide State policy and procedures and current recovery plans
- Provide input and clarifications to the Contractor as needed

Contractor Responsibility

- Review all Michigan State policies and procedures and current recovery plans
- Collaborate with State to create and update Disaster Recovery Plan
- Identify process of maintaining a current plan throughout the life of the project
- Create an inventory of all resources that require backup and recovery procedures
- Create step by step instructions on business continuity and recovery
- Document the methods for testing the Disaster Recovery Plan

Acceptance Criteria

4.3: Disaster Recovery Plan

- Compliance with all the requirements
- Documentation of the method used to collaborate with the State
- Documentation of how the plan meets Michigan State policies

- Documentation of the procedures on how SACWIS and SACWIS related documents are protected and how they can be recovered during development and operations
- Description of how inventory will be tracked in case recovery procedures are implemented
- Documentation of step by step procedures for business continuity and system recovery
- Documentation of the roles and responsibilities in recovery
- Documentation of how plan will be accessed in an emergency scenario and how the plan is secured

Activity 5: Business Change Management

Objective
Successfully manage the transition from the current business processes and organizational structure, to the future business practices and organizational structure in a controlled way.

Description
The change management activity is directed at maximizing positive response to the new SACWIS by effectively managing stakeholder expectations. It incorporates effective communication and highlights impacts on affected business processes. At a minimum, the activity limits disruption of staff and minimizes impact to client services.

Deliverables
- 5.1: Comprehensive Change Management and Communication Plan
- 5.2: Business Process Practices & Improvement

Task 5.1: Comprehensive Business Change Management and Communication Plan
As a result of this task, the Comprehensive Change Management and Communication Plan describes the Contractor's approach to integrating the State and Contractor SACWIS staffing team and a plan to manage the expectations of varying groups of stakeholders who have different information needs. At a minimum, the plan must include:
- The rebranding and marketing strategies for SACWIS and prepare end users for the changes to come
- The objectives, goals, and tasks to be completed as well as the timeframe for completion
- Needs, expectations, and roles and responsibilities of stakeholders
- Identification and creation of leaders and power users throughout the end-user community and the roles these leaders will have with business transition
- Communication change management methods and tools
- An overview of the overall strategy and approach to Business Change Management for the project and how the State and the Contractor will work together to manage various stakeholders' expectations
- A description of the Business Change Management activities — how they connect with other related project activities, milestones, and estimates of their anticipated timing
- Identification of internal and external stakeholders as well as their individual needs
- A Stakeholder Communications Matrix that outlines the approach to the development, review, schedule, and issuance of messaging, procedures, and methods to support organizational Business Change Management
- The approach to maintain close coordination with the different levels of the organization and the approach to informing them of the project's progress
- A description of activities to identify the impacts and changes of the implementation of the new SACWIS application on stakeholders.
- A high-level communication schedule for Business Change Management team tasks, including the identification of "road show" visits in regions and offices as well as the use of virtual town hall meetings.
- A description of how the Business Change Management team will be structured
- Identification of specific work groups and the duties they will perform along with any training requirements for the individual groups
- Define roles and responsibilities as it pertains to the Business Change Management team
- Defined criteria for what makes a good Business Change Management leader as well as power users
- Support the agency in the identification of Business Change Management leaders and power users

State Responsibility

- Provide the Strategic Implementation Plan: Communication and Training for initial direction on the change management strategy
- Collaborate on the identification of leaders and power users
- Collaborate on the schedule

Contractor Responsibility

- Review the Strategic Implementation Plan: Communication and Training Plan
- Plan, schedule and conduct meetings with appropriate DHS staff to collaborate on strategies for change management and communication with all stakeholders, which includes internal project staff
- Schedule and recruit leaders and power users

Acceptance Criteria

5.1: Comprehensive Business Change Management and Communication Plan

- Documentation of the Comprehensive Business Change Management and Communication as described in the Contract and the Strategic Implementation Plan: Communication and Training
- Inclusion of organization charts to integrate the State and Contractor team
- Creation of a map of the locations for the “road show”
- Inclusion of enough detail to implement the change management and communication plan

Task 5.2: Business Process Practices & Improvement

In this Business Process Practices and Improvement task, the Contractor will utilize the Gap Analysis, which describes the differences between the proposed SACWIS conceptual design and Michigan current practice. This task will document the changes to policies and procedures impacted by SACWIS. The document shall identify new policies and business processes, impacts on existing business policies and processes, organization units and staff and document the elimination of any current business process. For each impacted policy, the task should present the existing policy, reason for the change, and recommendation. For each impacted business process, the task shall present the following information:

- Desk-level business process procedures that document instructions for operations specific to each user’s role
- Procedures that will be available to SACWIS users on-line, feature easily understood language, and include a step-by-step format

The approach to the development of the Business Process Practices and Improvement deliverable will include, at a minimum:

- Workflow analysis of the current business model and the impact the new application will have on it
- Workflow analysis of stakeholders’ tasks performed by both key internal and external stakeholders
- Analysis of business policies and procedures that will be affected by the new application functionality
- Identify functionality provided by the new SACWIS application, where the State may not have policies and procedures that take advantage of the features in the application.
- Documentation of impact the new SACWIS will have on the current business model
- Development of a strategy to best implement the changes through communications, training, self-study, and supporting material

State Responsibility

- Review and approve the Business Process Practices & Improvement
- Participate in business improvement sessions
- Provide current knowledge of existing practices, policies and procedures

Contractor Responsibility

- Identify the new policies and procedures that will be required by SACWIS
- Identify the changes to existing practices
- Create materials necessary to support new procedures
- Collaborate with State to develop business improvement, materials content and format and user guides

Acceptance Criteria

5.2: Business Process Practices & Improvement

- Documentation of the Business Process Practices & Improvement task as described in the Contract
- Inclusion of the methodology used to identify contents of the Business Process Practices & Improvement task

Activity 6: Detail Design

Objective

Create system architecture and design documents that incorporate the functional and technical requirements created for the new SACWIS.

Description

The detail design activities will define a blueprint and deliver a base framework for the processing, capture, storage, transformation, and dissemination of information. Documenting this information facilitates the successful design, development, and implementation of the new SACWIS. The activities associated with detail design include specifications for all system objects, such as programs, screens, interfaces, reports, templates, and forms. The Contractor's responsibilities include documentation of the detail design methodology, as well as training for all of the participants in the design sessions. Written approvals from the State validate the accuracy and completeness of the documents.

The Contractor will deliver a Model-driven Functional Transfer SACWIS solution for the Michigan SACWIS project built on Tennessee TFACTS. The Contractor will conduct a complete software development life cycle to deliver a SACWIS architected, designed, and constructed for practices unique to Michigan.

The project will be enhanced by leveraging work products that the Contractor developed on the Tennessee SACWIS project as starting points for developing similar work products for Michigan. These work products are mainly use cases, design documents, tool-based artifacts, test plans, and training material.

The Contractor's leads will facilitate the transition from requirements to design and to gain a full understanding of the changes to be implemented. During the requirements gathering timeframe, the Contractor will finalize the requirement/design session schedule, with the goal of conducting requirements gathering sessions on the most "architecturally significant" use cases, especially those with an expected high degree of customization.

The Contractor, following configuration management processes, will include the work products from the requirement/design sessions:

- Use Cases
- Screen Specifications
- Use Case Realization Documents
- Report Specifications
- Interface Agreements
- Batch Specifications
- Lessons Learned
- Updated logical Data model identifying existing data elements as well as all new or modified data elements
- Updated data dictionary

The Contractor, at the end of each requirements/design increment, will ensure the following tasks will be completed:

- The requirement/design session participants agree that all requirements traced to the use cases under discussion are clearly stated and in a testable condition.
- All action items and issues are resolved according to the mutually agreed schedule to enable project deadlines to be met. Unresolved action items and issues are escalated and resolved.

- The requirement/design session participants certify that the final requirements and the Screen/Report Specifications support the completed use cases.
- DHS project staff obtained final resolution of questions and decisions on DHS policy, standards, and practice issues according to the mutually agreed schedule to meet project deadlines.
- The RequisitePro repository, moved to Configuration Control at the end of the Requirements phase, will be updated with approved changes from the Change Control Board

Throughout the Design phase, the Contractor will use visual modeling techniques to allow State business analysts and future end users to view and interact with fully operational components of SACWIS — not a mock-up or a prototype — as they are being built and integrated.

Deliverables

- 6.1: Detail System Design Session Plan
- 6.2: Detail System Design Document (DSD)
- 6.3: Interface Design
- 6.4: Forms, Template and Report Detail Design

Task 6.1: Detail System Design Session Plan

In the Detail System Design Session Plan task, the Contractor will develop and document the approach to design sessions and validation of design specifications. The outcomes of this task must include at a minimum:

- The methodology that will used for design sessions
- Schedule, topics, location and participants for each design session
- The requirements that will be addressed for each session including the strategy to maintain traceability of all requirements during session
- The business process that will be addressed for each design session
- The strategy to ensure an final integrated design
- A style guide that describes the design specifications that Contractor analysts will use for design layouts
- The strategy for design session results and validation of these results
- The participant training that will take place prior to the start of design session and prior to the review of final DSD including the training material required for these sessions

State Responsibility

- Review and approve the Contractor's approach to design sessions
- Ensure the availability of the identified State personnel for the training sessions prior to the start of the DSD sessions
- Ensure the availability of the identified State personnel for the requirement/design sessions
- Provide input and clarifications to the Contractor as needed
- Provide a list of participants available for each session

Contractor Responsibility

- Prepare and create a methodology that will be used for DSD sessions
- Create a schedule, topics, location, and participants for DSD sessions
- Develop a strategy to ensure a final integrated design
- Collaborate with State on a style guide for design layouts, staffing, schedule, and business process
- Prepare and develop a strategy for design session results and validation of these results
- Create training materials for session participants

Acceptance Criteria

6.1: Detail System Design Session Plan

- Documentation of the Detail System Design Plan as described in the Contract
- Completion of participant training sessions prior to the start of design sessions
- Documentation of a comprehensive design style guide
- Documentation of the schedule, topics, locations and participants for each session

Task 6.2: Detail System Design Document (DSD)

The Contractor will develop and validate the DSD. The DSD will describe the system architecture and design at the detailed level and provides the programmers enough information to develop the SACWIS.

At a minimum, the task shall include:

- Final logical and physical data models of the entire system
- Final data model with all relationships, business rules, definitions and table domains including look up tables, views, indexes and any other design specifications related to the database
- Final application infrastructure rules including rules to handle data inserts to maintain logical consistency between records
- Final detailed comprehensive data element dictionary (DED) including, at a minimum:
    - A description of all tables used in the System
    - A description of each data element within each table
    - A unique data element number and standard data element name
    - A narrative description and definition of the data element
    - A table of values for each data element
    - The source of each data element

Valid values with definitions

- Lists from the DED in multiple sort formats
- Final hierarchy chart that shows the relationship between business processes
- Final network configuration with a graphic layout of network lines showing alternative line configurations and all hardware and software detail
- Final business rules
- Final detailed system architecture including overview of application framework and core components and services that will be used throughout the system
- Detailed narrative of the entire system and the flow of data through the system including diagrams
- Detailed narrative of each functional area, navigation, describing inputs, features, and processes
- Flow diagram of each functional area, identifying all inputs, processes, and outputs of the functional area
- Detailed description of configurable functionality (changes that do not require new program logic to be deployed), the purpose and types of changes that can be made and the processes required for each configuration change
- Final screen/window layout identifying all UI standards and navigation features, standard menus and other features expected to be available for all common screens
- Final screen narratives with screen/field mapping, field mappings to reference tables, default values, enable / disable logic and browser / server side validations with error messages to be displayed
- Identification of all requirements that are met with the proposed conceptual design and list of any requirements that are not met with this design and the agreed upon plan for these.
- Detailed program logic descriptions and edit logic including, at a minimum, the sources of all input data, each process, all editing criteria, all decision points and associated criteria, interactions with other programs, and all outputs
- Final layouts for all inputs to include, at a minimum, input names and numbers; data element names, numbers, and sources for each input field and examples of each input
- Final layouts of all reports and forms including the fields that will be populated and their source, formatting, purpose and intended users of document and the requirements related to these documents
- Final layouts for all outputs to include, at a minimum, output names and numbers; data element names, numbers, and sources for each output field; and examples of each output
- Final layouts for all files to include, at a minimum, file names and numbers; data element names, numbers, number of occurrences, length and type; record names, and numbers, and file maintenance data such as number of records, file space, and so forth
- Final cross-walk of new SACWIS, SWSS, and Warehouse data

Data Management Plan
As part of the Design phase, the Contractor will build the major components of the General and Detailed Designs for the Michigan SACWIS. Working in parallel with these teams will be groups of technical teams addressing the Data Management Plan's components. The Data Management Plan address the following elements:

- Infrastructure design
- Final data models of the entire system
- Final data model with all relationships; business rules; definitions; and table domains, including lookup tables, views, constraints and indexes planned for optimization of data access
- Final application rules, including rules to handle data inserts, updates and deletions to maintain logical consistency among records
- Data flow diagrams
- Final detailed comprehensive data element dictionary (DED)
- Data Management Plan will contain at a minimum
    - Configuration and Capacity Planning Information
    - Data Element Dictionary (Updated from the Requirements Phase Deliverable)
    - Logical Data Model
    - Physical Data Model
    - Database Design
    - Security Design
    - Production Space Requirements
    - Data Conversion and Migration Requirements
    - Backup and Recovery Requirements

Infrastructure Design
The SACWIS Technical team will work in parallel with the design teams to create the Hardware/Software Infrastructure Design, including production space requirements and Capacity Planning Information. Artifacts for the technical strategy, approach, design, and execution of these components are listed below:

- System Architecture
- Server Requirements
- Minimum Desktop Configuration
- Hardware Software and Communication Protocol
- Adherence to Mandatory Technology and Architecture
- Security Solution

Database Design
The database team will finalize the components of the database design with the State. For the Michigan SACWIS, the database design will consist of:

- Data Element Dictionary (updated from the Requirements Phase deliverable)
- Logical Data Model
- Physical Data Model
- Backup and Recovery Requirements

Security Plan
The Contractor will work closely with the State in developing and executing the SACWIS Security Plan. The plan will address conformity with Michigan's Enterprise Information Security Policies, as well as other areas such as:

- Compatibility with State firewall hardware and software
- Compatibility with Intrusion Detection and Prevention systems
- A focus on in-depth defense within the context of the established State Intrusion Detection and Prevention systems
- The published guidelines in Michigan's Enterprise Information Security Policies

Detailed System Design Document And Interface Design

The Contractor will ensure the successful detailed system design document contains, at a minimum:

- Provides the final data model of the entire system
- Identifies the Create, Replace, Update, and Delete rules for the system
- Provides a complete Data Element Dictionary that fully describes the data architecture, including data validation rules
- Includes the business architecture documentation, which shows relationships between business processes and process flows
- Includes a business rules catalog
- Identifies the hardware, software, and network configurations for the system
- Translates the conceptual design produced in the earlier design phases to a detailed description of an information system that can address the information system requirements, accomplished by:
    - Creating screen layouts
    - Creating program code, compiling and refining the program modules
    - Creating and testing the databases
    - Building and testing SACWIS components
    - Integrating and testing component assemblies
- Contains the finalized interface design, including design description, communication details, layouts, frequency, and source to target mapping, including applicable business rules
- Data Warehouse source mapping
- Contains form designs, including invocation methods, data mappings, and storage locations
- Contains report designs, including layout and source data mappings
- Contains an updated requirements traceability validation matrix.

State Responsibility

- Validate that the design will support the State Vision, does not require duplicate entry, and supports each program
- Validate the design contains data for reporting requirements and that it can be readily and efficiently extracted for the data warehouse
- Validate the design is comprehensive and contains the necessary detail for development
- Review and approve the DSD
- Co-facilitate presentation for committee approval to move to the development phase of the project
- Provide input and clarifications to the Contractor as needed
- Fully participate in final logical and physical data modeling sessions
- State must provide their database administrators as part of the database team.

Contractor Responsibility

- Develop the final version of the DSD specifications
- Conduct walkthroughs and demonstrations during the DSD to enhance State understanding and to facilitate the approval process
- Conduct ongoing presentation of screen/window, reports, forms and other layouts and obtaining State approval during the DSD development to facilitate overall State approval
- Co-facilitate presentation for committee approval to move to the development phase of the project

Acceptance Criteria

6.2: Detail System Design Document (DSD)

- Documentation of the DSD according to the requirements of this Contract and added through the change control process
- Documentation of a complete, comprehensive design that is ready for development
- Resolution of all outstanding issues related to the design
- Inclusion of steps that allow for review and approval of redesign specifications by committee (committee decision point)

Task 6.3: Interface Design

The Interface Design task consists of the Contractor's design and documentation of all system interfaces for the new SACWIS. The interface design shall include at a minimum:

- System configuration diagram showing all SACWIS interfaces
- Detailed list of SACWIS batch programs required for the operation of SACWIS and integration with all identified trading partners including at a minimum:
    - Program name and description
    - Input and output files with description, purpose and specifications (as identified for outputs below) for each
    - Expected frequency for all jobs(Nighty, weekly, quarterly, on-demand, etc.)
    - Dependencies required for completion of each job
    - Primary and impacted trading partners for each job
    - Application functionality dependent on or impacted by the job
    - Expected run-time with full production data
    - Document information required from trading partners before required interfaces can be implemented and plan for tracking the progress of these
- Specifications for any web services or real time interfaces required and the functionality provided by each including at a minimum:
    - Programs and data fields accessed by the service or interface
    - Services to be consumed by SACWIS programs and the functionality they provide
    - Services provided by SACWIS and the approved users of these services
    - Security provisions for each of the services or interfaces
    - Impact if service is unavailable or delayed
    - Business processes for any asynchronous services or interfaces
- Interface design descriptions, including:
    - Interface identification, including type of interface (such as real-time data transfer, storage-and-retrieval of data, etc.) to be implemented
    - Characteristics of individual data elements and data element assemblies (records, messages, files, arrays, displays, reports, etc.) that the interfacing entity(s) will provide, store, send, access, receive, etc.
    - Characteristics of communication methods and protocols that the interfacing entity(s) will use for the interface
    - Other characteristics, such as physical compatibility of the interfacing entity(s) (dimensions, tolerances, loads, plug compatibility, etc.)
- Traceability to requirements addressed by the interfaces
- When required, any specifications required of other systems to ensure an effective interface with the new SACWIS

The documentation for each interface shall include, at a minimum:

- Detailed interface descriptions including, at a minimum, data elements, editing criteria, business rules, agency, State, and federal policy requirements driving the informational need for the interface, and all decision points and associated criteria, interactions with other programs, and all inputs and outputs
- Layouts for all interfaces including, at a minimum, file/database names and other identifiers, number and direction of transmittals, record names, numbers, length and type, as well as interface and file maintenance data such as, but not limited to: number of records during routine operations, required disk space, file retention, and back-up (all of which can be the same layouts used in the DSD so long as they meet all requirements for both deliverables)
- System narratives and module narratives (including structure charts), identifying the process associated with each interface, the purpose of the interface, and interrelationships between the program modules involved in the interface
- Detailed comprehensive interface description dictionary, including, at a minimum, data element names, numbers, descriptions, and definitions (including length and type); valid values with definitions; sources for all identified data elements and information transmittals

- Interface and process descriptions showing the flow of major processes and data in each of the subsystems and across subsystems
- Subsystem name and identification, subsystem data flows, etc.

State Responsibility

- Review and approve the Contractor's approach to Interface sessions and validation of interface design specifications
- Ensure the availability of the identified State personnel to attend and participate in the Interface design sessions
- Review and approve the final detailed Interface Design
- Provide input and clarifications to the Contractor

Contractor Responsibility

- Prepare and develop an approach to Interface sessions and validation of interface design specifications
- Prepare and develop a schedule, topics, location, and participants for DSD sessions
- Prepare the final detailed Interface Design as described in the Contract and as defined through the requirement/design sessions

Acceptance Criteria

6.3: Interface Design

- Documentation of a final interface design that integrates in the detail system design document
- Documentation of the Interface Design task according to the requirements of this Contract and added through the change control process
- Documentation of a complete, comprehensive design that is ready for development
- Resolution of all outstanding issues related to the design
- Documentation of the method of collaboration

Task 6.4: Forms, Template and Report Detail Design

Concurrently with detail design sessions, the Contractor will create the design specifications for all templates, forms and reports. Form and template items reside in the operational system and will be generated in real-time. Non-operational reports are items that are generated using the State Data Warehouse and do not reside in the operational system. The design must include at a minimum:

- Each standardized form and report generated from SACWIS
    - Description and purpose of report and intended users, security provisions
    - Traceability between each report and form and the use cases related to them
- Each template that will be generated with pre-filled data from SACWIS
- Each form that will be stored in the Document Management System
- Data mappings for fields to be populated on forms from SACWIS database
- Reports, reports generated using the Data Warehouse, prefilled templates and forms must include Data Warehouse map sourcing
- Incremental feed from the operational system to the Data Warehouse to support report generation
- Collaborate on loading of all needed data on the Data Warehouse for reporting in a form that facilitates the identification and extraction of new or modified data elements and allows efficient processing of required data elements.

State Responsibility

- Review and approve the final detailed design specifications for reports, templates, and forms
- Attend walkthroughs during the conceptual design to enhance understanding of the SACWIS and to facilitate the approval process
- Ensure the availability of the identified State personnel to attend and participate in the design sessions
- Collaborate and identify which reports will be created by the State using the Data Warehouse and which reports will be developed by the Contractor
- Collaborate and identify data changes for the enterprise data warehouse to support reporting

Contractor Responsibility

- Collaborate with the State on the final detailed design of the layout, narratives, and data mapping source for each standardized report generated from SACWIS and the Data Warehouse
- Collaborate with the State on the final detailed design of the layout, narratives, and data mapping source for each template that will be generated with prefilled data from SACWIS
- Develop the final detailed design of the layout and narratives for each form that will be stored in the Document Management System
- Conduct walkthroughs and demonstrations during the DSD to enhance State understanding and to facilitate the approval process
- Collaborate and identify which reports will be created by the State using the data warehouse and which reports will be developed by the Contractor
- Collaborate and identify data changes for the warehouse to support reporting

Acceptance Criteria

6.4: Forms, Template and Report Detail Design

- Documentation of tools related to document management, reports development and template creation
- Identification of all reports, template and forms
- Identification of State or Contractor responsibility for the completion of each report
- Identification of source of all data that pre-fills templates
- Identification of source of all data that generates reports
- Resolution of all outstanding issues related to the design
- Documentation of the Forms, Template, and Report Detail Design as described in the Contract and as defined through the requirement/design sessions
- Documentation of the method of collaboration
- Documentation of the changes needed to the data warehouse for reporting

Activity 7: Development

Objective

Develop and document the new SACWIS to achieve the functional and technical requirements established in detail design.

Description

Development activities result in the construction of the system. The Contractor must use approved and documented methods, products, coding standards and quality assurance activities throughout the SDLC. The Contractor will document the requisite qualifications for the development and support of each software artifact type included in the system. Documentation must be sufficient for the State to prepare and train the staff that will take over operation of the SACWIS after Final Acceptance. Thorough reporting of status and issues throughout the SDLC provides leadership awareness of project progress. In addition to the initial construction and modification of system components, the Contractor will maintain and support all system components of the SACWIS system throughout the life of the Contract. Written approvals from the State validate the accuracy and completeness of the tasks and deliverables as well as the State's agreement to proceed to the Testing activity.

The Contractor will work with the State to integrate an approach to the Software Development Life Cycle (SDLC) methodology with the State's SUITE standards. By implementing documented and repeatable processes, along with the templates and shared system components that serve as project accelerators in the project's overall timeline, development time will be reduced without negative impact on the project's goals or objectives.

The Contractor will, at a minimum, develop the application to be deployed on IBM WebSphere Application Server v7 for J2EE, using Java SE 6. The Contractor will, at a minimum, develop the relational database on Oracle 11g in a Real Application Cluster (RAC).

The Contractor will use the IBM Rational ClearQuest and ClearCase tools to facilitate the Configuration Management, Source Control, and automated Build and promotion processes.

The Contractor will collaborate with the State throughout the contract to improve quality assurance processes and procedures to reduce the occurrence of the most common issues and minimize the number of defects that are discovered in testing environments.

The State reserves the right, for itself or its representative entities, to perform code review on any and all system objects.

Deliverables

- 7.1: Software Development Plan
- 7.2: Weekly Construction Summary Report
- 7.3: Development Library

Task 7.1: Software Development Plan

The Contractor will create the Software Development Plan, which shall describe the Contractor's methods, processes and procedures for using a systematic, documented and repeatable approach for all software development activities and the setup and support of the environment(s) required for all activities. This task shall address, at a minimum, the following elements:

- Detailed description of processes for the creation and modification of system components is in accordance with the approved requirements and design
- Detailed description of the software architecture for the new SACWIS and all of the types of software artifacts that will be required for the development and support of the system including at a minimum
    - Detailed overview of the application development framework including descriptions of the major features provided by the framework and the most commonly used shared components and services
    - Detailed overview of Presentation, Business and Data Access tiers and the major components of each including the proper use of these components to ensure maximum re-usability, improve maintainability and support the construction of accurate, reliable and high performing components
    - Detailed overview of scripts, configuration files and model driven methods for customization or modification of application functionality
    - Detailed description of software components that use or integrate with any 3rd party components or services and the proper use of the 3rd party components
    - Detailed overview and description of components used specifically for Reports, Forms, Interfaces and other system outputs.
- Software Development Methods - Description of the software development methods that will be used in the project, including descriptions of manual and automated tools and procedures that will be used in support of these methods as well as processes to assist in compliance with these methods
- Description of the development local workspace, including the steps required to setup and configure an individual workspace and the tasks required to support local development and testing of all artifact types. Include the high level configuration management processes used by the developer to check out project resources and validations required for check-in and promotion of software components.
- Documentation of the procedures required to create and test each type of software artifact including any special tools, environments or processes involved in each procedure. Documentation must include at a minimum (for each artifact type):
    - Templates or manual steps to ensure proper use of object libraries and shared components
    - Automated processed involved in the construction or maintenance of each component type
    - Generated code and the description of the proper use of and steps taken to create any generated code
    - Tasks involved for any automated validation or testing of components including the use of any tools to validate syntax, compliance with standards or impact analysis

- Standards for Software Products - Description of the standards to be followed for design, code, and testing. These standards must include, at a minimum:
    - Java code standards addressing both the development and internal documentation of all components developed with Java
    - Standards for User Interface (UI) Development including JSP, JSTL, JavaScript, HTML ,CSS,XML and any other technologies or languages used for UI components
    - SQL standards to enforce best practices, maintainability and optimization of data access components
    - Application based standards to enforce proper use of shared resources and application framework components in each of the tiers and maintain proper separation of functionality (example: No business logic in presentation tier, no data access logic in business tier, etc.)
    - Coding standards for all programming / scripting language used and, at a minimum, for format, header and other comments, naming conventions, if any, use of programming language constructs or features, complexity of code aggregates, and the approach and methodology to construction
    - Development and formatting standards for reports, forms, interface files and other outputs of the system.
    - Standards for Batch development and scheduling of batch programs
- Standard approach to Impact analysis and review of proposed changes to minimize cross-functional impacts and unexpected delays during the development phase
- Quality assurance activities to provide adherence to design and development requirements (technical and business) including at a minimum:
    - Overview of QA processes that will be used and methods of tracking, reporting and enforcement
    - Processes or tasks to enforce language and technology standards
    - Processes or tasks to enforce application / architecture standards
    - Unit test and peer review standards and processes to report on the completion of Unit test plans
    - QA Checklists for major validations and process for documenting compliance with QA standards and findings of QA reviews
    - The QA standards will be improved wherever possible to reduce the types of issues and risks that are encountered in each phase

State Responsibility

- Review and approve the Software Development Plan
- Provide input and clarifications to the Contractor
- Provide qualified staff for team integration for software development

Contractor Responsibility

- Document the software development methods
- Document the standards for software products
- Document the coding standards
- Document the quality assurance activities
- Execute all software development and supporting activities in accordance with the approved Software Development Plan
- Identify the roles, qualifications and skills necessary for State development staff to maintain and support all aspects of the system
- Collaborate with the State throughout the contract to improve methods, standards and processes as needed with the objectives of:
    - Reduce system defects and issues identified in testing environments
    - Improve maintainability of the application
    - Optimization of system components
    - Mitigate any risks or issues related to application development and unit testing of system components
    - Maintaining an efficient local development environment

- Providing the required support for the testing teams to efficiently complete their testing of all software components
- Improving QA measures to reduce or eliminate avoidable problems that have an impact on the project's major goals, objectives or schedule

Acceptance Criteria

7.1: Software Development Plan

- Use of a proven software development methodology compliant with the State's SUITE standards
- Documentation of the Software Development Plan meeting all of the objectives identified in the Contract and in compliance with the State's documented standards and strategic vision
- Documentation of the plan to integrate State staff with the Contractor's team for software development and related QA processes

Task 7.2: Weekly Construction Summary Report

In the task to create the Weekly Construction Summary Report, the Contractor will design the report to summarize the work carried out during the Construction phase. The report will contain, at a minimum:

- Introduction covering the phase objectives and outcomes
- Major products developed, delivered, or updated in the phase
- Identification of all issues and risks that have arisen during the phase and resolutions (identification of issues/risks that may impact the next phase)
- Identification of any dependencies or unexpected impacts discovered during the phase that increased the workload or time required to complete phase objectives
- Assurance of quality assurance/product assurance review (identification of review standards for the next phase)
- Identification of any changes to processes, procedures or standards that were approved and implemented during the phase or are planned for the next phase
- Assurance of functional and technical walk-through(s) and transfer of knowledge
- Final report that confirms that the stage is complete

State Responsibility

- Review the Weekly Construction Summary Reports
- Approve the final Weekly Construction Summary Report and confirm that the stage is complete
- Provide input and clarifications to the Contractor as needed
- Provide qualified staff for team integration the Construction phase

Contractor Responsibility

- Conduct construction
- Provide additional support to State developers
- Prepare a Weekly Construction Summary Report to the State
- Communicate issues, risks and process changes identified in the report to all contractor team members to reduce the occurrence of future issues and ensure compliance with new standards

Acceptance Criteria

7.2: Weekly Construction Summary Report

- Documentation of the Weekly Construction Summary Report according to the requirements of this Contract
- Accessibility of reports to project staff
- Provision of comprehensive reports and identify all tests performed (failures and successes)
- Documentation of solutions and provide assurance that all issues and risks that may impact the next phase have been identified and resolved
- Documentation of the major products and deliverables developed, delivered, or updated in this phase

Task 7.3: Development Library

The Contractor will create and maintain the Development Library, which is a source controlled archive consisting of the program source code, code documentation, templates, executable software, scripts and configurations files, technical procedures for development and maintenance and associated artifacts required to build, support and operate the new SACWIS. The development library must also contain the source code for any custom tools or utilities created for the development or maintenance of SACWIS components. At a minimum, the outcomes of this task shall include detailed documentation of utilities, processes and procedures required for application construction and maintenance including:

- Tools (case tools and configuration management tools) and business processes to support and control standard processes for software development, including check-in/check-out procedures, traceability and a responsibility audit trail that establishes traceability between all system modifications and their approved records in the projects configuration management database
- Business processes and procedures for controlling migration of code from design through coding and testing as well as promotion into production and post-implementation testing or validation steps
    - Automated validations to assist compliance with standards and / or report on non-compliance
- Organization structure to support and control all system development and maintenance activities
- Structure and maintenance of non-production environments (e.g. system integration test, user acceptance test, training, and other environments), including the timing of the promotion of changes to the non-production environments
- Software development management process including QA processes and the migration of code through each stage from design to production and including diagrams and other graphical devices to communicate the processes used
- Procedures and approval processes for non-standard releases such as emergency code or data fixes

State Responsibility

- Collaborate with Contractor and approve the tools and business processes to control software development
- Collaborate with Contractor and approve the business processes and procedures for controlling migration of code
- Collaborate with Contractor and approve the organization structure to control all system development and maintenance
- Collaborate with Contractor and approve the structure and maintenance of non-production environments
- Collaborate with Contractor and approve the software development management process
- Participate in software development

Contractor Responsibility

- Create and maintain the Development Library following the documented and approved processes identified in accordance with the Contract
- Maintain a change control process to document discrepancies and their resolution and to manage changes to programs and libraries
- Support the review of the Development Library

Acceptance Criteria

7.3: Development Library

- Creation and management of a Development Library as described in the Contract
- Documentation of the Development Library as described in the Contract
- Documentation of the tools used to create and maintain library
- Documentation of the procedures, roles and responsibility for the creation and maintenance of the library
- Audit trail for Development Library must support tracking of any change to the responsible developer and the approved requirement and design change records and keep history of all versions of each component in the library subject to the limitation of the State's Enterprise tools and agree upon workflows.

Activity 8: Conversion and Data Migration

Objective
Ensure accurate, thorough, complete conversion of data from multiple existing systems to the new SACWIS.

Description
The conversion and migration activity includes tasks for planning, coding, testing and executing the conversion and migration processes. In addition, the activity includes a plan to clean up the data prior to conversion and migration. Reports will document the actual results of the execution of the conversion programs. Written approvals from the State will validate the accuracy and completeness of the deliverables and the State's agreement to proceed to the final conversion and migration of data to the production environment. The following table lists the systems which will be converted:

#	Application Name	Database	Software Platform	Base Table Count	Description of the System
1	SWSS	Oracle 10G RAC	VB6 Web service interfaces	500	This is the Child Welfare case management system for the State. The system is used by DHS Children's services workers for their case work. The system tracks children in Children's Protective Services, Foster Care, Adoption, Guardianship, and part of Juvenile Justice. The system captures authorizations for Foster Care and medical payments. The system is used to issue payments to Foster Care agencies, Youth in Independent Living, and Emergency Medical Payments. The system has the ability to issue warrant rewrites and recoupments. The system has alerts and email notifications to workers when necessary. SWSS also captures Central Registry perpetrator information. There are child death notices built into the system. It has real time interfaces with Bridges and the Michigan Childhood Immunization Registry (MCIR). It has batch interfaces with MAIN and Bridges. This includes MPS re-write.
2	Family First	Oracle 10G RAC	ASP	32	Used to track services authorized for Family First unit.
3	Adoption Subsidy System	Oracle 10G RAC	VB6	57	Adoption Subsidy is used for management and payment of Adoption Subsidy cases. It includes interfaces to Bridges for client searches and Medicaid changes.
4	ARIMS	Oracle 10G RAC	MS Access	13	Adoption Records Imaging Management System – This is a custom application built for scanning and storing adoption documentation.
5	Governmental Benefits	MS Access	MS Access	55	The database contains data regarding Foster Care youths that receive SSI or RSDI.

The execution of the GAP Analysis by the Contractor may also identify additional databases which must be included in the Conversion and Data Migration solution.

Deliverables
- 8.1: Data Conversion and Migration Strategy
- 8.2: Data Conversion and Migration Plan
- 8.3: Data Cleanup Plan
- 8.4: Data Conversion and Migration Results

Task 8.1: Data Conversion and Migration Strategy

The Data Conversion and Migration Strategy will describe the Contractor's approach to converting and migrating data to the new system and validating it. The strategy shall address all data conversion and migration tasks, regardless of whether an automated or manual method is recommended. The Contractor shall engage State Field Operations in data cleansing and conversion. The Contractor's conversion strategy must take into account the statewide implementation approach (See Activity 15 Implementation and Readiness).

- The general approach to be used to convert and migrate the data
- The data cleansing approach and strategies
    - Processes to validate and verify the accuracy of the cleanup procedures
    - Processes to minimize the risk of any negative impact from clean up procedures
- Volume considerations, such as the size of the database and the amount of data to be converted and migrated
- The time required for conversions and migrations
- The approach for handling obsolete or unused data that is not converted or migrated
- Approach to verification and validation to ensure the accuracy of converted and migrated data
- Description of the tools and processes to be used to control migration and synchronization

The Contractor will assist the State in the development of interim business procedures that may be required to support the statewide implementation. These procedures will be documented as part of the data conversion and migration strategy.

The data conversion strategy document will detail the approach and explain the methodology and how the five conversion processes (Planning, Design, Build and Test, Execute and Validate) interact with each other.

State Responsibility

- Collaborate on the Data Conversion and Migration Strategy
- Identify the appropriate source of the data
- Provide resources to assist in the conversion strategy
- Collaborate with Contractor on and approve the Data Conversion and Migration Strategy
- Provide final decision on automated or manual method for conversion

Contractor Responsibility

- Collaborate with State on the Data Conversion and Migration Strategy, and specifically engage State field operations regarding this effort
- Assist the State in the development of interim business procedures that are required to support Statewide Implementation
- Assist the State with the inventory of current consumers of data sources planned for conversion and the impact the conversion will have on their operations
- Assist State in identifying the appropriate source of the data
- Propose cleanup activities that will improve the accuracy and efficiency of the data conversion process
- Make recommendations on what data should be manually converted

Acceptance Criteria

8.1: Data Conversion and Migration Strategy

- Documentation of the Data Conversion and Migration Strategy as described in the Contract
- Documentation of the collaborated effort to identify what needs to be converted and how it will be converted
- Documentation of the source of the data conversion
- Documentation of the risks and mitigation strategies for conversion
- Documentation of the approach to verification and validation

Task 8.2: Data Conversion and Migration Plan

In the Data Conversion and Migration Plan task, the Contractor will describe in detail the plans to execute the strategy and any changes that need to be made to the strategy. At a minimum, the outcomes of this task shall include:

- Method of determining what data will be converted and migrated manually, if any
- Method of determining the order that data is to be converted and migrated
- Data conversion and migration tasks which will identify in detail the tasks and subtasks that shall be performed in order to affect necessary file conversions and migrations
- Tasks listed in order of required occurrence and include the work schedules, time frames and all task dependencies
- A data mapping between the current systems and the new SACWIS, a data mapping between the data elements and the associated requirement(s), a gap analysis between Michigan's existing systems/warehouse and the proposed SACWIS database to determine the data that can be migrated
- Resource requirements which will identify the required personnel and equipment needed to perform each identified task and subtask
- A plan for any special training for conversion and migration activities

In addition, the Contractor's detailed plan will provide for and include:

- Confirming the data conversion strategy and the overall scope of conversion
- Defining processes and techniques to identify and merge duplicate clients, families, and resources that are defined in multiple databases
- Documenting processes to identify data quality issues in the Data Conversion Design Specification
- Documenting volume considerations, including the database's size
- Defining an approach to handle obsolete and unused data
- Defining time constraints
- Providing the procedures for manual conversion of data
- Plans and schedules for:
    - Development, testing, pilot, and statewide deployment
    - Establishment of the data conversion environment
    - A process for handling corrupted data
    - A process for quality assurance and verification of conversion before deployment
    - An approach to training, documentation, maintenance, or software identified in the Conversion Specification
    - Post-conversion review process
- Overview and approach for:
    - Data Conversion Problems Reports
    - Data Quality Reports

The Contractor will create the Conversion Requirements document in collaboration with the State. Confirmation of the requirements in the document will be a joint activity, occurring at requirements confirmation meetings. In addition to data problem reports, the Contractor will also provide a series of reports to assist in measuring and assessing the data's quality after conversion.

State Responsibility

- Collaborate with Contractor on and approve the Data Conversion and Migration Plan
- Provide resources to assist in the conversion plan
- Identify default values as appropriate
- Clarify, at the Contractor's request, data element definitions, record layouts, and file descriptions
- Fully participate in reviews of data mappings and converted data
- Collaborate on the Data Conversion and Migration Plan
- Provide data warehouse expertise and assistance

Contractor Responsibility

- Identify data requirements and source(s) of data for all files that must be converted and/or migrated necessary to support all SACWIS processes to meet all functional requirements in this Contract
- Develop mapping of converted data to new system values
- Develop conversion software and/or manual procedures
- Develop conversion programs and procedures, engage State staff in review of data mapping
- Collaborate with the State on the development of the plan
- Identify any additional fields that must display in the design specification to support the conversion efforts

Acceptance Criteria

8.2: Data Conversion and Migration Plan

- Documentation of the Data Conversion and Migration Plan as described in the Contract
- Documentation of the collaborated effort to identify what needs to be converted and how it will be converted
- Documentation of the risks and mitigation plan for conversion
- Documentation of any impact to design specifications
- Documentation of a gap analysis between system and warehouse
- Documentation of training plan
- Documentation of the resources required to execute the plan including roles and responsibilities for both State and Contractor Staff

Task 8.3: Data Cleanup Plan

The Contractor shall develop, deliver, maintain and execute a Data Cleanup Plan to verify legacy data is accepted by the new SACWIS. The outcomes of this task shall include the following:

- Explanation of the strategy and methods for data cleanup
- Description of data cleanup activities
- Description of tools and procedures used to identify and report potential data issues
- Description of automated tools and procedures to automatically manipulate data
- Estimates of Contractor and State resources required to support the cleanup effort
- Data cleanup schedule
- Description of the Contractor method to substantiate error reductions
- Description of post cleanup test scenarios to validate accuracy and completion of cleanup activities
- Description of how the plan supports and adheres to the implementation plan

The Contractor will document the functional and technical assumptions and specifications and obtain approvals from the respective stakeholders to proceed. The Contractor will create and confirm conversion process flows and information on the overall conversion process and its automation will be documented. The Contractor, with support from State subject matter experts, will write and confirm the technical specifications for the conversion programs.

The Contractor will provide pre-conversion error reports identifying legacy system conversion data issues. The State will provide subject matter experts to collaborate and identify the legacy application functions required to correct information in the legacy application. Cleanup instructions and reports will establish a direct association with the legacy application function that will lead the caseworker to efficiently correct the data. Where applicable a worker/supervisor hierarchy will be established to gather and organize errors for prompt and efficient reporting to the staff most likely to provide manual corrective actions to cleanse the legacy data.

If it is determined that post production conversion data requires additional cleanup/alteration, the Contractor will develop, document and execute formal data correction processes that provide the State with the requirements necessary to apply corrections and changes to the production data. The processes will address, at a minimum,

- Developing scripts/queries to identify and document all data elements related to an issue
- Creating update scripts/queries that will address a corrective action to the data

- Testing of scripts/queries on a reliable database to demonstrate the identified data is properly modified according to the rules established and documented in the problem analysis
- Rerunning the initial investigation scripts/queries to demonstrate that the data is correctly adjusted and include the results in the final audit package
- Create, test, and document scripts/queries that will reverse or "back out" the modifications made by the update scripts/queries

State Responsibility

- Review and approve the Data Cleanup Plan
- Validate the effectiveness of the data cleanup effort
- Assist in running sample queries against all data to identify data cleansing needs
- Assist in analyzing applicable applications including batch jobs to identify required changes and interfaces related to the new SACWIS application, such as client provider and fiscal systems
- Assist with data conversion and migration planning and execution
- Validate conversion meets thresholds established in the data conversion plan

Contractor Responsibility

- Manage, coordinate and participate in the data cleanup effort
- Identify and report data errors and inconsistencies that would prevent the legacy data from loading and passing validations or rules, or would cause reporting errors
- Will meet the conversion thresholds established in the data conversion plan
- Provide training required to enable the State personnel to interpret the reports and use any automated tools to correct the data
- Prepare and distribute data cleanup assessments to the designated State personnel
- Provide support for the operation of automated data cleanup tools

Acceptance Criteria

8.3: Data Cleanup Plan

- Documentation of the Data Cleanup Plan as described in the Contract
- Design, development, and delivery of automated cleanup tools
- Data cleanup process and tools that adhere to the Configuration Management Plan as defined in this Contract, including data control and recovery
- Completion of data cleanup activities according to plans prior to data conversion
- Review of data identification and data cleanup to ensure all data cleanup activities were successfully completed and the resulting data is accurate and complete
- Inclusion of status of data cleanup in the project status report and meetings and inclusion of metrics to assess the size of effort and percent complete for data cleanup

Task 8.4: Data Conversion and Migration Results

In the Data Conversion and Migration Results task, the Contractor documents the detailed results of the final conversion in production. The Contractor will include, at a minimum, information such as a description of the converted files, results of the conversion, explanation of the problem(s) that occurred (if applicable) with resolutions and a log of the final conversion.

State Responsibility

- Review and approve the Data Conversion and Migration Results
- Provide input and clarifications to the Contractor as needed
- Co-facilitate presentation for committee approval to move to the implementation phase of the project

Contractor Responsibility

- Convert data into production
- Verification of converted data and expected functionality
- Document and demonstrate the successful results of the conversion with details regarding anomalies or unconverted data
- Secure State approval of the Data Conversion and Migration Results

- Co-facilitate presentation for committee approval to move to the implementation phase of the project

Acceptance Criteria
8.4: Data Conversion and Migration Results

- Documentation of the Data Conversion and Migration Results as described in the Contract
- Inclusion of the detailed results of the conversion such as description of the converted files, results of the conversion, explanation of the problem(s) that occurred (if applicable) with resolutions, and a log of the final conversion
- Documentation of additional fields added to SACWIS to label converted data
- Inclusion of steps that allow for review and approval of conversion into production by committee (committee decision point)

Activity 9: Testing

Objective
Ensure the operations, application functionality and hardware/software/network components of the new SACWIS are functioning as designed and confirm the implementation of all approved technical and business requirements.

Description
Testing will further ensure the operations and hardware/software and telecommunications aspects of the new SACWIS are functioning as designed. The activity begins with development of the Contractor's strategy to manage the testing, followed by plans for each type of testing and corresponding test environments. Continuing deliveries of testing results reports ensure appropriate communication of the actual status of the testing. Written approvals from the State validate the accuracy and completeness of the deliverables and the State's agreement to proceed to User Acceptance Testing.

Defect Definitions
The following defect definitions and severity levels will apply to the project work product. These definitions are to be used by the Contractor when communicating the severity of a computing system defect.

Severity = Critical

- All or part of the system is unexpectedly unavailable or not accessible
- The defect prevents the system from meeting the majority of the requirements
- System crashes, cannot proceed any further through the application
- Major functions are/would be disabled; no workaround, a severe deviation from requirements which prohibits the user from processing a major piece of functionality, and for which there is no acceptable workaround
- Loss of essential day-to-day business functionality, no acceptable workaround

Severity = High

- Major functions are/would be disabled; workaround available, a serious deviation from requirements which prohibits the user from processing a major piece of functionality for which there is an appropriate workaround
- System performance is or will become unacceptable

Severity = Medium

- Minor functions are/would be disabled, minor deviation from requirements which prohibits the user from processing a minor piece of functionality for which there may or may not be an appropriate workaround
- Non-essential functionality lost or system performance on non-essential functionality degraded/or will be degraded

Severity = Low

- Cosmetic, a deviation from requirements that does not prohibit processing
- Ambiguous messages and pop-ups, non-critical spelling errors

Defects with a severity level of “High” or higher, cannot be promoted to a non-development test environment without approval from the State.

Defects with a severity level of “Medium” or higher, cannot be promoted to a user acceptance environment without approval from the State.

Deliverables

- 9.1: Test Management Strategy
- 9.2: Unit and Integration Test Plan and Documentation
- 9.3: System Test Plan
- 9.4: Interface Test Plan
- 9.5: Performance, Volume and Stress Test Plan
- 9.6: Conversion and Migration Test Plan
- 9.7: System Test Scripts
- 9.8: Testing Results Weekly Report
- 9.9: Conversion and Migration Weekly Test Results Report
- 9.10: Performance Monitoring Plan & Weekly Report
- 9.11: Operational Readiness Report

Task 9.1: Test Management Strategy

The Test Management Strategy shall address the Contractor’s test strategy and outline the plan for all levels of testing. The Contractor shall address, at a minimum, the following:

- Approach to testing including testing philosophy, test standards, verification approach, approach to non-testable requirements, test phases, test techniques and methods, etc.
- Testing processes including test preparations, orientation and kickoff, test execution, test monitoring, test status meetings and reporting, closure evaluation criteria, etc.
- Approach to creating the test environments needed
- Approach to capture, track, monitor, maintain, and report on software defects
- Goals and objectives of each phase of testing
- Staffing requirements for each phase of testing
- Training requirements for staff participating in the testing
- Equipment and environmental requirements where applicable
- Which types of tests will be performed
- Which automated testing tools will be used in the test
- How regression tests will be performed
- How systems and integration tests will be designed and performed
- How test results will be evaluated and tracked
- How software deficiencies will be identified, analyzed, prioritized, and tracked
- How software deficiencies will be communicated to designers and developers
- How software deficiencies will be retested when corrected
- How ongoing quality assurance and risk assessment will be performed

For each type of testing, the Contractor shall use an appropriate mix and volume of transactions and data to represent an appropriate proportion of work for that type of testing.

In addition, the Systems Engineering Methodology (SEM) of the State Unified Information Technology Environment (SUITE) provides guidance for information systems engineering related project management activities and quality assurance practices and procedures, which the Contractor must incorporate in the test strategies and plans.

State Responsibility

- Review and approve the Test Management Strategy
- Provide input and clarifications to the Contractor as needed

Contractor Responsibility

- Collaborate with the IV&V and QC vendor's to develop a strategy for testing.
- Review and execute SEM of the SUITE

Acceptance Criteria

9.1: Test Management Strategy

- Documentation of the Test Management Strategy as described in the Contract using proven methodologies and best practices in compliance with SUITE / SEM standards
- Documentation of the training materials that will be used to provide orientation and kick off for testing
- Identification of the tools and reports that will be used to support all testing efforts

Task 9.2: Unit and Integration Test Plan and Documentation

The Contractor will develop the Unit and Integration Test Plan to ensure that the various objects that make up the application are individually tested. This plan will document the Contractor's plan to execute and document the results of unit and integration testing, which must include at a minimum:

- User Interface Unit Test: Unit test verifies the graphical user interface (GUI) is usable and works as specified. Testing addresses navigational standards, font size, page margins, and validation that all the data fields are present. It also includes testing navigational paths, such as ensuring that using the tab key takes the user to the next appropriate field
- Business Layer Unit Test: Unit test of the business layer ensures that both valid and invalid data are processed correctly. This occurs by testing the process as expected (valid data) or by performing "prescribed error handling" (invalid data)
- Data Layer Unit Test: Unit test of the data layer will ensure that both data queries and updates are being performed correctly
- Unit Integration Test: Unit integration test validates that the graphical user interface (GUI), the business layer, and the data layer integrate correctly
- Manual regression testing procedures to confirm that modifications to the system have not negatively impacted existing application functionality
- Automated regression testing procedures that assure previously tested scripts are retested with each release to confirm that modifications to the system have not had any negative impact on existing application functionality
- Process for documenting test scenarios and integrating them with the configuration management process and tracking of work items through the SDLC
- Processes and procedures in alignment with SUITE / SEM standards and methods for testing
- Processes to integrate Unit testing with Development activities and enforce that expected Unit Testing is completed before components are approved for release to environments higher than development
- Process to identify common failed test scenarios and improve QA processes and standards to minimize the re-occurrence of these problems

State Responsibility

- Review and approve the Unit and Integration Test Plan and Documentation
- Assign developers that will participate in the unit and integration testing
- Coordinate communications links with State and the Contractor
- Attend deliverable walkthroughs to enhance understanding and facilitate the approval process
- Provide input and clarifications to the Contractor as needed

Contractor Responsibility

- Coordinate with State on questions and problems relating to unit testing of the SACWIS
- Document detailed steps required to conduct the unit test, including expected results
- Develop the criteria for promotion from unit to integration test
- Provide tool for tracking the test to be conducted and the results of the test
- Identify mechanisms to prove results

Acceptance Criteria

9.2: Unit and Integration Test Plan and Documentation

- Documentation of the Unit and Integration Test Plan, meeting the requirements as defined in this Contract
- Finalization of the Unit and Integration Test Plan and securing of State approval prior to beginning the unit and integration test phase
- Documentation of a summary of the status of unit and integration testing, including numbers of problems identified by type of problem, numbers of problems corrected, any significant outstanding issues, the effect of any findings on the Implementation schedule, and so forth
- Documentation of corrective actions taken and retest documentation for all problems identified in the initial unit and integration tests and all regression test efforts
- Provision of assurance that unit and integration testing have been performed and that software programs function correctly

Task 9.3: System Test Plan

In the System Test Plan task, the Contractor documents an agreed upon plan to test all the business processes and business edits described in the DSD. System test confirms that the system performs properly, both from a functional and technical perspective. This plan will document the Contractor's plan to execute system testing. The plan must include a schedule for system test. This plan must also include:

- Format that will be used for system test scripts which includes the approach to ensure end to end test scenarios will map to business process and requirements
- How testing of all batch process and reports generation will be incorporated in the test scripts
- Any automated tool that will be used for testing
- Regression testing procedures to ensure previously tested scripts are retested to ensure modifications to the system have not created new defects
- Testing defect management and prioritization of defects including the role of the Contractor and State teams and also including at a minimum:
    - Reporting
    - Priority of the defect and how this is assigned
    - Closing a defect once fixed and tested
    - Audit trail and traceability between defects and related development activities or system / data modifications
- Methodology to test the accuracy of the Data Warehouse load and update processes to include, at a minimum:
    - Test data for a predefined period
    - Clearly defined test scenarios so that it is possible to predict the proper values as loaded to the Data Warehouse

The Contractor will develop a test coverage matrix to be included in the Systems Test Plan. The matrix will describe the functionality to be tested. For each requirement, the matrix will list the specific case that tests whether that requirement is met. The approach will carefully define, for each test script, all the events to be tested, the required number of occurrences to be executed, and the expected outcome.

State Responsibility

- Review and approve the System Test Plan
- Attend deliverable walkthroughs to enhance understanding and facilitate the approval process
- Provide input and clarifications to the Contractor regarding tools and reports

Contractor Responsibility

- Identify functionality being tested, based on the DSD and documented requirement/design sessions
- Conduct transfer of knowledge sessions to the appropriate State personnel
- Identify tools to be used and reports to be created
- Collaborate with the State's Quality Assurance team

Acceptance Criteria

9.3: System Test Plan

- Documentation of the System Test Plan, meeting the requirements as defined in this Contract
- Finalization of the System Test Plan and securing of State approval prior to beginning the systems test phase
- Documentation of the plan to communicate the summary of the status of system testing, including numbers of problems identified by type of problem, numbers of problems corrected, any significant outstanding issues, the effect of any findings on the Implementation schedule, and so forth
- Documentation of the tool(s) to be used for system test
- Documentation of the roles and responsibilities for system test, defect prioritization, escalation of issues and regression test
- Documentation of the timelines for system test

Task 9.4: Interface Test Plan

This task results in the Contractor's development of the Interface Test Plan to facilitate the successful testing of each interface in each phase of testing, to ensure validation of the data exchanges and to validate that the requirements have been implemented into the software as designed. The scope of this task includes all middleware, and testing through the middleware and through the partner systems components. In the Interface Test Plan, the Contractor shall also include how interface testing will be incorporated in the system test scripts. The interface test plan will identify the trading partners that will need to be involved in interface testing and any dependencies associated with each interface.

The Contractor will work with the State's partner agencies to identify formatted messages that will be exchanged for each interface. The Contractor will construct test scripts to validate the transaction messages match the mutually agreed data layouts.

State Responsibility

- Review and approve the Interface Test Plan
- Assist with the coordination of meetings between the State, Contractor and trading partners required to identify all test scenarios related to interfaces
- Attend deliverable walkthroughs to enhance understanding and facilitate the approval process
- Provide input and clarifications to the Contractor as needed

Contractor Responsibility

- Coordinate with the State on questions and problems relating to interface testing of the SACWIS
- Identify functionality being tested, based on the DSD and requirement/design sessions
- Conduct transfer of knowledge sessions to the appropriate State personnel
- Identify tools to be used and reports to be created

Acceptance Criteria

9.4: Interface Test Plan

- Documentation of the Interface Test Plan, meeting the requirements as defined in this Contract
- Documentation of the timelines for interface testing
- Finalization of the Interface Test Plan and securing of State approval prior to beginning the interface test phase

Task 9.5: Performance, Volume and Stress Test Plan

In the Performance, Volume and Stress Test Plan, the Contractor documents the plan to verify that the application performs within the agreed to performance requirements with production sized data and under production loads. The Contractor shall document the plan to ensure performance, volume and stress testing will be executed and documented. The plan must include at a minimum the following:

- Any automated tools that will be used to assist the Contractor with performance, volume and stress testing

- How the Contractor performance testing will check for the availability and capability of system resources including items such as CPU, memory, disk utilization, network resources.
- How the Contractor will measure response times, transaction rates and other time-sensitive requirements
- Volume testing to verify that the application performs correctly and is usable with production volumes of data
- Stress testing to verify the applications behavior under conditions that overload its resources
- The results of each test must be provided for validation and verification of the tests performed
- Data and application environment that will be used for each the various test in the plan
- How each test will be performed, verified and documented
- The process to validate resource utilization and application functionality during these tests
- Corrective action steps to resolve issues identified during this testing phase

State Responsibility

- Review and approve the Performance, Volume, and Stress Test Plan
- Attend deliverable walkthroughs to enhance understanding and facilitate the approval process
- Provide input on performance expectations
- Provide input and clarifications to the Contractor as needed

Contractor Responsibility

- Coordinate with State on questions and problems relating to performance, volume, and stress testing of the SACWIS
- Prepare test specifications and environments in which the tests will be performed
- Document description of the performance, volume, and stress being tested, based on the DSD and requirement/design sessions
- Conduct transfer of knowledge sessions to the appropriate State DTMB personnel
- Collaborate with State to establish and document performance expectations

Acceptance Criteria

9.5: Performance, Volume and Stress Test Plan

- Documentation of the Performance, Volume, and Stress Test Plan according to the requirements in this Contract
- Provision of a test tracking system and the plan for each test type
- Documentation of detailed steps required to conduct the performance, volume, and stress test, including expected results
- Description of the data that will be used for the various tests
- Description of how each test will be performed and the types of tests to be performed
- Description of the validation process of each test to ensure proof of the results and action taken
- Description of the corrective action steps that will be taken to ensure performance passes State expectations
- Test specifications that include at a minimum types of tests to be performed, how the tests will be performed, the roles and responsibilities of personnel performing the tests and validating the results, and tools used to perform the tests

Task 9.6: Conversion and Migration Test Plan

In this task, the Contractor develops the Conversion and Migration Test Plan to facilitate the successful testing of data migration and to ensure validation of the converted and migrated data. At a minimum, testing will address all of the following:

- Test scripts
- Test environment
- Define test data
- Schedule

The Conversion and Migration Test Plan will include the procedures for how the progress of testing for each system that is being converted will be tracked. The plan will document the process for how test scripts will be developed and later executed. The plan will standardize what will be included in each conversion test script and define the minimum number of test scripts. The test scripts will be based on the use case for each conversion design. The plan will also define the roles and responsibilities of the test participants.

The Conversion and Migration Test Plan will describe how data quality will be determined and data cleansing procedures. The plan will include the procedures for how the results for each test will be validated and identify how tools will be used.

State Responsibility

- Review and approve the Conversion and Migration Test Plan
- Attend deliverable walkthroughs to enhance understanding and facilitate the approval process
- Provide input and clarifications to the Contractor as needed

Contractor Responsibility

- Coordinate with State on questions and problems relating to conversion and migration test plan
- Create detailed scripts required to conduct the conversion and migration test, including expected results
- Identify the approach to ensure data will not be lost in conversion
- Identify the test environment to be used and take steps to ensure the test will not interfere with other testing

Acceptance Criteria

9.6: Conversion and Migration Test Plan

- Documentation of the Conversion and Migration Test Plan according to the requirements in this Contract
- Provision of a test tracking system and the plan for each system that is being converted
- Documentation of detailed steps, dependencies and how each test will be performed
- Description of the validation process of each test to ensure proof of the results
- Description of the corrective action steps that will be taken to prevent data loss and data integrity issues
- Test specifications that include at a minimum types of tests to be performed, test scripts, how the tests will be performed, the roles and responsibilities of personnel performing the tests, validating the results, and tools used to perform the tests
- Documentation of the plan to provide a summary of the status of conversion and migration testing, including numbers of problems identified by type of problem, numbers of problems corrected, any significant outstanding issues, the effect of any findings on the schedule, etc.

Task 9.7: System Test Scripts

The Contractor's development of the System Test Script in this task must provide the State the comprehensive test scripts prior to commencement of system testing. The Contractor's test scripts must include at a minimum:

- Unique identifier and name for each script created
- A place to enter the tester's name for future reference
- Start and End Date field to provide documentation on when the script was initially executed and when it was completed
- Dependency Data that must be loaded in the system prior to execution of the script
- Step number and detailed instructions on what the tester must perform
- Expected results documented in detail to provide the tester with the exact results they should view when completing each test step
- Actual results to document the results of each step and document any associated defect number (when a defect is identified)
- Place for the system version to be documented

The test script will document and be used to identify and define the testing scope for each test. The test script will present the methods that will be used to perform the test, preparatory activities for the test, the use of automated testing tools in the testing process, the staff required to perform the test, and prerequisite staff training required to perform the test. The test script will specify any seed data needed to perform the test and activities necessary to configure this data. The test script will include a step-by-step checklist of each activity to perform the test and each step's expected outcome.

State Responsibility

- Review and approve the System Test Scripts
- Attend deliverable walkthroughs to enhance understanding and facilitate the approval process
- Provide input on end to end business processes to be used in system test scripts

Contractor Responsibility

- Coordinate with State on questions and problems relating to the test scripts
- Coordinate with State to identify "real practices" to ensure end to end testing reflects how end users will interface with the system
- Create tests scripts based on comprehensive detail design documentation
- Document dependencies for tests providing a mechanism to prioritize the completion of tests
- Process to document failed test scenarios and link these to re-development activities or other system modifications
- Traceability between test scripts and approved requirements, Configuration management records and design artifacts

Acceptance Criteria

9.7: System Test Scripts

- Documentation and verification of the System Test Scripts according to the requirements in this Contract and defined through the requirement/design sessions
- Steps to ensure any design changes are reflected in the system test scripts
- Finalization of the System Test Scripts and secure State approval prior to beginning the system test phase
- Receipt of approval of changes during testing to system test scripts in advance of executing the test script
- Provision of enough detail in the scripts to allow untrained SACWIS users to perform testing
- Inclusion of interface testing in test scripts
- Provision of comprehensive scripts that test all features of the system from end to end

Task 9.8: Testing Results Weekly Report

The Contractor develops the Testing Results and Weekly Report in this task. The report will include, at a minimum:

- A status report as demonstrated by test results, identification of any remaining deficiencies, limitations, or constraints that were detected by the testing performed
- Detailed results of the tests performed and documentation on what is to be performed the following week
- Overview of the results and status of each test script
- A test log including a chronological record of the testing covered by the report including dates, times and locations of tests performed, hardware and software configurations used for each test and the dates and times of each test related activity including individuals who performed the activity

State Responsibility

- Review the Test Results and Weekly Reports
- Periodically, retest a system test script to validate findings
- Approve the Final Test Results and Weekly Reports

Contractor Responsibility

- Create test log including a chronological record of the testing covered by the report including dates, times and locations of tests performed, hardware and software configurations used for each test and include individuals who performed the activity
- Perform testing and present test results in status reports

Acceptance Criteria

9.8: Testing Results Weekly Report

- Submission of the Final Test Results and Weekly Report to the State which includes what is agreed to in the conversion test plan and what is listed in the Contract requirements
- Documentation of weekly tests performed
- Documentation of tests to be performed the following week
- Documentation of overview of the test results and status of each test
- Inclusion of documentation on defects identified, regression tests performed and percentage of tests that passed or failed
- Explanation of any design issues that were identified as the results of that week's test and listing of all design issues to date and the plan to correct these issues
- Explanation of any performance and/or volume issues and mitigation to correct these problems
- Inclusion of any problems with the testing environments and mitigation to correct problems

Task 9.9: Conversion and Migration Weekly Test Results Report

The Contractor will create the Conversion and Migration Test Results in this task. The report will include, at a minimum:

- A status report as demonstrated by test results, identification of any remaining deficiencies, limitations, or constraints that were detected by the testing performed and a description of its impact on conversion and migration software performance, an assessment of how any differences between the test environment and the production environment affects test results and recommended improvements in the design, operation, or testing of the conversion and migration software
- Detailed results of the conversion, migration and interface testing that will include information such as a description of the test data set, results of the testing, completion status of each test case, identification of the test case with an explanation of the problem(s) that occurred (if applicable), and the test procedure step(s) in which the problems occurred, documentation of the number of times the procedure or step was repeated in attempting to correct the problem(s) and the outcome of each attempt
- A test log including a chronological record of the testing covered by the report including dates, times and locations of tests performed, hardware and software configurations used for each test and the dates and times of each test related activity including individuals who performed the activity

State Responsibility

- Review the Conversion and Migration Weekly Test Results Reports
- Approve the Weekly Reports
- Collaborate with Contractor to determine if conversion plan requires modifications to ensure no data loss

Contractor Responsibility

- Create test log including a chronological record of the testing covered by the report including dates, times and locations of tests performed, hardware and software configurations used for each test and include individuals who performed the activity
- Perform testing and present test results in status reports
- Collaborate with State to determine if conversion plan requires modifications to ensure no data loss

Acceptance Criteria

9.9: Conversion and Migration Weekly Test Results Report

- Submission of the Weekly Report to the State which includes what is agreed to in the conversion plan and what is listed in the Contract requirements

- Documentation of weekly tests performed
- Documentation of tests to be performed the following week
- Inclusion of documentation of data conversion issues, data integrity problems and mitigation recommendations
- Inclusion of any problems with the testing environment and mitigation to correct problems
- Documentation of the detailed results of the conversion test such as description of the converted files, results of the conversion, explanation of the problem(s) that occurred (if applicable) with resolutions, and a log of data that was converted

Task 9.10: Performance Monitoring Plan & Weekly Report
In this task, the Contractor creates the Performance Monitoring Plan, which encompasses planning for, managing, and executing the monitoring, trouble-shooting, and fine-tuning of system performance prior to full implementation of SACWIS. The Contractor shall conduct performance monitoring and testing throughout system test, user acceptance and pilot period to ensure that SACWIS performance requirements are met and that there is satisfactory user performance and interactive response time.

The plan's methodology for monitoring performance or achieving improved efficiency within the SACWIS shall include at a minimum:

- Performance monitoring tools, their purpose, and use
- Areas to be monitored for performance. At a minimum, this shall include network load, response time, query retrieval response, stress load response, database normalization impact, screen navigation response time

All performance monitoring results and summaries shall be made available for review on a weekly basis. At a minimum, the weekly report shall include

- Performance summaries
- Identification of problem performance areas
- Activities underway to correct performance issues
- Performance issues resolved in the last reporting period (final report)

State Responsibility

- Review and approve the Performance Monitoring Plan
- Review and approve the Weekly Reports

Contractor Responsibility

- Prepare and submit the Final Performance Monitoring Plan and Weekly Reports to the State
- Make recommendations for changes to hardware or software requirements to improve performance
- Perform tests at agreed upon intervals and prior to the release of any major system modifications
- Plan for, obtain approval and implement the necessary changes to verify that performance standards are met

Acceptance Criteria
9.10: Performance Monitoring Plan & Weekly Reports

- Documentation of a Performance Monitoring Plan and Weekly Reports to the State
- Documentation of details of performance monitoring tools and areas to be monitored for performance
- Documentation of performance monitoring weekly results and summaries including performance summaries, identification of problem performance areas, and activities underway to correct performance areas
- Documentation of performance issues resolved in the last reporting period
- Documentation of weekly tests performed
- Documentation of tests to be performed the following week

Task 9.11: Operational Readiness Report
The Contractor will produce the Operational Readiness Report, which certifies that the SACWIS, its domains, functions, data, processes, operational procedures, staffing, telecommunications, and all other associated support are in place and ready for operation. This readiness report will identify if the system is ready for User Acceptance testing.

State Responsibility
- Evaluate Operational Readiness Report to determine Contractor readiness for User Acceptance Test
- Provide documented approval that the system is ready for User Acceptance Test
- Review and Approve Operational Readiness Report
- Co-facilitate presentation for committee approval to move to the user acceptance test phase of the project (user acceptance test)

Contractor Responsibility
- Demonstrates readiness for User Acceptance Test (UAT)
- Validates that all system test is complete
- Co-facilitate presentation for committee approval to move to the user acceptance test phase of the project (user acceptance test)

Acceptance Criteria
9.11: Operational Readiness Report
- Documentation of that the SACWIS, its domains, functions, data, processes, operational procedures, staffing, telecommunications, hardware, network and all other associated support are in place and ready for operation
- Validation that user test environment is operational
- Validation that user testing stations are operational
- Resolution of all issues identified as design issues
- Resolution of all defects that prevent completion of test scripts
- Inclusion of steps that allow for review and approval of UAT readiness by committee (committee decision point)

Activity 10: User Acceptance Testing

Objective
Ensure that all functional and technical requirements and related system functions are complete and accurate and all requirements have been satisfied.

Description
DHS will take the lead on conducting User Acceptance Test (UAT), the Contractor is responsible for participating and supporting the DHS users in acceptance testing of the entire SACWIS including the reports delivered on the data warehouse. UAT enables the State to ensure that the new SACWIS meets the functional, technical, and operational requirements of DHS. This activity includes preparation of test environment, specifying dates and time for end users to conduct testing, training on any tools to assist end users on how test results will be produced, viewed, and results reported. Testing will further ensure the operations and hardware/software and telecommunications aspects of the new SACWIS are functioning as designed. Written approvals from the State validate the accuracy and completeness of the deliverables and the State's agreement to proceed to Pilot.

The Contractor will provide the State with the test scenarios developed during system testing to provide a base from which the State can develop additional scenarios and demonstrate all components meet requirements. The Contractor will assist the State staff in defining test scenarios and scripts. Scripts will be based directly on the mutually agreed requirements at a level of detail sufficient to define the test cases and test data for the User Acceptance Test. Scripts will be developed to test both positive and negative scenarios. Some scripts will be based on the use of converted data to illustrate that the Michigan SACWIS meets requirements with converted data.

The Contractor will thoroughly train the State acceptance test team in the functionality and capabilities of Michigan SACWIS before conducting the User Acceptance Testing task. The Contractor will also train the State acceptance test team on how to use the State Enterprise defect tracking tool to record defects.

The Contractor's software modifications and corrections will be moved to the Michigan SACWIS Acceptance Test environment only after thorough Unit and System Tests. Also the Contractor will assist and support the State in completing, all daily, weekly, quarterly, and annual processing cycles.

All work, processes, and communication of defects must comply and be consistent with "Defect Definition" as describe in this Contract (See Testing Activity).

The Contractor will review common defects and failed scenarios reported in UAT and collaborate with the State to improve QA processes with the objective of minimizing the occurrence of these issues and improving the efficiency of both development and testing phases.

Deliverables

- 10.1: UAT Test Environment and Tools
- 10.2: Weekly UAT Status Reports
- 10.3: Operational Readiness Report

Task 10.1: UAT Test Environment and Tools

In the UAT Test Environment and Tools task, the Contractor will create a test environment specifically for the purposes of user acceptance testing, which shall be a copy of the production environment. The Contractor will be responsible for the creation and maintenance of the UAT environment.

The Contractor Test Manager will work closely with the DHS Test Manager and the State's Quality Control vendor(s), during execution of the User Acceptance Test The Michigan SACWIS State UAT Manager will have overall responsibility on matters concerning UAT. The Contractor Test Manager will have support responsibilities to the State.

State Responsibility

- Attend training for UAT
- Test and approve the UAT environment and tools
- Lead the acceptance test activities
- Create user acceptance test scripts
- Provide data dependency to Contractor for load
- Create the acceptance test schedule
- Identify and schedule testers
- Conduct tests and validate results
- Track any problems and or discrepancies
- Document results
- Test system processes from end to end including the use of converted data, interfaces, performance, and volume

Contractor Responsibility

- Create test environment and make corrections as needed, in accordance with the State's environment security model
- Assist in the installation of the Michigan SACWIS application and support the maintenance of the UAT environment
- Ensure that all modifications to the SACWIS software or files are thoroughly unit and system tested prior to transferring new versions to UAT
- Ensure that data is converted to the UAT test environment and data parameters are approved by the State
- Provide customized data or interface files to the State as needed to complete test scenarios

- Assist with the acceptance test schedule and procedures
- Provide the capability to roll back the test database to checkpoint status
- Assist State in implementation of the acceptance test with respect to generation of test transactions, data, and files, as well as analysis of reasons for unanticipated processing results
    - Review failed test scenarios and recommend most efficient and accurate resolutions
- Provide appropriate staff in UAT room to provide technical and/or business assistance to support State testing
- Provide converted data to UAT environment during the initial setup of the User Acceptance Testing environment

Acceptance Criteria

10.1: UAT Test Environment and Tools

- Creation and maintenance of a test environment specifically for the purposes of user acceptance testing
- Provision of training to the acceptance testing team and subject matter experts to assist in understanding SACWIS, defect tracking system and testing procedures
- Provision of an acceptance test tracking system which will record scenarios, indicate status, track test results, and produce reports by functional area and status to be used for all phases of testing
- Steps to ensure that UAT environment mirrors the production environment
- Execution of acceptance test cycles according to an agreed upon schedule

Task 10.2: Weekly UAT Status Reports

The Contractor will provide this weekly report to document activities related to UAT and to identify issues and problems discovered during user acceptance testing for each week of testing. At a minimum, the report must include documentation of individual problems found including the problem statement, tester name, date, resolution provided, and name of the person providing resolution, plan for further testing, summary of problems found, and a graphic representation of problem resolution progress from week to week.

The Test Status Report will provide a chronological record of the tests that were executed and include dates, times, and locations of tests performed; hardware and software configurations used for each test; and the dates and times of each test-related activity, including individuals who performed the activity. The Test Status Report will include the scenarios under which the metrics were collected, provide new metrics or appendices, outline the analyses of the results, and lists actions that are believed necessary to tune the system further. The Contractor will make the metrics collected both before and after these tuning efforts available and provide an assessment of net results. The Contractor will submit recommendations for modifying the scenarios for consideration during the User Acceptance Test.

State Responsibility

- Review and approve the Weekly UAT Status Reports
- Monitor Contractor response and resolution of discrepancies or problems
- Approve the final Weekly UAT Status Report
- Document weekly tests performed
- Document tests to be performed the following week
- Provide input on the report format, contents of the report and distribution of the report

Contractor Responsibility

- Provide timely responses to discrepancy notices
- Develop a State Approved format for weekly report
- Submit a Weekly UAT Report to the State

Acceptance Criteria

10.2: Weekly UAT Status Reports

- Creation and distribution of the Weekly UAT Status Reports including a description of all problems identified for each week of testing and the corrective steps taken

- Correction, at no cost to State, of any problems resulting from incorrect computer program code, incorrect data conversion, incorrect or inadequate documentation, or from any other failure to meet Contract specifications or performance standards

Task 10.3: Operational Readiness Report
In the Operational Readiness Report task, the Contractor will certify that the SACWIS, its domains, functions, data, processes, operational procedures, staffing, telecommunications, and all other associated support are in place and ready for operation. This readiness report will identify if the system is ready for Pilot test.

State Responsibility
- Review and Approve Operational Readiness Report to determine system readiness
- Co-facilitate presentation for Governance committee approval to move to the Pilot phase of the project

Contractor Responsibility
- Certify to the State that the SACWIS, its domains, functions, data, processes, operational procedures, staffing, telecommunications, and all other associated support are in place and ready for operation
- Secure documented State approval that the system is ready for Pilot Test
- Co-facilitate presentation for Governance committee approval to move to the Pilot phase of the project
- Demonstrates readiness for Pilot

Acceptance Criteria
10.3: Operational Readiness Report
- Documentation that the SACWIS, its domains, functions, data, processes, operational procedures, staffing, telecommunications, hardware, network and all other associated support are in place and ready for operation
- Steps to ensure that conversion to support pilot is ready
- Resolution of all issues identified as design issues
- Resolution of all defects that prevent use in production, consistent with the Contract Defect Definition
- Inclusion of steps that allow for review and approval of UAT completion by SACWIS Governance committee (committee decision point)

Activity 11: End User Training

Objective
Ensure all end users from both State and private agencies receive comprehensive training on both new procedures and Michigan SACWIS. The training strategy must be implemented with a “Just-In-Time” approach to training delivery according to the training plan.

Description
This activity enables the Contractor to demonstrate an understanding of the training requirements, the Contractor’s role in the User Training Task, and the training-related tasks that are needed to support the Data Migration and Conversion, Acceptance Testing, and Implementation Tasks of the Project. The training approach must include a Just-In-Time training schedule which provides for user training no earlier than 45 calendar days before implementation. A discussion of the methods used to develop and deliver training necessary to ensure effective use and reliable operation of the new SACWIS shall be included. Training and support materials shall be based on approved user and operations manuals as well as procedures manuals developed by the Contractor in previous tasks. This training material shall be used during acceptance testing to verify accuracy, comprehensiveness, understandability, and usability. The State will assist in the identification of specific individuals to be included in the types of training based on the Contractor’s User Training Strategy. The Contractor will lead on the design and development of the blended training and Electronic Performance Support System (EPSS) for the SACWIS, and will deliver the training to end users.

Deliverables

- 11.1: End User Training Strategy
- 11.2: Comprehensive Training Plan
- 11.3: End User Training Environment(s)
- 11.4: End User Training Materials V1 and *V2
- 11.5: Online User Aids
- 11.6: End User Training and Progress Report
- 11.7: End User Training Final Report

Task 11.1: End User Training Strategy

In this task, the Contractor develops the End User Training Strategy, which includes a description of the Contractor's proposed approach to develop and deliver training. The approach must include 15 to 20 training participants per class and two trainers per delivery, with the second trainer being from the State.

The End User Training Strategy shall describe the proposed methods to develop and deliver both training and related documentation and shall include a discussion of the Contractor's understanding of DHS training requirements and high-level training strategy. The strategy must also include training the trainers and creation of power users to assist with training. The Contractor's End User training strategy must account for approximately 4,000 end-users. These approximate 4,000 end-users will be a combination of State of Michigan employees and private service providers to DHS.

The Contractor will train the approximate 4,000 end users efficiently in a 2-day classroom session within 45 days of implementation, preceded by sessions designed for trainers and power users within 75 days from implementation. These sessions will be, jointly facilitated by Contractor and State Team trainers. The training will begin with an overview of the Michigan SACWIS and continue with in-depth, job-based hands-on exercises in a live training environment. Contractor will build on this classroom experience with e-learning, an electronic performance support system (EPSS), and simple printed material — all designed on a real-world, task-based focus end users can relate to.

The outcomes of this task will include, at a minimum:

- General approach to user training strategy using Contractor staff as lead trainers
- Identification of time frame in which training shall be accomplished
- Methods for training already identified by DHS and any additional methods recommended:
    - Joint facilitated classroom training
    - Computer Based Training (CBT)
- Training database and environment(s) for practical, hands-on exercises
- Identification of training audience/groups
- Identification of training resources and materials including:
    - Integration of the Contractor's and State SACWIS team trainers
    - Space, i.e., training facilities
    - Training environment(s)
    - Equipment
- General content and proposed courses of the training, which must include, at a minimum, end user training manual and online policy documentation
- General approach to evaluating the effectiveness of training and improvement plan
- Training materials must incorporate portions of the pre-service training requirements to meet the settlement agreement

The Contractor is to provide and maintain in collaboration with the State, training environment(s) in accordance with the State's environment security model, and State resources. The Security Activity in this contract encompasses the tasks necessary to protect the new SACWIS and its associated data in all of the environments. In addition, this activity includes identity management for the entire scope of the Contractor's proposed solution, including network, perimeter, and user security. Contractor must include detailed schematics that illustrate the design components as it relates to End-User training. This also must be

included in Task 11.2 in the Comprehensive Training Plan. The Contractor must treat the training environment as though it is a production environment. To aid in the protection of production data it is required that the Contractor to add de-identified data to the training environment(s) that emulates production data and that the Training Environment(s) mirrors the production environment from a security perspective.

The Contractor is required to train child welfare managers separately from the field workers for a portion of the training. The Contractor may provide a joint training for the basics of the new system. The Contractor will provide the mangers a specific manager training track and the workers will receive a more detailed training on the new SACWIS system.

The Contractor must provide the training materials and collaborate with the State Director of Training and the State training curriculum staff to ensure that new training materials and strategies are integrated within the Pre-Service Institute (PSI). The State training staff will be responsible for integrating the material into the PSI. The Contractor will provide a variety of end user aids designed to aid transition to the Michigan SACWIS before, during, and after classroom training to encourage staff to become independent learners on the job.

State Responsibility

- Review and approve the End User Training Strategy
- Provide the Strategic Implementation Plan: Communication and Training for initial direction on the training strategy
- Provide the number of end users that require training
- Collaborate on strategies for resources and materials
- Provide input and clarifications to the Contractor as needed
- Provide training facilities. The Contractor is required to collaborate with the State regarding the overall training strategy including training location availability
- Review Just-In-Time Training schedule.
- Integrating the SACWIS material into the Pre-Service Institute (PSI)

Contractor Responsibility

- Review the Strategic Implementation Plan: Communication and Training Plan
- Develop a comprehensive strategy for ensuring all end users are trained
- Plan, schedule and conduct meetings with appropriate State staff to collaborate on strategies for resources and materials
- Review documentation on training for the Settlement Agreement
- Collaborate with the Director of Training to ensure the SACWIS training materials and strategies are integrated with the Pre-service Institute (PSI) new employee training
- Identify lead trainer responsibilities
- Collaborate with the State regarding the overall training strategy including training location availability
- Develop and submit for State approval a Just-In-Time Training schedule.
- Publish hardcopy and electronic media (example DVDs) for materials generated in End User Training activities.
- Conduct front-end analyses of the various types of users and the tasks they need to learn to be successful when using the Michigan SACWIS.

Acceptance Criteria

11.1: End User Training Strategy

- Documentation of the End User Training Strategy as described in the Contract
- Provision of the proposed approach and methods for training end users
- Integrate State training location availability into training schedule
- Provision of enough equipment for each trainee to work independently on the computer (without sharing)

- Documentation of the timeframes for training
- Identification of the training resources and materials/equipment to be used
- Identification of the training audience/group
- Documentation of the approach for evaluating the effectiveness of the training and improvement plan
- Documentation of the strategy for obtaining training credits
- Documentation of the train-the-trainer strategy
- State approved Just-In-Time training schedule.

Task 11.2: Comprehensive Training Plan

The Contractor will create the Comprehensive Training Plan to document the plan to train all end users, which includes both State and private agency staff. This plan must include at a minimum:

- Description of the group(s) who will receive training and objectives/expected results of the training
- Overview of the training curriculum
- Approach to providing training across the State (localized training, train-the-trainer, etc.)
- Description of the training logistics including schedule, location, duration and dates, roles and responsibilities and identification of persons/groups who will serve as trainers
- *Training environment(s) and resources including facilities, hardware, software, system documentation, and other resources to familiarize trainer with the system and post-implementation training staffing
- Description and format of the types of training materials that will be developed for training and how these materials will provide training credits to meet the Settlement Agreement
- Description of how the Contractor would collaborate with State trainers, in assisting the State to load the information into the State automated online system
- Training strategy and approach to training trainers and end users throughout Michigan, including descriptions of how e-learning and the SACWIS will be deployed
- A description of where training will be held, including facility requirements, equipment requirements, network requirements, and software requirements
- An overview of the training curricula and learning paths for each user group based on the analyses complete at the time of submission. Detail will be added to the curricula plans as the project progresses and before development on the various training material begins.
- A description of the training environments that will be deployed to support training development and delivery. The Instructor's Guide for trainers will include instructions for refreshing the training database technical training, knowledge transfer activities, or both will include instructions for maintaining the environment after implementation.
- A description of the knowledge transfer activities by which the Unisys/DRC Team training staff will instruct DHS staff on how to maintain the training material, including any instruction on unique software or hardware tools used.

The Contractor shall provide training, not only on SACWIS, but also on any additional software products required to support the Contractor's Proposed Solution. The Contractor shall also provide training, as necessary, on the various Hardware and network components used during operations (i.e., scanners, Online User Aids and policies), and the installation of the equipment.

State Responsibility

- Provide training facilities. The Contractor is required to collaborate with the State regarding the overall training strategy including training location availability.
- Review and approve the Comprehensive Training Plan
- Collaborate on training curriculum audience, schedule, locations, duration, dates and training materials
- Provide support to the Contractor in fulfilling Contractor's obligations associated with the use of the State automated online registration/tracking system

Contractor Responsibility

- Create a comprehensive plan to ensure all end users are trained prior to implementation
- Plan, schedule and conduct meetings with appropriate DHS staff to collaborate on training curriculum audience, schedule, locations, duration, dates and training materials
- Create prototypes of the types of training materials that will be developed for training
- Provide and maintain training environment(s) in accordance with the State's environment security model, and resources including projectors, and software
- Collaborate with the State regarding the overall training strategy including training location availability
- Provide system documentation, on-site support and other resources to familiarize trainer with the system and post-implementation training staffing
- Collaborate with the Director of Training to ensure the SACWIS training materials and plans are integrated with the Pre-service Institute (PSI) new employee training

Acceptance Criteria

11.2: Comprehensive Training Plan

- Documentation of the End User Training Plan as described in the Contract
- Inclusion of a description of the group(s) who will receive training
- Provision of an overview of the training curriculum, objectives and approach to providing training across the state (localized training, train-the-trainer, etc.)
- Description of the training logistics including schedule, location, duration and dates, roles and responsibilities and identify persons/groups who will serve as trainers
- Documentation of the training environment(s) and resources including facilities, hardware, software, system documentation, on-site support and other resources
- Inclusion of the description and format of the types of training materials that will be developed for training and how these materials will provide training credits to meet the Settlement Agreement
- Documentation of the collaborative process and the outcome of these meetings
- Provision of enough equipment for each trainee to work independently without sharing computers
- Integrate State training location availability into training schedule

Task 11.3: End User Training Environment(s)

In this task, the Contractor will document and establish the End User Training Environment(s) and related training tools. At least one separate Training Environment shall be provided to avoid disruption of other production and implementation activities. The Training Environment(s) shall include a database that replicates the Production Environment, including copies of all software, databases, tables, and files loaded with de-identified training data.

The Training Environment(s) shall be available from the State network and appropriately configured to adequately emulate Web real world system use. This document shall include an inventory of all software and data stores that will be duplicated in the Training Environment(s). Note: The Hardware and Software required to support this Task must be documented in the Comprehensive Training Plan and in the Hardware and Software Plan discussed at section 2 of this contract.

The Training environment will not disrupt other environments. The Contractor will prepare, implement, and maintain a user Training environment on the State network separately from the production and other environments. The training environment will be able to support concurrent application training classes across multiple sites, including the classroom training facilities. Before the start of pilot training, the Contractor will load the training environment and test it for accessibility from specific representative training sites. The Contractor will maintain all training database and application software in collaboration with the State, to maintain readiness for the next training session activities. If the application should go down during training, the Contractor will make every effort to correct the situation as quickly as possible.

State Responsibility

- Attend training on how to maintain the End User Training Environment(s)
- Test and approve the End User Training Environment(s)
- Collaborate on all State network requirements for the Training Environment(s)
- Add the Training Environment(s) to the State network

Contractor Responsibility

- Build the End User Training Environment(s)
- Provide specifications required for State to add the environment(s) to the Network
- Conduct walkthrough and training of the End User Training Environment(s)
- Add de-identified data to the training environment(s) that emulates production data
- Describe in writing and figures, how the training environments including associated data will be built-out and maintained so as to support transition to the State
- Reset training data as needed

Acceptance Criteria

11.3: End User Training Environment(s)

- Documentation of the necessary hardware and software to support the efficient ongoing operation and maintenance of the Training Environment(s)
- Provision of Training Environment(s) that mirrors the production environment
- Documentation of trainers' ability to refresh training data and environment without IT intervention

Task 11.4: End User Training Materials V1 and *V2

In this task, the Contractor delivers the materials for End User Training. The training materials shall be designed for hands-on use in a classroom, lab situation, computer based training for future reference by users when SACWIS is operational. The Contractor shall be responsible for creating an instructor's manual and a student manual to be used during all classroom sessions. The user's manual at Task 11.5 Online User Aids is separate from the instructor's and the student's manual. The Contractor shall provide an electronic version of all end user training material, as well as hard copies of this material for review purposes and for classroom sessions. The user manual shall include additional practical exercises in the back of the manual that the end user can complete upon return to their work location. Both manuals should include curriculum by functionality, with sufficient examples and exercises to accomplish the stated training objective of assuring that end users gain the skills necessary to perform their job functions in the new SACWIS framework.

The Contractor shall also create any other necessary training aids such as presentation outlines and audiovisual materials. In addition to classroom training materials, the Contractor shall create a CBT that provides the same level of detail as classroom training; however, the web-based CBT will guide the user through each function of the system and provide direct entry and practice. Additional training materials may also include Web Based Tutorials (WBTs), videos, and virtual classrooms. An introduction to these items should be provided during the classroom training, with the intent that these materials supplement the training received by students upon their return to their work location.

V2 All training materials shall be updated based on the lessons learned from training sessions and be delivered to, and become the property of, the State upon the completion of the Statewide rollout.

The Contractors introductory module will consist of approximately 1 hour of student seat time. The Contractor will provide 5 more hours of seat time on topics that parallel the content developed for classroom training. That is, e-learning will be directed to users who are new to the Michigan SACWIS or who wish to refresh their understanding of an area. The specific topics will be identified during the initial analyses and described in the curriculum outline approved by State before instructional designers begin to develop e-learning.

The e-learning provided by the Contractor will be SCORM conformant and operate on a SCORM-conformant learning management system. When the State approves the e-learning, the Contractor's instructional designers will package it for deployment in the way requested by the State. The Contract Web developer will work with the State counterpart to deploy a test operation. Once the test proves successful, the Contractor Team Web developer will work with State to fully deploy the e-learning.

The Contractor will provide the State with a document that fully describes the e-learning files and how they can be modified. An instructional designer from the Contractor Team will meet with the individuals who will maintain the e-learning and walk them through this document and offer advice for maintaining the e-learning.

State Responsibility

- Review and approve the End User Training Materials V1 and V2
- Attend demonstration of training materials presented
- Manually Test CBT Materials
- Provide development resource support to assist in the development of the CBT to simplify the maintenance transition

Contractor Responsibility

- Create instructor's manual and a student user manual to be used during all classroom sessions
- Develop CBT for testing
- Demonstrate the CBT
- Train staff on the use and maintenance of the CBT

Acceptance Criteria

11.4: End User Training Materials V1 and *V2

- Documentation and delivery of materials listed in the Contract requirements and the Training Strategy and Plan
- Delivery of an instructor's manual and a student user manual that incorporate settlement agreement training requirements
- Materials that support end user and instructor needs
- Delivery of an electronic version of all end user training material, as well as hard copies of this material for review purposes and for classroom sessions
- Delivery of necessary training aids such as presentation outlines and audiovisual materials and include WBTs, videos, and virtual classrooms
- Delivery of CBT for testing
- Demonstration of the CBT
- Documentation of maintenance and change procedures for the CBT
- Delivery of revised materials based on lessons learned V2*

Task 11.5: Online User Aids

This task requires the Contractor to produce online policy and user aids, including web page and field help, an Online User Interface Guide, and an industry standard Electronic Performance Support System or EPSS, all functioning as an integral part of the SACWIS system. The Online User Interface Guide and EPSS should be delivered in electronic format only, but be printable by the end user if desired.

The Contractor shall design and develop the Online User Interface Guide and EPSS to include:

- Features most used in SACWIS
- Features hardest to understand
- Problems most significant to the end user
- Features that cause the most calls to a help desk
- Features that would potentially result in less training required, supplementing the training already received
- Simulations to help the user do a task
- Context-sensitive online help
- Task-based online procedures
- Reference topics (such as tickler definitions and case types)
- Short "show me" animations
- Links to e-learning tutorials and simulations
- Links to online policies and other online documents provided by DHS.

The Online User Interface Guide and EPSS will be integrated with the Michigan SACWIS application and made available to users at the point of need.

The EPSS shall address the usage of the system from a business process (workflow) perspective, describing how to accomplish business processes associated with the new system. It should be easy to use by enabling users to quickly locate the particular help they need with options such as "How do I…?" and step-by-step procedures. The Online User Interface Guide shall link to the DHS Policy Manuals to allow the user to identify the policy or regulation directing or yielding an eligibility outcome.

State Responsibility

- Review and approve the Online User Aids
- Incorporate online aids in user acceptance test scripts
- Provide input and clarifications to the Contractor as needed
- Collaborate with Contractor on content

Contractor Responsibility

- Incorporate online aids in system test scripts and end user training manuals
- Demonstrate Online User Aids
- Revise as needed
- Collaborate with State on content

Acceptance Criteria

11.5: Online User Aids

- Delivery of Online User Aids as described in the Contract
- Delivery of an electronic version of all online policy, user aids, and Electronic Performance Support System that is customized to the job task as an integral part of the SACWIS system

Task 11.6: End User Training and Progress Report

As an outcome of this task, the Contractor will provide the End User Training and Progress Report on a weekly basis upon the commencement of User Training. The report shall describe the method for reporting, reviewing, and improving training and shall include the following at a minimum:

- Names of persons trained
- Training date
- Length of training
- Contractor comments regarding the training session
- List of persons who were scheduled for training who did not attend
- Identify training issues and plan to address them

The outcomes of this task shall also include a description of the evaluation techniques to gauge the effectiveness of training, preferably using a standard four-level evaluation approach:

- Level 1, Trainee Satisfaction, collected at completion of training
- Level 2, Pre-Test and Post-Test skills evaluated at the point of training
- Level 3, Impact on Job Performance, evaluated randomly based on OJT (on-the-job-training) evaluations when the trainee is back on the job
- Level 4, Organizational Training Impact, sampled randomly and measured throughout the life of the contract. The Contractor will conduct online surveys of a random sample of users in regular intervals as outlined in the End User Training Plan.

The Contractor will create methods for evaluating the effectiveness of training, work with the State to perform these evaluations, and make any necessary adjustments to the curricula to confirm that training meets the State's objectives.

State Responsibility

- Review and approve weekly reports
- Co-facilitate training sessions
- Provide input and clarifications to the Contractor as needed to complete the reports
- Identify training issues and collaborate on possible modifications to resolve issues

Contractor Responsibility

- Provide training and track attendance
- Evaluate training effectiveness using the four-level evaluation approach
- Identify training issues and collaborate on possible modifications to resolve issues
- Survey State employees following completion of training and deliver results to State but unseen by instructors

Acceptance Criteria

11.6: End User Training and Progress Report

- Documentation of the User Training and Progress Report as described in the Contract
- Submission of weekly reports
- Revision of weekly reports when applicable
- Provision of recommendations for improvement to the training approach, curriculum, and materials and any short term solutions to improve the following weeks training sessions

Task 11.7: End User Training Final Report

The Contractor shall provide the End User Training Final Report after completion of classroom training. The report shall cover aspects of the training activity, including at a minimum:

- Final information from the weekly classroom training reporting
- Demonstration that all training sessions were held, that training covered all areas required in the approved End User Training Plan
- Gap analysis of the difference between the pre-training State and desired state of worker proficiency in using the system to perform their daily responsibilities
- Evaluation of the readiness of trained staff to make best use of the SACWIS system
- Evaluation of impact on job performance and organizational training impact statewide analysis
- User Training Materials *V2

State Responsibility

- Review and approve the End User Training Final Report
- Collaborate with trainers on the recommendations for changes to the User Training Materials V2

Contractor Responsibility

- Evaluation of impact on job performance and organizational training impact statewide analysis
- After training sessions are complete, plan, schedule and conduct meetings with appropriate DHS staff to collaborate on changes needed for User Training Materials V2

Acceptance Criteria

11.7: End User Training Final Report

- Provision of a final report based on the weekly reports submitted
- Provision of documentation on all sessions that were held
- Provision of documentation that all end users were trained
- Provision of a gap analysis of the difference between the pre-training state and desired state of worker proficiency in using the system to perform their daily responsibilities
- Provision of the final recommended changes that will be made for the User Training Materials V2

Activity 12: Technical Training

Objective
Ensure that sufficient members of the State receive hands-on classroom and on the job training for the skills, processes and procedures required to maintain, support and enhance the new SACWIS during and after the Warranty Period.

Description
Technical training is a key Contractor responsibility. However, the State of Michigan intends to have DHS and DTMB staff ultimately assume responsibility for the operations and maintenance of the Michigan SACWIS. To prepare for this responsibility, the technical staff from both departments shall be adequately integrated with the DDI Contractor's technical team and adequately trained. Written approvals from the State validate the accuracy and completeness of the deliverables and the State's agreement to proceed to Pilot. In addition to the formal training and knowledge transfer sessions required, the Contractor will:

- Provide State resources with the same training materials, technical documentation and references that are used by the Contractor to train their own staff, including use in navigation of State enterprise tools.
- Include State resources on all communications related to the training of development staff
- Include State resources in any meetings where additional instruction, processes or technical information required for application development are provided to technical staff
- Inform the State of any changes to development procedures or standards including updated QA standards and distribute the location of the most current documentation describing these

The Contractor's approach to knowledge transfer and technical training will include:

- Classroom training on the architecture and design and application development framework of the Michigan SACWIS
- Classroom training on the software development methodology used to create, document, develop, and test the solution
    - Development processes, procedures and tools for each software artifact type
    - Review of QA processes for each software artifact type
    - Templates, generated code and automated processes used in the development process
    - Process for local debugging and troubleshooting for each type of component
- Code-level knowledge transfer for key areas of the base code
    - Overview of major components and services of the presentation tier
    - Overview of major components and services of the business tier
    - Overview of major components and services of the Data access / persistence tier
    - Overview of the proper use of all 3rd party API's with examples from base code
    - Overview of Batch, Forms and Interfaces core components and base code
- Mentored integration of the State's technical staff with the design and development team
- Hands-on training in building and deploying the Michigan SACWIS application
- Participation of the State's technical staff and project staff in testing activities
- Training in monitoring system resources, troubleshooting and system restoration and recovery
- Classroom training of the State's project staff to prepare for participation in requirements, design, and testing activities
- Working closely with the State to determine the specific training that is required for State project staff throughout the project and identifying the areas where training should be prioritized.
- Conducted assessments with various members of the project staff to confirm that all training needs are understood and the appropriate training is planned for and delivered.

Early on in the project, the Contractor will provide State technical staff classroom training to integrate them into the project teams. In the project's Development and Testing phases, members of State technical staff will be assigned to a mentor from the Contractor's development team, testing team, or both and use knowledge acquired in classroom training to complete design, implementation, and testing tasks. As the implementation nears completion, State technical staff will receive additional training in post-implementation skills that will be required to support and maintain the Michigan SACWIS.

The Contractor understands that they will retain primary responsibility for defect resolution during the warranty period; however, the Contractor will assign fixes to members of the State technical staff as a means of providing them with hands-on experience in analyzing software issues. This type of activity will provide the Contractor with the opportunity to assess the readiness of mentored State staff to take full responsibility for the implemented Michigan SACWIS solution components once the warranty period ends.

Deliverables

- 12.1: Technical Training Strategy
- 12.2: Technical Training Plan
- 12.3: Technical Training Materials
- 12.4: Technical Training Report
- 12.5: Project Staff Training Plan

Task 12.1: Technical Training Strategy

In the Technical Training Strategy task, the Contractor defines the approach to identifying and meeting technical training requirements. The Technical Training Strategy will describe the methods proposed to integrate the development team, to develop and deliver both classroom training and hands-on development training. The strategy will address, at a minimum, the training requirements for technical staff for both pre- and post-implementation periods including a description of how the Contractor plans to transfer the knowledge necessary to develop, maintain, and support the applications to State IT staff such as:

- Pre-requisite skills required to receive knowledge transfer
- Method of training delivery
- Day-to-day hands-on training approach
- Class synopsis
- Class schedule
- Class duration
- Number of hours
- Training location

Technical staff training is skills based and built on measurable performance objectives based on an evaluation of their current skill set. The Contractor's strategy is important to the overall Knowledge Transfer and exchange from the Contractor to the State technical staff. The strategy will include:

1. Performance of needs analysis in an organizational preparedness assessment for the State project and technical teams supporting the Michigan SACWIS
2. Confirmation that State staff received the prerequisite formal training (or equivalent project experience) needed on methodologies (Software Engineering and Project Management), programming languages (SQL and Java), and COTS tools or products (Eclipse and Microsoft Project) is completed before assignment to a mentor
3. Confirmation that technical and operations training are based on configuration and maintenance aspects of the new Michigan SACWIS
4. Outline the mentored activities to integrate State developers with the development team according to specific performance objectives, with supplementary technical documentation for reference.
5. Lead State staff through the training activities. State staff will be mentored by SACWIS system experts, normally the ones who developed the Michigan SACWIS, the technical and operations documentation, and the training material

State Responsibility

- Review and approve the Technical Training Strategy

Contractor Responsibility

- Develop a strategy to address the training requirements for technical staff for both pre- and post-implementation periods
- Present roles and responsibilities for the integrated development team Develop a strategy to address the knowledge transfer to develop, maintain, and support the applications to State IT staff such as pre-requisite skills required to receive knowledge transfer, method of training delivery, day-to-day hands-on

training approach, class synopsis, class schedule, class duration, number of hours, and training location

Acceptance Criteria

12.1: Technical Training Strategy

- Documentation of the Technical Training Strategy as described in the Contract
- Inclusion of delivery of both classroom training and hands-on development training
- Inclusion of regular reporting to State management regarding the skill sets of the State personnel added to the development team

Task 12.2: Technical Training Plan

In this task, the Contractor will create the Technical Training Plan, which includes an overview and introduction to training as well as a description of the hands-on and classroom training methods, training logistics, training environment(s) and resources as well as training materials. It will include topics such as:

- Description of planned training activities and the skills, processes and procedures that will be covered by each activity
- Description of the group(s) who will receive training
- Objectives or expected results of the training activities, including proposed competency testing plan
- Overview of the training curriculum including the order of training activities and activities recommended for each project role
- Approach to the pairing and integrating of selected DTMB technical personnel with Contractor staff to facilitate the knowledge transfer during the development, system integration testing, user acceptance testing, and implementation phases of the project
- Methods of training including, at a minimum, the following:
    - Overview of the transfer system architecture and major components
    - Shadow programming and analysis
    - State participation in defect analysis, QA review activities and technical meetings
    - Supervised and independent design and development activities
    - Comprehensive training of the structure and architecture of the SACWIS
    - In-depth training on base code or the base framework that shall be used for the design and development of the new SACWIS including detailed training sessions on the proposed database design and the various database objects such as packages, procedures, functions, etc.
    - Participation in the unit, functional, end-to-end, acceptance, and regression testing
- Written methodology for resolving System problems, including troubleshooting techniques, problem identification and tracking, and problem resolution
- Description of the training logistics and the skills required for the DHS technical staff. This will include schedule, location, duration and dates, roles and responsibilities and identification of persons/groups who will serve as trainers
- *Training environment(s) and resources including facilities, hardware, software, special hardware/software access apart from full Production Environment system
- System documentation and other resources required to familiarize the DHS technical staff with the System, produce training materials, and provide the actual training
- Description of the types of training materials that will be developed for training

The Contractor shall provide training, not only on the primary software, but also on any additional software products and custom tools or utilities required to support the Contractor's proposed solution. The Contractor shall also provide training, as necessary for the configuration and operation on the various hardware and software purchased from the Hardware and Software Plan.

For technical staff training, the Training Plan will also describe the following topics in detail:

- A technical training strategy that promotes initial training on architectural areas of the Michigan SACWIS. Training objectives will be developed with and approved by the State. Objectives will reflect operational, functional, and technical areas of the SACWIS architecture
- How classrooms will be organized, including the size of the class, appropriate staff to be trained, the schedule, lead times, duration of classes, and development of curricula

- Training classroom requirements, including the number of seats, communication requirements, and type and number of presentation equipment
- Contractor resources who will confirm that the training meets the performance objectives and will enhance any deficient training curricula

State Responsibility

- Review and approve the Technical Training Plan
- Ensure availability of the technical staff that have been identified and selected to participate in the classroom training, hands-on development training, and knowledge transfer
- Provide organization chart of available technical staff qualified to participate in the classroom training, hands-on development training, and knowledge transfer

Contractor Responsibility

- Develop a training plan that describes the group(s) who will receive training, objectives or expected results of the training, overview of the training curriculum, and approach to the pairing and integrating of selected DTMB technical personnel with Contractor staff
- Develop a hands-on training program and classroom training materials
- Provide up to 12 State technical staff with training.

Acceptance Criteria

12.2: Technical Training Plan

- Documentation of the Technical Training Plan as described in the Contract and in the Technical Training Strategy
- Documentation in the plan any additional software products required to support the Contractor's Proposed Solution
- Inclusion of detailed descriptions of each training type and proposed materials to be used
- Inclusion of organizational charts to show mentoring and assignment of developers that will be integrated in the vendor's team

Task 12.3: Technical Training Materials

The Contractor shall describe and deliver the Technical Training Materials, which may include visuals, handouts, workbooks, manuals, computerized display, and demonstrations. Training materials shall be designed for hands-on use in a classroom, lab situation, or for future reference by technical staff when the system is operational. Once training materials are developed, the Contractor shall update/revise training materials to remain current with system enhancements.

The Contractor will make the following suite of training material available to State technical staff to aid in their learning process (Electronic versions of material will also be made available for printing locally):

- Documented processes and procedures related to completion of each training activity that are in alignment with actual processes and procedures used in the development and support of the SACWIS application
- Printed copies of the slide sets presented to users during lecture sessions
- Handouts on subject matter being taught during class sessions
- Self-paced lab exercises
- Answer keys for activities and lab exercises
- Job aids (checklists and process documents)
- Generated documentation representing source code structure and functionality
- Expertly assembled documentation providing background information for system components, organization, and operation
- Links to supplementary technical documentation on various topics for future reference

State Responsibility

- Review and approve the Technical Training Materials
- Collaborate on training materials

Contractor Responsibility

- Design and provide training materials for hands-on use in a classroom, lab situation, or future reference by technical staff when the system is operational
- Update/revise training materials to remain current with system enhancements

Acceptance Criteria

12.3: Technical Training Materials

- Documentation of Training Materials as described in the Contract and in the Technical Training Strategy and Plan
- Provision of sufficient number of copies of Instructor and Student Training Manuals
- Revision of materials as needed

Task 12.4: Technical Training Report

In the Technical Training Report, the Contractor will describe the method for reporting, reviewing, and improving training, which includes at a minimum:

- Names of persons trained
- Training date
- Objectives met by training session or task
- Length of training
- Contractor comments regarding the training session
- List of persons who were scheduled for training who did not attend or complete training
- Training issues and plan to address them
- Technical staff-specific recommendations for additional training based on roles and responsibilities
- Detailed report that will outline the strengths and weaknesses of individual participants with regards to the skills and expertise required for the design, development, and maintenance and operations of SACWIS

The Contractor will develop the following evaluation tools:

- An evaluation that measures the user's perceptions of the effectiveness of training, to be completed by the user at the end of classroom training
- An evaluation of the trainer's perceptions of training, to be completed at the end of each class
- A student satisfaction survey on the effectiveness of the mentorship program

State Responsibility

- Review and approve the Technical Training Report
- Provide input and clarifications to the Contractor as needed to complete the reports
- Provide review of draft report format and collaborate to obtain consensus on the report format

Contractor Responsibility

- Develop a methodology for reporting, reviewing, and improving training
- Design a method to collect information from trainees and their supervisors to evaluate the effectiveness of the technical training
- Obtain consensus on the report format

Acceptance Criteria

12.4: Technical Training Report

- Documentation of the Technical Training Report as described in the Contract and in the Technical Training Strategy and Plan
- Inclusion of both classroom and hands-on training

Task 12.5: Project Staff Training Plan

In this task, the Contractor will create the Project Staff Training Plan, which describes the Contractor's approach to preparing project staff for each phase of the project. This plan must address at a minimum training prior to the start of each activity such as how users will be trained and prepared for design sessions, requirements validation, testing, etc.

Because learning is not a one-time event but rather a continuous, ongoing process, the Contractor will integrate training methods and strategies throughout the project life cycle, to include pre-training support, classroom training, and post-training support. The Contractor will work closely with the State to determine the specific training that is required for State project staff. Interviews will be conducted with various members of the project staff to confirm that all training needs are understood and the appropriate training is planned for and delivered.

The Project Staff Training Plan will include the following topics:

- A description of the technical and nontechnical groups that will receive training
- Objectives or expected results of the training, such as student satisfaction surveys that will measure both the material presented and the trainers who made the presentation
- An overview of the training curriculum by phase
- Any skills required for the project staff attending the training
- A description of the training logistics. This will include schedule, location, duration, dates, roles, responsibilities, and identification of persons and groups who will serve as trainers
- System documentation and other resources required to familiarize project staff with the Michigan SACWIS
- A description of the types of training material that will be developed for training in detail:
    - How classrooms will be organized, including the size of the class, appropriate staff to be trained, the schedule, lead times, duration of classes, and curricula development
- Training classroom requirements, including the number of seats, communication requirements, and type and number of presentation equipment
- Contractor resources who will confirm that training effectively meets the performance objectives and will enhance any deficient training curricula

The Contractor will create methods for evaluating the effectiveness of training, work with the State to perform these evaluations, and make any necessary adjustments to the curricula to confirm that training meets the State's objectives. The Contractor will collaborate with the State throughout the project to prioritize training needs based on the number of State resources available.

State Responsibility

- Review and approve the Project Staff Training Plan
- Supply staff to meet with Contractor to obtain a better understanding of the State's project teams training needs

Contractor Responsibility

- Develop a plan to prepare project staff for each phase of the project
- Evaluate project team needs by conducting interviews, reviewing current State practices and by reviewing lessons learned on other SACWIS projects

Acceptance Criteria

12.5: Project Staff Training Plan

- Documentation of the Project Staffing Training Plan as described in the Contract
- Inclusion of all training that will be required to start each activity including timeframes, attendee suggestions and materials that will be used
- Identification of the methodology used to create this plan

Activity 13: Help Desk

Objective

Provide Help Desk Support during pilot, implementation and transition it over six months into the warranty period to DHS.

Description
The Contractor will ensure that a Help Desk support system is available at the start of pilot. The Help Desk Plan will enable the Contractor to define Help Desk operations, which will include State-approved hours of service, communications, procedures, and reporting mechanisms beginning with the Pilot. Prior to the Pilot, Help Desk staff must be trained in the new SACWIS, Help Desk supporting tools, and the Pilot communication procedures. The Help Desk Plan and the Help Desk Transition Plan must clearly state the roles and responsibilities during the Pilot and through Implementation. The manuals will specify the processes to follow to support the Help Desk.

Deliverables
- 13.1: Help Desk Plan
- 13.2: Help Desk Procedures Manual
- 13.3: User Help Desk Manual
- 13.4: Help Desk Transition Plan
- 13.5: Help Desk Reporting

Task 13.1: Help Desk Plan
The Contractor will create the Help Desk Plan for operations, including staffing, communications, procedures, and reporting mechanisms. It will include topics, such as staffing levels, skills required, role of power-users, response times, and call routing. This task must describe how an incident will be closed when the incident is resolved, either by delivering the required information to the user or by migrating the item to the production support systems, including State enterprise Rational tools. The Contractor will staff the Michigan SACWIS Help Desk with individuals who understand not only the technical architecture but also the application. This will be accomplished by these subject matter experts who will be brought onto the project early and have worked on the analysis, design, testing, and development of user documentation for the Michigan SACWIS. Project staff can roll off their design, testing, and development roles and on to Help Desk positions.

State Responsibility
- Provide input and clarification to the Contractor as needed
- Review and approve Help Desk Plan
- Provide State staffing plan to support Help Desk
- Provides information about “Remedy” software
- Identify location and hours of operation of the help desk
- Provide “Remedy” software and access

Contractor Responsibility
- Develop an approach and collaborate with State to create the Help Desk Plan
- Document qualifications of help desk staff
- Collaborate on the incorporation of Remedy defect and enhancement data into the development team work request

Acceptance Criteria
13.1: Help Desk Plan
- Documentation of the Help Desk Plan as described in the Contract
- Inclusion of methodology for developing the plan
- Inclusion of organization charts to document the State and Contractor integrated team
- Documentation of the State versus Contractor roles and responsibilities
- Inclusion of the use of “Remedy” software supplied by the State

Task 13.2: Help Desk Procedures Manual
The Contractor will create the Help Desk Procedures Manual, which defines and documents the help desk processes and procedures. The State of Michigan will supply the software “Remedy” for Help Desk issue tracking and assignment. Procedures created must include this software. In addition, these procedures will include at a minimum, problem escalation procedures, problem ticketing, problem logging, assignment of priority, and ability to search through previous problems to find resolutions for new problems.

State Responsibility

- Provide input and clarification to the Contractor as needed
- Review and approve Help Desk Manual
- Provide licensed copies of the "Remedy" software as needed for the Contractor staff
- Collaborate on procedures

Contractor Responsibility

- Collaborate with staff on the procedures needed to support the Help Desk
- Review State's current problem escalation, ticketing, logging and assignment procedures
- Make recommendations for improvement on current procedures

Acceptance Criteria

13.2: Help Desk Procedures Manual

- Documentation of the Help Desk Procedure Manual as described in the Contract
- Inclusion of methodology for developing the procedures and manual

Task 13.3: User Help Desk Manual

The Contractor will create the User Help Desk Manual, which shall provide user step-by-step instructions for accomplishing tasks and work processes and creating reports. At a minimum, the manual shall:

- Be organized by functional areas
- Be organized according to logical work flow within the functional areas
- Be segmented according to user role
- Provide illustrations of screens with all fields on the screens identified
- Provide instructions for completing work activities
- Provide instructions for requesting reports
- Provide instructions for system tracking of reported issues to resolution
- Describe available help functions and how to use them
- List any additional resources as needed
- Produced in an electronic version

State Responsibility

- Provide input and clarification to the Contractor as needed
- Review and approve User Help Desk Manual

Contractor Responsibility

- Collaborate with other teams to ensure manual mirrors the design documentation and training materials
- Report common questions and answers and revise manual as needed when design changes occur
- Identify any additional resources needed that were not covered in the plan

Acceptance Criteria

13.3: User Help Desk Manual

- Documentation of the User Help Desk Manual as described in the Contract
- Inclusion of detailed specifications to ensure help desk manual can be used to support issue resolution with end users
- Organization of manual to obtain information quickly while the end user is on the phone

Task 13.4: Help Desk Transition Plan

The Contractor will provide and execute a Help Desk Transition Plan, which outlines all activities necessary for an orderly turnover to DHS of all help desk activities including usage of scripts and decision trees.

State Responsibility

- Review and approve User Help Desk Transition Plan
- Collaborate with Contractor to create a timeframe for turnover

Contractor Responsibility

- Review lessons learn from pilot and implementation
- Incorporate best practices and lessons learned into the transition plan
- Create a checklist of all the necessary activities for transition
- Uninstall State-owned “Remedy” software from Contractor-owned equipment (if necessary) in conjunction with turning over help desk responsibilities

Acceptance Criteria

13.4: Help Desk Transition Plan

- Documentation of the Help Desk Transition Plan as described in the Contract and Help Desk Plans
- Documentation of the necessary steps, resources and activities that must be completed to transition the help desk

Task 13.5: Help Desk Reporting

The Contractor will provide detailed weekly statistical SACWIS help desk reports that must include, at a minimum, the following:

- The number of SACWIS help desk calls per day
- The average amount of time spent resolving problem(s)
- The most frequently asked questions
- A list of root causes and the number of occurrences of each
- The number of calls that relate to a new defect or known defect
- A list of problem calls still pending resolution that are past the time limits set

In addition, the Contractor will create weekly problem escalation reports that must include, at a minimum, the following:

- The number of support problems logged per day
- The length of resolution time for each problem
- The person resolving the problem
- The solution required to address each problem

State Responsibility

- Review and approve the Weekly Reports
- Collaborate on escalated issues reported
- Provide help desk support staff
- Provide input on the format of the weekly report

Contractor Responsibility

- Provide help desk staff
- Lead Help Desk until transition occurs
- Collaborate with State on the format of the weekly report

Acceptance Criteria

13.5: Help Desk Reporting

- Submission of the Weekly Report to project staff as described in the Contract and agreed to in the Help Desk Plan
- Revision of reports as needed
- Presentation of escalated issues
- Performance in accordance with the State-approved Help Desk Plan
- Qualified staff identified
- Management and tracking of Help Desk ticket transfer to support systems and tools.

Activity 14: Pilot

Objective

Certify the system meets contract requirements and validate the statewide implementation process.

Description
The Pilot will include sample county (ies) and/or offices and/or supporting private agencies that will participate in the initial implementation. The Pilot will be considered the final validation stage prior to a full statewide rollout. At completion of the Pilot, the Pilot will be retracted; the project team will assess the results; and modify implementation and support processes. Written approvals from the State validate the accuracy and completeness of the deliverables and the State's agreement to proceed to Implementation.

The data entry and processing of cases that fall within the boundaries of the pilot sites will be performed on both the pilot system and the existing systems concurrently. In doing so, Pilot will require the following steps:

- Data conversion of the pilot site cases from the current SWSS and other systems to the new Michigan SACWIS solution
- Designated staff, within the pilot boundary, will perform all data entry and processes on both the new pilot system and the current systems
- Establishment of controls on all interface processes to make the redundant processing of pilot site cases on the pilot system and the current systems transparent to the systems that the Michigan SACWIS interfaces with. This will be accomplished by directing inbound interface data to both the pilot system as well as the existing systems and processing the data on both systems. For outbound interfaces, even though both systems will be creating outbound data, the data created by the current system will be transmitted to target systems

Deliverables

- 14.1: Pilot Implementation Plan
- 14.2: Pilot Support and Operations Plan
- 14.3: Pilot Test and Analysis

Task 14.1: Pilot Implementation Plan
The Contractor will explain the Contractor's approach for pilot operations including conversion and interfaces in the Pilot Implementation Plan. The plan shall also contain an overview, scope, system flow, systems components, staffing and description, job specifics and assumptions and constraints regarding pilot.

The Pilot Implementation Plan will contain a checklist of various tasks that will be required to conduct the pilot. The checklist will include:

- Creation of a comprehensive Technical Readiness Checklist that identifies every technical aspect of the system that must be complete and functional before the pilot's commencement
- Preparation of the Production Hardware environment
- Installation and preparation of the System Software environment
- Installation and preparation of the Database environments
- Installation of application software modules
- Installation and activation of interfaces, including efforts to make the parallel execution of the new pilot system and the existing system transparent to the systems that interface with the Michigan SACWIS
- Execution of the Automated Data Conversion processes for the pilot site from the existing system and other applications, including the new Michigan SACWIS application
- Execution and completion of manual conversion processes for pilot site data that the automated conversion processes did not convert
- "Turn-on" of the new Michigan SACWIS at the pilot site for users and the execution of day-to-day processes concurrently with the processing of the same cases in the current system
- Verification, monitoring, and measurement of all aspects of the system
- Correction and modifications of pilot environment problems
- Preparation and update of the detailed Statewide Implementation Plan with lessons learned from the pilot implementation
- Performance monitoring and tuning of the Pilot environment

The Contractor will facilitate sessions to collaborate and review Lessons Learned of the Contractor's and the State's past experiences. This dialog will be incorporated into the Pilot Implementation Plan.

State Responsibility

- Review and approve the Contractor's Pilot Implementation Plan
- Collaborate with Contractor on lessons learned from other pilots conducted by the State
- Provide the location of the pilot site(s)
- Collaborate with Contractor to identify metrics for readiness decision-making
- Collaborate with Contractor to identify alternatives to recover in the event of catastrophic failure of Pilot

Contractor Responsibility

- Evaluate lessons learned from other SACWIS projects that had a pilot prior to implementation
- Evaluate lessons learned from previous pilots performed by the State for SWSS
- Conduct interviews of individuals that participated in the SWSS pilot
- Provide guidance on the type of site that would best fit test needed for pilot
- Collaborate with State to identify metrics for readiness decision-making
- Collaborate with State to identify alternatives to recover in the event of catastrophic failure of Pilot

Acceptance Criteria

14.1: Pilot Implementation Plan

- Documentation of the Pilot Implementation Plan as described in the Contract
- Documentation of a proven methodology for the approach to pilot operations including conversion and interfaces
- Incorporation of lessons learned from other SACWIS projects and SWSS previous pilot experience
- Identification of the deployment strategy, deployment schedules, tasks and activities
- Identification of the resource estimates for hardware, software, facilities, special resources, and staffing
- Identification of the staffing and description, job specifics and assumptions and constraints regarding pilot
- Identification of plans for installation of lines and terminals at State locations
- Identification of the potential impact of the transition to the existing infrastructure, operations, support staff, and the user community
- Documentation of risks and mitigation strategies for pilot

14.2: Pilot Support and Operations Plan

The Contractor will create the Pilot Support and Operations Plan, which will include a description of the communication, coordination and pilot training activities, assessment tools, and feedback processes for preparing for and conducting the Pilot. The document identifies operational facilities and equipment, and explains production and operating procedures, quality control procedures, and pilot help desk procedures. The plan must also address staffing onsite to support end users. The Contractor, collaborating with the State, will document a complete support plan for a 60-day pilot period.

The Pilot Support and Operations Plan will contain a resource plan that will describe the level of support needed from State and Contractor. It will describe, in detail, the use of power users and other resources needed to support the pilot.

The Contractor will provide instructions for critical issue resolution, which could include software defects that may not have been identified during earlier rounds of testing as well as other unexpected results, unrelated to the software that may be environmental. Resolution of software defects, identified during the pilot, will use the same incident resolution process used during System and User Acceptance Testing. Defect resolutions will be released to the Pilot environment according to the established Configuration Management procedures. The plan will also describe how post-pilot enhancements will be provided; this may include the following activities:

- Resolving defects identified during the pilot
- Updating and distributing user references as necessary
- Monitoring and tuning system performance

The Michigan SACWIS Help Desk will be a component of the pilot implementation. The Help Desk processes will be documented separately, but the Pilot Support and Operations Plan will summarize the process for reporting defects.

State Responsibility

- Review and approve the Pilot Support and Operations Plan
- Identify and final approval of the contractors on-site support schedule
- Identify field “leaders” to assist with pilot onsite support
- Identify SACWIS State project personnel to assist with pilot onsite support and help desk support
- Provide input and clarifications to the Contractor as needed

Contractor Responsibility

- Define the relationships and responsibilities between the Contractor and State personnel for SACWIS operations
- Prepare the communication, coordination and pilot training activities, assessment tools, and feedback processes for preparing for and conducting the Pilot
- Prepare operational facilities and equipment, production and operating procedures, quality control procedures, and pilot help desk procedures
- Identify the onsite and Help Desk support needed based on pilot location and number of end users that will participate in the pilot

Acceptance Criteria

14.2: Pilot Support and Operations Plan

- Documentation of the Pilot Support and Operations Plan as described in the Contract and in the Pilot Implementation Plan
- Inclusion of the communication, coordination and pilot training activities, assessment tools, and feedback processes for preparing for and conducting the Pilot
- Definition of the relationships and responsibilities between the Contractor and State personnel for SACWIS operations
- Use of organization charts to integrate help desk and onsite support teams for pilot
- Inclusion of operational facilities and equipment, production and operating procedures, quality control procedures, and pilot help desk procedures

Task 14.3: Pilot Test and Analysis

The Pilot Test and Analysis task involves implementing the Pilot by demonstrating full system functionality in a live setting and documentation and correction of problems. After analyzing the results of the Pilot test, the State with support from the Contractor will determine the effectiveness of the system. Revisions to the system and training procedures will be required to tune the system for optimal performance. All production support functions will be operational and tested during Pilot Testing, including the Help Desk, State Office support, break/fix, technical ongoing support, computer operations, and system backup and recovery functions.

Disaster Recovery Test and Analysis

The State will execute the test of the Disaster Recovery Plan to validate its completeness and effectiveness. This will begin with a paper-based checklist simulation of selected disruption/failure scenarios and the planned recovery steps. A complete failover to the secondary facility will be planned and executed after the complete SACWIS solution is staged and migrated to the primary Production environment and after the State provides the secondary facility. The State will exercise all steps in the Disaster Recovery Plan, and record all deviations from expected results. The Contractor will assist in evaluating the test(s) outcome, provide recommendations and update the Disaster Recovery Plan.

Monitored/Measured System Areas

There is substantial benefit in establishing how the system will be measured. The exit criteria will be used to verify and monitor the pilot's progress. Completion of the exit criteria will signal that the Michigan SACWIS is ready for statewide implementation. The following table lists areas of the system that will be monitored and measured.

No.	System Area	Benefits of Measuring and Verifying the Item
1.	Functional aspects of the system	This will enable verification of the completed system's accuracy and compliance with the new system's approved functional requirements.
2.	Operability and stability of software	This will verify that the application can operate in a production environment, measure the system's stability, and enable corrective actions.
3.	Accuracy of conversion of legacy data and manual data	The accuracy of the automated and manual data conversion processes from the current systems is a crucial success factor for the transition to the new system. This measurement will enable processes to improve the accuracy of data conversion before the statewide implementation.
4.	Impact of missing and erroneous data	This will measure the impact of data that may be missing or be in error from data conversion and provide an opportunity for the State to resolve the errors before the statewide implementation.
5.	Ad hoc access to any new data	This will verify that new production data can be accessed for ad hoc reporting.
6.	Inclusion of online reports, batch reports, or both that are relevant to new functionality	This will verify that approved reports (online and batch) are available
7.	Response time and overall system performance	This will measure overall system performance against benchmarks such as transaction response time and other system capacity issues to verify that the system has ample capacity to handle statewide implementation and opportunities for performance improvement.
8.	System hardware, software, and telecommunications performance	This will measure critical system performance, (hardware, software, and telecommunications), to verify that they will perform once the system is implemented statewide.
9.	Accuracy of system, data, and application security	This will verify that the new system meets the requirements for application and data security. This will include verifications that will fulfill the confidentiality requirements for child protection cases as well as compliance with HIPAA requirements and overall application and data security requirements (State and federal) for the SACWIS application.
10.	Implementation Support Framework	This will monitor help desk operations and response.

State Responsibility

- Review and approve the Pilot Test and Analysis
- Participate in the Pilot implementation
- Provide input on and approve readiness of SACWIS system and services to go statewide
- Review and approve the Contractor's statewide rollout strategy

Contractor Responsibility

- Conduct Pilot implementation
- Lead and Support all Pilot activity and analyze results
- Develop a statewide rollout strategy to bring all required offices onto the new system, including the satellite offices

Acceptance Criteria

14.3: Pilot Test and Analysis

- Documentation of the Pilot Test and Analysis as described in the Contract

- Documentation of results that demonstrate readiness for implementation or the modifications necessary for readiness
- Correction, at no cost to State, of any problems resulting from incorrect computer program code, incorrect data conversion, incorrect or inadequate documentation, or from any other failure to meet Contract specifications or performance standards
- At the completion of Pilot Test, provision of a formal report on the Pilot to the State which shall include, at a minimum, information on:
    - Readiness of the software for statewide use
    - Data conversion issues and current status
    - Training issues and current status
    - Site support activities
    - Help desk support activities
    - Issues, concerns, and lessons learned for statewide deployment

Activity 15: Implementation and Readiness

Objective
Put into production a tested and operational SACWIS with minimal disruption to client and provider services.

Description
The Contractor shall implement all SACWIS functionality. The new SACWIS shall satisfy business and technical requirements specified in this Contract. All functions shall work correctly and efficiently according to the approved Implementation Plan.

The Contractor will conduct an approximate 2-month throw-away pilot, and then the Contractor will refresh the Production environment The Contractor will provide a “big-bang” implementation. The Contractor’s implementation team will interface closely with power users at State and local offices to support all sites throughout implementation planning and execution activities specific to the SACWIS solution.

Deliverables
- 15.1: Statewide Implementation Plan
- 15.2: Network & Desktop and Production Requirements
- 15.3: Final Readiness Assessment

Task 15.1: Statewide Implementation Plan
The Contractor will create the Implementation Plan, which describes the plan for implementation and how the objectives of the plan will be achieved. At a minimum, the outcomes of this task shall include:
- A “big bang” implementation strategy
- A description of the activities needed immediately prior to implementation such as identifying the number, type, skill level, and roles of the personnel needed, and a definition of the issue management process
- A description of the pre-implementation dry run of all associated procedures and processes, here a “dry run” refers to the simulation activities and procedures necessary to emulate a statewide implementation
- A description of the implementation activities, including a description of each task and inclusion of the schedule including timelines and dependencies
- Checklist of all items that must be verified prior to onset of production operations
- Checklists of work to be performed and/or outputs to be produced on the first day and at the end of the first week, month, quarter, and year of operation
- A roll back plan to include in detail what will be done if the implementation does not succeed. This plan shall include risks (decision points and triggers), identification of individual decision makers and recovery actions to be taken

The Contractor’s plan shall also include details on the way in which implementation will be coordinated at each local office across five readiness areas:

- Organizational readiness: Activities to align business processes and job responsibilities due to the transition to the Michigan SACWIS
- User readiness: Activities to prepare Michigan SACWIS users with the skills and knowledge to accept and use the system
- Data readiness: Activities to validate the accuracy of converted data in the Michigan SACWIS
- Technical readiness: Activities to prepare DHS offices with the technical infrastructure required to support the Michigan SACWIS
- Help Desk readiness: Activities to prepare Help Desk personnel to support the new Michigan SACWIS

State Responsibility

- Collaborate on the implementation strategy, implementation activities, and checklists
- Review and approve the Statewide Implementation Plan
- Document the criteria for requesting the use of the roll-back plan
- Provide input and clarifications to the Contractor as needed
- Provide lessons learned from previous State roll-out
- Provide lessons learned from the Tennessee implementation
- Identify subset of users who will be available after all data conversion and implementation activities are completed to verify the SACWIS before having all workers in Michigan use it
- Present lessons learned from recent Michigan Bridges and SWSS roll-out

Contractor Responsibility

- Develop implementation strategy
- Collaborate on checklists of items to verify prior to the onset of operations, on the first day of operations, and at the ends of the first week, month, quarter, and year of operations
- Collaborate with State on decision points and triggers that may require roll-back
- Produce data cleanup reports and distribute the reports. Users will be able to execute prescribed implementation readiness tests (mock implementation) simulating an implementation weekend
- Create procedures and processes for implementation
- Discuss with the State the benefits and disadvantages of the “big bang” implementation strategy
- Present lessons learned from Contractor’s Tennessee experience
- Collaborate with the State on analyzing Lessons Learned collected from the State of Tennessee implementation
- Collaborate with the State on analyzing lessons learned from recent Michigan Bridges and SWSS roll-out
- The Contractors Communications Lead will work with his or her State counterpart to review messages and take corrective action where necessary
- Facilitate and deliver Implementation Planning Overview Meetings with local office and State office staff
- Develop Deliverable Expectation Document for the Statewide Implementation Plan

Acceptance Criteria

15.1: Statewide Implementation Plan

- Documentation of the Statewide Implementation Plan as described in the Contract
- Documentation of the activities that must occur immediately prior to, during and after implementation
- Documentation of a dry run of all associated procedures and processes
- Use of a proven methodology for Statewide implementation (”big bang” approach)
- Identification of the lessons learned, risks and mitigation plans for Implementation
- Inclusion of a comprehensive roll-back plan and the decision points and triggers for when this action may need to be taken
- Inclusion of comprehensive checklists and the methodology used to collaborate with State on the creation of these lists

Task 15.2: Network & Desktop and Production Requirements

The Contractor will create the Network & Desktop and Production Requirements. It shall detail the needed enhancements to the State network and DHS desktops to support the SACWIS production requirements specified in the Scope of Work section. At a minimum, the outcomes of this task shall include:

- Network Requirements Specification which will present the network configuration and identify the components needed to operate the SACWIS
- An inventory of the network, communication and data storage components necessary to support the SACWIS and its users
- All inventories that are needed, specifically what needs to be purchased, and when it needs to purchased
- An outline of how the Contractor shall ensure that all components of the architecture are compatible and can handle the specified capacity requirements

The Production Environment shall be able to support all interfaces with DHS legacy systems and external entities and shall integrate into the existing DHS technical architecture. This document shall contain a platform architecture schematic that illustrates the technology components of the SACWIS and how State employees, providers and others accomplish access to the System. Desktop specifications will define the minimum desktop configuration required for SACWIS and identify the DHS desktops requiring upgrades or replacement.

State Responsibility

- Review and approve the Network & Desktop and Production Requirements
- Validate and approve the inventories and purchasing plans
- Provide input and clarifications to the Contractor as needed

Contractor Responsibility

- Evaluate the network and desktop production needs for a statewide system which must address the needs of the Private Agencies as well (all end users)
- Provide adequate time for the State to ensure infrastructure is in place
- Review current network configuration and desktops to identify needs
- Manage response time through the design process by limiting page sizes to avoid poor response

Acceptance Criteria

15.2: Network & Desktop and Production Requirements

- Documentation of the Network & Desktop and Production as described in the Contract
- Documentation of the Network Requirements Specification
- Inclusion of an inventory to operate the SACWIS, identification of all items required for purchase, and specification of timeframe for each purchase
- Documentation of plans (including all schematics) for operational capacity management that assures architectural compatibility and support of all interfaces within the State's required architecture
- Documentation of desktop configuration and identification of variances in inventory for DHS equipment

Task 15.3: Final Readiness Assessment

The Contractor will create the Final Readiness Assessment to assist in the determination of final implementation readiness. Approval of this assessment constitutes the Department's decision to move forward with implementation. At a minimum, the assessment must address the following:

- Status of data migration/conversion efforts including that data conversion has been completed, converted data has been validated and approved and data entry has been completed on all data that was not included in the conversion effort, but is needed by the Agency
- User Acceptance Testing Approval including documentation of completion of UAT and Governance Committee acceptance of results
- Training sign-off, documentation that technical, user and super-user training has been completed and approved by State
- An Assessment Summary that includes the analysis completed, risks, and mitigation associated with implementation and a recommendation for proceeding

- Pilot Testing Approval, including documentation of completion of Pilot and Governance Committee acceptance of results
- Readiness that all locations, system users, and security profiles have been identified and set up in SACWIS
- Help Desk ready and staffed for deployment
- Power-Users available and ready to assist at various sites for initial deployment

The Contractor's Final Readiness Assessment Report must include the following topics:

Organizational Readiness

- Status of actions necessary to support change management goals and objectives
- Progress toward completing action plans for each local and State office to make the necessary organizational changes
- The status of organizational readiness risks, including mitigation strategies, contingency plans, and triggers
- The status of organizational readiness issues and problems, including a mutually agreed action plan for resolving the issue
- A summary of overall organizational readiness

Data Readiness — Conversion and Migration

- An assessment of the progress of data cleanup activities
- An assessment of the progress of manual data conversion activities (if necessary)
- An assessment of the progress of automated data conversion activities
- The status of data readiness risks, including mitigation strategies, contingency plans, and triggers
- The status of data readiness issues and problems, including a mutually agreed action plan for resolving the issue
- A summary of overall data readiness

Technical Readiness

- An assessment of the network and related infrastructure capabilities, including progress on resolving any issues
- An assessment of the progress of technical staff training
- An assessment of progress in the establishment of the Production environment
- An assessment of system reliability and performance
- An assessment of progress in the establishment of required security profiles
- An assessment of progress for the required interfaces
- The status of technical readiness risks, including mitigation strategies, contingency plans, and triggers
- The status of technical readiness issues and problems, including a mutually agreed action plan for resolving the issue
- A summary of overall technical readiness

Help Desk Readiness

- An assessment of progress in preparing the Help Desk to support the new SACWIS

User Readiness

- Documentation of completion of User Acceptance Testing and committee acceptance of User Acceptance Testing results
- Documentation of the pilot implementation's completion and committee acceptance of results
- An assessment of progress toward establishing user security
- An assessment of progress in the preparation of training material
- An assessment of progress in the preparation of user reference material
- An assessment of progress in super user training and preparation against the established schedule
- An assessment of progress in end user training and preparation against the established schedule

- An assessment of the effectiveness of end user and power user training
- The status of user readiness risks, including mitigation strategies, contingency plans, and triggers
- The status of user readiness issues and problems, including a mutually agreed action plan for resolving the issue
- A summary of overall user readiness

State Responsibility
- Review and Approve Final Readiness Assessment
- Provide documented approval that the system is fully implemented and project team concurs with the readiness for implementation
- Co-facilitate presentation for Governance committee approval to move to the Implementation phase of the project

Contractor Responsibility
- Certify to the State that the SACWIS, its domains, functions, data, processes, operational procedures, staffing, telecommunications, and all other associated support are in operation
- Ensure all contingency plans are in order
- Co-facilitate presentation for Governance committee approval to move to the Implementation phase of the project

Acceptance Criteria
15.3: Final Readiness Assessment
- Documentation of the Final Readiness Assessment as described in the Contract
- Written approvals from the State to validate the accuracy and completeness of the Final Readiness Assessment and Pilot Results
- Receipt of the State's agreement to proceed to Transition and Maintenance

Activity 16: Transition and Maintenance

Objective
Ensure that operational support and continuing maintenance of the new SACWIS is successfully transitioned to the State.

Description
The Contractor is responsible for planning for and preparing State staff to support the new SACWIS through training and knowledge transfer. Activities and timeframes for the transition to operations and maintenance are defined in the plan. Evaluations and operating procedures provide information to keep the new SACWIS in use most effectively. Updated documentation ensures that all affected personnel have the needed information to support and use the new SACWIS.

The Contractor will perform maintenance and break/fix support for the Michigan SACWIS during the warranty period. The Contractor will deliver systematic reports of application performance and hardware utilization to the State as well as recommendations to address potential issues in these areas.

Before final turnover of the Michigan SACWIS, the Contractor will review and report to the State on the readiness of identified State personnel to assume maintenance, development and operational support of the system as well as current system status information, outstanding problems, and recommendations for enhancements to the Michigan SACWIS, if any.

Deliverables
- 16.1: Operations and Maintenance Transition Plan
- 16.2: Post-Implementation Evaluations
- 16.3: Operating Procedures
- 16.4: System Updated Documentation

Task 16.1: Operations and Maintenance Transition Plan

The Contractor will create the Operations and Maintenance Transition Plan, which describes the activities and timelines necessary to transition the operations and maintenance of the new SACWIS to State staff, including training, mentoring, and hands-on experience, and identifying the components and criteria required to perform final transition to State staff. It shall, at a minimum, include:

- Transition planning information which defines the approach, activities and schedule for the transition including plans for the Contractor's assistance in performing operations and maintenance prior to and during the one-year Warranty Period. The transition planning section will include the readiness assessment approach and a transition activity matrix, which lists each State staff person to be included in transition activities, identifies the activity that each person will be involved in, and provides the schedule for each activity by person
- Final system turnover. The final system turnover shall include things such as system performance monitoring and tuning, all software used to operate the system, updated source code, production control and system operations, up-to-date documentation, etc.
- Staffing recommendation to enable State staff to take over the ongoing operations and maintenance of the new SACWIS. The staffing recommendation shall include a recommendation for staffing levels by position, an organizational chart, and roles and responsibilities descriptions for each position
- Final System Turnover Assessment, which consists of two components:
    - An analysis of the system against any new Federal and State mandates, any outstanding design considerations not part of the current contract, and an assessment of staff readiness to support the system, including an identification of areas that present risk to the turnover
    - Turnover results report documenting completion and results of the turnover plans, as well as current system status information, outstanding problems, and recommendations for system enhancements, if any. This is completed upon successful turnover to the State

The Contractor will collaborate with the State to create an Operations and Maintenance Transition plan that will include:

- Detail on all required transition activities
- Timelines for all transition activities
- A list of all required State personnel necessary for transition
- A list of all required Contractor personnel required for transition
- Assigned activities for all transition personnel
- Identification of outstanding risks
- Development of recommendations for staffing, procedural, and operations changes that may be needed to address outstanding risks
- Schedule for review of the final SACWIS to evaluate compliance with current federal and State mandates
- Schedule for delivery of final documentation of artifacts to be transferred to State control, including source code, system documentation, operations documentation, production control documentation, user documentation, and training material. For more details on documentation content, please refer to Activity 16.3: Operating Procedures
- Description and delivery of a transition status report that details the results of transition activities
- Description of a turnover status report

To support the Transition, the contractor will develop an organizational preparedness plan that will identify the tasks and plans required to close any gaps between the existing and the identified "to-be" organization. These plans will include action items and key milestones, allowing for a clearly defined plan for the State to close and manage these gaps in expected timeframes.

State Responsibility

- Review and approve Operations and Maintenance Transition Plan
- Provide appropriate State technical staff to support operations and maintenance of the new SACWIS

- Participate in Operations and Maintenance Transition activities, according to the agreed-upon Operations and Maintenance Transition Plan
- Assume primary responsibility for Operations
- Secure budget for staffing to support the operations and transition period

Contractor Responsibility

- Assess the readiness of State technical staff to assume full operations and maintenance of the new system
- Provide warranty support (break fix) during the Warranty Period including monitoring system processing and performance
- Complete knowledge transfer and transition for State staff to support the new system

Acceptance Criteria

16.1: Operations and Maintenance Transition Plan

- Documentation of the Operations and Maintenance Transition Plan as described in the Contract
- Inclusion of comprehensive detailed organization charts with roles and responsibilities
- Provision of a final turnover result report
- Correction of any outstanding defects in the system prior to transition

Task 16.2: Post-Implementation Evaluations

The Contractor will conduct post-implementation evaluations, report on the evaluations, and develop an improvement plan regarding the effectiveness of the implementation. The purpose of the Post-Implementation Evaluation is to assess:

- Has the implementation achieved the defined goals?
- Is the SACWIS operating efficiently and effectively?
- What is the level of acceptance of the SACWIS by users?
- Was the training effective?
- Are the users following the defined policies and processes?
- Are there areas for business improvement?

The Contractor will prepare and execute a plan to conduct two post-implementation evaluations, the first one scheduled for six months following implementation, and the second one after one year, at the end of the Post-Implementation Support Period.

Following each post-implementation review, the Contractor will be required to prepare a written Implementation Review report recapping each review session and providing an assessment of the implementation status.

In addition to the Implementation Review Report, the Contractor will submit an Implementation Improvement Recommendation Report outlining recommendations for improvement to the SACWIS implementation. The final Implementation Improvement Recommendation Report will summarize overall findings and project status, and identify recommended activities for improvement to be undertaken in the medium and long-term. A comparison of actual performance to goals will be included.

State Responsibility

- Review and approve Post Implementation Evaluation
- Identify and provide appropriate State staff to participate in post-implementation evaluations
- Collaborate on format and content for evaluation

Contractor Responsibility

- Develop evaluation format and content
- Obtain input for evaluations
- Analyze and summarize results of post-implementation evaluations
- Develop recommendations for improvement

Acceptance Criteria

16.2: Post-Implementation Evaluations

- Documentation of the Post Implementation Evaluation as described in the Contract
- Documentation of future enhancement recommendations based on the analysis conducted for final turnover
- Inclusion of lessons learned

Task 16.3: Operating Procedures

The Contractor will document the Operating Procedures to assist programmers and other technical staff in operation and maintenance of the system. These procedures help define and provide understanding of system operations and performance. The operations procedures will address all facets of the technical operation of the system including the following topics

- System troubleshooting and system tuning procedures
- System administration procedures, such as copy file management and code management
- System interface processing procedures
- On-line and batch processing procedures
- System backup and recovery procedures
- System password and user ID maintenance procedures
- Unique processing procedures
- Report generation procedures
- Menu structures, chaining, and system command mode operations procedures
- Job scheduling/dependencies procedures
- Job cycles (daily, weekly, monthly, quarterly, annually, and special) procedures
- System monitoring tools procedures

State Responsibility

- Review and approve Operating Procedures
- Take over maintenance of operating procedures manuals
- Collaborate on the content and format of the Operating Procedures

Contractor Responsibility

- Collaborate on the content and format of the Operating Procedures
- Create manuals

Acceptance Criteria

16.3: Operating Procedures

- Documentation of the Operating Procedures as described in the Contract
- Provision of comprehensive manual that supports SACWIS operations

Task 16.4: System Updated Documentation

The Contractor shall submit to the State the current and complete versions of all SACWIS documentation in a form and content consistent with all applicable State standards. This documentation will include, but is not limited to:

- Requirements documents that provides the State how each requirement was met
- System architecture and design documents, which are updated with any changes that occurred during design, development, testing and implementation
- Development Library, which includes any changes made from the original documentation (created in development)
- Training materials, which include any changes needed based on lessons learned during training and implementation

State Responsibility

- Review and approve all updated deliverables
- Collaborate with vendor on which deliverables require revisions
- Take over maintenance of updated documentation

Contractor Responsibility

- Identify which deliverables require revisions
- Discuss the identified deliverables with State to ensure there is a comprehensive list

Acceptance Criteria

16.4: System Updated Documentation

- Updating and submission of all deliverables that required revisions
- Complete, accurate, and up-to-date documentation at transition

Activity 17: Federal Review

Objective

Have all information needed for ACF review and monitoring activities.

Description

At the earliest opportunity after implementation, the State plans to request a federal review in order to determine if the SACWIS is federally compliant. The Contractor will assist the State in preparing for and conducting these reviews. An updated review guide will support State and Contractor staff in preparing for the review.

As part of the ongoing support and maintenance contract for the Michigan SACWIS, the Contractor and the State of Michigan will participate in all phases of the on-site SACWIS Assessment Review (SAR), including preparatory conference calls, the kickoff meeting, daily review meetings, the on-site closeout review meeting, and all follow-up meetings and calls to remain fully informed on findings and directions. The Contractor will support the State lead and participating State staff in using the SAR information repository. This repository would typically consist of SARGe traceability and related system documentation, all project-related plans and deliverables, SARGe submission, mock SACWIS review results, and other resources to assist in demonstrating full SACWIS compliance in accordance with the SAR requirements.

As the Michigan SACWIS is designed, developed, and tested, the Contractor's approach will create a series of logical building blocks that provide the system's conceptual and detailed designs. As by-products of the approach to requirements management, each of these design components are tied back specifically to unique Michigan requirements (and therefore to SARGe requirements), enabling each Michigan requirement to be readily identified in each area of the Michigan SACWIS.

This structured approach will produce detailed documentation of the business and the technical processes integrated to form the entire Michigan SACWIS. This documentation will provide a reliable and comprehensive foundation for the SARGe. Together with the traceability functionality in the approach, each federal and State requirement can be readily expanded to the many Web pages, report specifications, data definitions, and system interface details required to elaborate and explain how the Michigan SACWIS meets or exceeds the federal SARGe requirements.

Deliverables

- 17.1: Updated SACWIS Assessment Review Guide (SARGe)

Task 17.1: Updated SACWIS Assessment Review Guide (SARGe)

The Contractor will provide the Updated SACWIS Assessment Review Guide (SARGe), which shall follow the format of the most current SARGe document available from ACF. At a minimum, for each requirement listed in the SARGe Appendix C and Appendix D, the Contractor will indicate whether or not the requirement was selected as a system option and will complete the "State Response" section so that functionality developed to address the specific requirement clearly supports that requirement. The SARGe must be updated after any data system change to maintain up-to-date information about the functioning of the State's SACWIS. Michigan's SARGe will be updated incrementally after each area of the system is developed by the Contractor and accepted by DHS and will be used in review and monitoring activities as needed.

State Responsibility

- Review and approve updated SARGe Assessment Review Guide
- Prepare and submit to ACF for Review and Monitoring
- Provide contractor with the current version of the SARGe

Contractor Responsibility

- Update SARGe Assessments
- Collaborate in aspects of the Federal review

Acceptance Criteria

17.1: Updated SACWIS Assessment Review Guide (SARGe)

- Documentation of the Updated SARGe Assessment Review Guide as described in the Contract

Activity 18: Other Services

Requests for new activities and tasks or changes to services provided via this Contract may occur within the duration of this Contract. Such changes will be administered in accordance with Section 1.404 Change Management and Section 2.024 Change Request. The following information is intended to facilitate the handling of such requests so that only those with a solid business case acceptable to the State can be incorporated into the project.

The State has established a reserve bank of 150,000 hours for such additional services. The services and tasks will be associated with accomplishing the objectives of this project. The Contractor's costs for the reserved 150,000 hours of project work is provided in Appendix F – Cost Tables.

Additional service(s) requested will be documented using the Project's Change Control processes and be subject to a rigorous review process before being submitted to the Contractor for impact assessment and estimates. The State review process will help ensure that only requests with an obvious business case are forwarded to the Contractor for such assessments.

Requests that the State deems potentially viable pursuant to preliminary estimates will be passed on to the Contractor and authorized for impact assessment (impact on existing plans, approach, labor , etc.) for that request.

Note: The additional services or tasks must not impact the schedule, approach, service level, cost, or other activities and tasks requested in this Contract without the explicit acknowledgement and authorization of the State Project Manager.

Tasks

- Provide preliminary estimates for additional services and tasks as approved by the State Project Manager
- Provide an impact assessment, with elements identified above, for additional tasks and services
- Provide the services and tasks authorized

Deliverable(s)

- To be determined in the Statement of Work

Acceptance Criteria

- Acceptance criteria of additional services and tasks will be identified as part of the Statement of Work

II. Requirements

A. Technical/General System Requirements and Functional Requirements

Appendix C lists the Mandatory Requirements for the Michigan SACWIS and Appendix D lists the Additional Features for the Michigan SACWIS. The Contractor will gather requirements, design, construct, test, performance tune and implement all agreed upon requirements from Appendices C and D.

1.200 Roles and Responsibilities

1.201 CONTRACTOR STAFF, ROLES, AND RESPONSIBILITIES

A. Contractor Staff

The Contractor will utilize the following subcontractors:

Subcontractor Name:	Dynamics Research Corporation
Address:	Two Tech Drive Andover, MA 01810

Role on the project:
DRC will be providing staff who are knowledgeable on the Tennessee SACWIS application and staff with expertise in the child welfare domain for the project's Requirements, Design, and Development phases. The staff DRC will be providing have experience with implementing the transfer application for two states (Ohio and Tennessee). DRC will be developing the training material for online training and instructor-led training. DRC has performed SACWIS training for several states.

Subcontractor Name:	Computer Data, Inc.
Address:	29299 Franklin Road Southfield, MI 48034

Role on the project:
Computer Data will leverage existing delivery infrastructure in Michigan to provide DHS SACWIS staff with end user training. Computer Data has provided State of Michigan users with training since 1994.

Subcontractor Name:	Data-Core, Inc.
Address:	5711 Kingsmill Bloomfield Hills, MI 48301

Role on the project:
Data-Core will contribute the knowledge and insights of the DHS child welfare environment as needed for staff augmentation. .

The Contractor's Single Point of Contact (SPOC) is

Name: Brian Nederhoff
E-Mail: Brian.Nederhoff@unisys.com
Phone: 469-525-4141

The Contractor will provide the following individuals as Key Personnel:

Role	Name
Manager of overall Design, Development and Implementation activities	Bill Thornton
Deputy Project Manager	Rob Plummer – DRC
Business Manager	Tim Orient
IT Manager	Chris Cox

Director of Infrastructure (analogous to State Director of Leveraged Services)	Matt Florian
Data Migration Coordinator	Rebekah Darnell
Communications Lead	Garland Kemper
Training Coordinator	Virginia Smith – DRC
Requirements Lead	John Kelly
Business Analyst Lead	Mike Stubbs – DRC
Quality Assurance/Testing Lead	Juan Ribot

B. On Site Work Requirements
No Michigan specific SACWIS work will be performed offshore.

1. **Location of Work**
   The work shall be performed, completed, and managed at the following location:
   State Facility located in Lansing, Michigan.

2. **Hours of Operation:**
   a. Normal State working hours are 8:00 a.m. to 5:00 p.m. EST, Monday through Friday, with work performed as necessary after those hours to meet project deadlines. . If the Contractor is required to work additional hours to meet project deadlines, this will be done at no additional cost to the State. The State will provide access to the facilities beyond the standard working hours, with advanced notice. No overtime will be authorized or paid. Key administrative, computing system, business, and contract decisions must be made within the context of the project's governance model, which is executed within normal state working hours.
   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. The Contractor shall observe the same standard holidays as State employees. The State does not compensate for holiday pay.

3. **Travel/Housing Accommodations:**
   a. No travel or expenses will be reimbursed, including travel costs related to training provided to the State by the Contractor.
   b. Travel time will not be reimbursed.
   c. The State is not responsible for providing the use of vehicles for the Contractor.
   d. The State is not responsible for providing housing accommodations to the Contractor.

4. **Additional Security and Background Check Requirements:**
   Child welfare data is highly sensitive. Before any Contractor staff may have access to State facilities and systems, they must submit to an enhanced level of background checks. The following checks will be required of the successful Contractor for any staff assigned to this project, and results will be used to determine Contractor staff eligibility for working within State facilities and systems.
   - The Contractor must present certifications evidencing satisfactory Michigan State Police Background checks, ICHAT (Internet Criminal History Access Tool) and drug tests for all staff identified for assignment to this project.

   - In addition, proposed Contractor personnel will be required to complete and submit an RI-8 Fingerprint Card for the National Crime Information Center (NCIC) Finger Prints, if required by project.

   Contractor will pay for all costs associated with ensuring their staff meets all requirements.

1.202 STATE STAFF, ROLES, AND RESPONSIBILITIES

The State's responsibilities are documented in Article 1, Section 1.104 Work and Deliverables. In addition to those responsibilities, the State will provide the following resources at the State facility for the Contractor's use on this project:

- Work space
- Desks
- Telephones
- Printers (with the option for the bidder to provide its own printer)
- Access to copiers and fax machine

Note: The State reserves the right to inspect and scan any equipment supplied by the contractor that will be connected to the State's network.

The Contractor is responsible for the return of all State issued equipment in the same condition as when provided by the State, reasonable wear and tear expected, upon Contractor staff release from the project.

State Employees normal work hours are 8:00 a.m. to 5:00 p.m., Monday through Friday. State holidays and potential furlough days may impact availability of State Employees. Unanticipated furlough days are subject to issues, risks and change control processes.

1.300 Project Plan

1.301 PROJECT PLAN MANAGEMENT

Project Plan
See Section 1.104 WORK AND DELIVERABLES - Activity 1: Project Management

Project Control
The Contractor will carry out this project under the direction and control of the State.

Orientation Meeting
Upon fifteen (15) calendar days from execution of the Contract, the Contractor will be required to 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
The State will require the Contractor to attend monthly meetings, at a minimum and meetings in accordance with the governance model, 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.

1.302 REPORTS

Reporting formats are addressed in Section 1.104 Work and Deliverables.

1.400 Project Management

Also see Activity 1: for additional information on project management.

1.401 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 Contractor will provide issue management in accordance with the Project Plan, which includes an Issue Management Plan. The Contractor will use, and assist the State in configuring the State's enterprise tool for issue management. Issues shall be escalated for resolution in accordance with the project governance model.

1.402 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.

The Contractor will provide risk management in accordance with the Project Plan, which includes, a Risk Management Plan. The Contractor will use, and also assist the State in configuring the State's enterprise tool for risk management. Risks shall be escalated for resolution/management in accordance with the project governance model. The Contractor will work with the State within the project governance model regarding input on risk prioritization.

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.

1.403 CHANGE MANAGEMENT

Change management is defined as the process to communicate, assess, monitor, and control all changes to system resources and processes. The State also employs change management in its administration of the Contract.

Project Change Control Management

The Contractor will provide a Change Control Management Plan in accordance with the Project Plan. The Contractor will use, and assist the State in configuring the State's enterprise tool for change control management. Change controls shall be escalated for approval in accordance with the project governance model.

Contract Change Management

If a proposed contract change is approved by the Agency, the Contract Compliance Inspector will submit a request for change to the Department of Technology, Management and Budget, Purchasing Operations Buyer, who will make recommendations regarding ultimate approval/disapproval of change request. All labor rates for such changes must be fully loaded and compliant with the fee structure proposed by the Contractor in Appendix F- Cost Tables, Table 8. Section 2.024 regarding Change Requests takes precedence with respect to Change Management. If the DTMB Purchasing Operations agrees with the proposed modification, and all required approvals are obtained (including State Administrative Board), the Purchasing Operations Buyer will issue an addendum to the Contract, via a Contract Change Notice. **Contractors who provide products or services prior to the issuance of a Contract Change Notice by the DTMB Purchasing Operations, risk non-payment for the out-of-scope/pricing products and/or services.**

1.500 Acceptance

1.501 CRITERIA

The specific criteria, processes and/or procedures for each deliverable are identified in Section 1.104 Work and Deliverables.

To the extent known, requirements for the deliverables have been documented in this Contract. However, prior to the creation and submission of each deliverable, the Contractor will work with the State Project Manager to determine and agree upon the final format, content, acceptance criteria, and review process for the deliverable. The result will be a Deliverables Expectation Document (DED) for each deliverable.

The Contractor shall propose a format for each deliverable and gain State approval prior to preparation of the deliverable. This approval process shall include submission of a DED. The sole purpose of the DED is to ensure that a common understanding exists between the State and the Contractor regarding the scope and content (depth and breadth) of the deliverable prior to the Contractor beginning work on the deliverable. The complexity of the DED should be proportional to the complexity of the deliverable. The DED will contain items such as:

- Deliverable objectives
- An outline of the deliverable, table of contents, sample format, sample pages, and a general description of the information that will be contained in the deliverable
- Deliverable acceptance criteria which is consistent with the requirements of the contract
- Estimated Size of the final document, in pages or another relevant metric
- State roles recommended to review
- Schedule for review (in accordance with the Project Schedule)

1.600 Compensation and Payment

1.601 COMPENSATION AND PAYMENT

This is a firm fixed-price deliverables-based Contract.

Method of Payment
The project will be paid by deliverable in accordance with Appendix F.

Travel
The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc. Travel time will not be reimbursed.

Notification of Price Reductions
If Contractor reduces its prices for any of the software or services during the term of this Contract, the State shall have the immediate benefit of such lower prices for new purchases. Contractor shall send notice to the State's DTMB Contract Administrator with the reduced prices within fifteen (15) Business Days of the reduction taking effect.

Statements of Work and Issuance of Purchase Orders

- Unless otherwise agreed by the parties, each Statement of Work will include:
    1. Background
    2. Project Objective
    3. Scope of Work
    4. Deliverables
    5. Acceptance Criteria
    6. Project Control and Reports
    7. Specific Department Standards
    8. Payment Schedule
    9. Travel and Expenses
    10. Project Contacts

11. Agency Responsibilities and Assumptions
12. Location of Where the Work is to be performed
13. Expected Contractor Work Hours and Conditions

- The parties agree that the Services/Deliverables to be rendered by Contractor pursuant to this Contract (and any future amendments of it) will be defined and described in detail in Statements of Work or Purchase Orders (PO) executed under this Contract. Contractor shall not be obliged or authorized to commence any work to implement a Statement of Work until authorized via a PO issued against this Contract. Contractor shall perform in accordance with this Contract, including the Statements of Work/Purchase Orders executed under it.

Invoicing
Contractor will submit properly itemized Monthly invoices to "Bill To" Address on Purchase Order.

Invoices must provide and itemize, as applicable:

- Contract number;
- Purchase Order number
- Contractor name, address, phone number, and Federal Tax Identification Number;
- Itemized Description of the deliverables delivered and accepted by the State;
- Date(s) of delivery and/or date(s) of installation and set up;
- Price for each deliverable, identifying any holdback that was applied in accordance with Appendix F;
- Net invoice price for each item (Price minus Holdback);
- Other applicable charges;
- Total invoice price; and
- Payment terms, including any available prompt payment discount.

Incorrect or incomplete invoices will be returned to Contractor for correction and reissue.

1.602 HOLDBACK

The State will hold back an amount equal to ten percent (10%) of all amounts invoiced by Contractor for Services/Deliverables. The amounts held back shall be released to Contractor after the State has granted Final Acceptance. The holdback will be returned to the Contractor at Final Acceptance; not at the end of each phase.

Article 2 - Terms and Conditions

2.000 Contract Structure and Term

2.001 CONTRACT TERM

This Contract is for a period of three (3) years beginning March 22, 2011 through March 21, 2014. All outstanding Purchase Orders must also expire upon the termination for any of the reasons listed in **Section 2.150** of the Contract, unless otherwise extended under the Contract. Absent an early termination for any reason, Purchase Orders issued but not expired, by the end of the Contract's stated term, shall remain in effect for the balance of the fiscal year for which they were issued.

2.002 OPTIONS TO RENEW

This Contract may be renewed in writing by mutual agreement of the parties not less than 30 days before its expiration. The Contract may be renewed for up to two (2) additional one (1) year periods. This could include contract extensions associated with Transition and Maintenance.

2.003 LEGAL EFFECT

Contractor accepts this Contract by signing two copies of the Contract and returning them to the Purchasing Operations. The Contractor shall not proceed with the performance of the work to be done under the Contract, including the purchase of necessary materials, until both parties have signed the Contract to show acceptance of its terms, and the Contractor receives a contract release/purchase order that authorizes and defines specific performance requirements.

Except as otherwise agreed in writing by the parties, the State shall not be liable for costs incurred by Contractor or payment under this Contract, until Contractor is notified in writing that this Contract or Change Order has been approved by the State Administrative Board (if required), signed by all the parties and a Purchase Order against the Contract has been issued.

2.004 ATTACHMENTS & EXHIBITS

All Attachments and Exhibits affixed to any and all Statement(s) of Work, or appended to or referencing this Contract, are incorporated in their entirety and form part of this Contract.

2.005 ORDERING

The State must issue an approved written Purchase Order, Blanket Purchase Order, Direct Voucher or Procurement Card Order to order any Services/Deliverables under this Contract. All orders are subject to the terms and conditions of this Contract. No additional terms and conditions contained on either a Purchase Order or Blanket Purchase Order apply unless they are specifically contained in that Purchase Order or Blanket Purchase Order's accompanying Statement of Work. Exact quantities to be purchased are unknown; however, the Contractor will be required to furnish all such materials and services as may be ordered during the Contract period. Quantities specified, if any, are estimates based on prior purchases, and the State is not obligated to purchase in these or any other quantities.

2.006 ORDER OF PRECEDENCE

The Contract, including any Statements of Work and Exhibits, to the extent not contrary to the Contract, each of which is incorporated for all purposes, constitutes the entire agreement between the parties with respect to the subject matter and supersedes all prior agreements, whether written or oral, with respect to the subject matter and as additional terms and conditions on the purchase order must apply as limited by **Section 2.005.**

In the event of any inconsistency between the terms of the Contract and a Statement of Work, the terms of the Statement of Work shall take precedence (as to that Statement of Work only); provided, however, that a Statement of Work may not modify or amend the terms of the Contract. The Contract may be modified or amended only by a formal Contract amendment.

2.007 HEADINGS

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

2.008 FORM, FUNCTION & UTILITY

If the Contract is for use of more than one State agency and if the Deliverable/Service does not the meet the form, function, and utility required by that State agency, that agency may, subject to State purchasing policies, procure the Deliverable/Service from another source.

2.009 REFORMATION AND SEVERABILITY

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

2.010 Consents and Approvals

Except as expressly provided otherwise in the Contract, if either party requires the consent or approval of the other party for the taking of any action under the Contract, the consent or approval must be in writing and must not be unreasonably withheld or delayed.

2.011 NO WAIVER OF DEFAULT

If a party fails to insist upon strict adherence to any term of the Contract then the party has not waived the right to later insist upon strict adherence to that term, or any other term, of the Contract.

2.012 SURVIVAL

Any provisions of the Contract that impose continuing obligations on the parties, including without limitation the parties' respective warranty, indemnity and confidentiality obligations, survive the expiration or termination of the Contract for any reason. Specific references to survival in the Contract are solely for identification purposes and not meant to limit or prevent the survival of any other section.

2.020 Contract Administration

2.021 ISSUING OFFICE

This Contract is issued by the Department of Technology, Management and Budget (DTMB), Purchasing Operations and Department of Human Services (DHS) (collectively, including all other relevant State of Michigan departments and agencies, the "State"). Purchasing Operations is the sole point of contact in the State with regard to all procurement and contractual matters relating to the Contract. The Purchasing Operations Contract Administrator for this Contract is:

Steve Motz, Buyer
Purchasing Operations
Department of Technology, Management and Budget
Mason Bldg, 2nd Floor
PO Box 30026
Lansing, MI 48909
motzs@michigan.gov
(517) 241-3215

2.022 CONTRACT COMPLIANCE INSPECTOR

The Director of Purchasing Operations directs the person named below, or his or her designee, to monitor and coordinate the activities for the Contract on a day-to-day basis during its term. **Monitoring Contract activities does not imply the authority to change, modify, clarify, amend, or otherwise alter the prices, terms, conditions and specifications of the Contract. Purchasing Operations is the only State office authorized to change, modify, amend, alter or clarify the prices, specifications, terms and conditions of this Contract.** The Contract Compliance Inspector for this Contract is:

James Hogan, Chief Information Officer
Department of Technology, Management & Budget
Grand Tower, Suite 1403
Lansing, MI 48909
HoganJ@Michigan.gov
Phone (517) 373-6702
Fax (517) 335-0171

2.023 PROJECT MANAGER

The following individual will oversee the project:

Nancy Palmateer, Program Management Division Director
Department of Technology, Management & Budget
Grand Tower, Suite 615
Lansing, MI 48909
PalmateerN@michigan.gov
Phone (517) 241-8509
FAX: (517) 335-0171

2.024 CHANGE REQUESTS

The State reserves the right to request from time to time any changes to the requirements and specifications of the Contract and the work to be performed by the Contractor under the Contract. During the course of ordinary business, it may become necessary for the State to discontinue certain business practices or create Additional Services/Deliverables. Such changes in Services/Deliverables could include but not be limited to, a change in federal regulations which govern the State's implementation of the SACWIS Project. At a minimum, to the extent applicable, Contractor shall provide a detailed outline of all work to be done, including tasks necessary to accomplish the Additional Services/Deliverables, timeframes, listing of key personnel assigned, estimated hours for each individual per task, and a complete and detailed cost justification.

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

If the State requests or directs the Contractor to perform any services or provide deliverables that are consistent with and similar to the Services/Deliverables being provided by the Contractor under the Contract, but which the Contractor reasonably and in good faith believes are not included within the Statements of Work, then before performing such Services or providing such Deliverables, the Contractor shall notify the State in writing that it considers the Services or Deliverables to be an Additional Service/Deliverable for which the Contractor should receive additional compensation. If the Contractor does not so notify the State, the Contractor shall have no right to claim thereafter that it is entitled to additional compensation for performing that Service or providing that Deliverable. If the Contractor does so notify the State, then such a Service or Deliverable shall be governed by the Change Request procedure in this Section.

In the event prices or service levels are not acceptable to the State, the Additional Services or New Work shall be subject to competitive bidding based upon the specifications.

(1) Change Request at State Request

If the State requires Contractor to perform New Work, Additional Services or make changes to the Services that would affect the Contract completion schedule or the amount of compensation due Contractor (a "Change"), the State shall submit a written request for Contractor to furnish a proposal for carrying out the requested Change (a "Change Request").

(2) Contractor Recommendation for Change Requests:
Contractor shall be entitled to propose a Change to the State, on its own initiative, should Contractor believe the proposed Change would benefit the Contract.

(3) Upon receipt of a Change Request or on its own initiative, Contractor shall examine the implications of the requested Change on the technical specifications, Contract schedule and price of the Deliverables and Services and shall submit to the State without undue delay a written proposal for carrying out the Change. Contractor's proposal shall include any associated changes in the technical specifications, Contract schedule and price and method of pricing of the Services. If the Change is to be performed on a time and materials basis, the proposed labor rates contained in Appendix F- Cost Tables Table 8, shall apply to the provision of such Services. If Contractor provides a written proposal and should Contractor be of the opinion that a requested Change is not to be recommended, it shall communicate its opinion to the State but shall nevertheless carry out the Change as specified in the written proposal if the State directs it to do so.

(4) By giving Contractor written notice within a reasonable time, the State shall be entitled to accept a Contractor proposal for Change, to reject it, or to reach another agreement with Contractor. Should the parties agree on carrying out a Change, a written Contract Change Notice must be prepared and issued under this Contract, describing the Change and its effects on the Services and any affected components of this Contract (a "Contract Change Notice").

(5) No proposed Change shall be performed until the proposed Change has been specified in a duly executed Contract Change Notice issued by the Department of Technology, Management and Budget, Purchasing Operations.

(6) If the State requests or directs the Contractor to perform any activities that Contractor believes constitute a Change, the Contractor must notify the State that it believes the requested activities are a Change before beginning to work on the requested activities. If the Contractor fails to notify the State before beginning to work on the requested activities, then the Contractor waives any right to assert any claim for additional compensation or time for performing the requested activities. If the Contractor commences performing work outside the scope of this Contract and then ceases performing that work, the Contractor must, at the request of the State, retract any out-of-scope work that would adversely affect the Contract.

2.025 NOTICES

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

State: State of Michigan
Purchasing Operations
Attention: (Buyer identified on the Contract or updated through change notice)
PO Box 30026
530 West Allegan
Lansing, Michigan 48909

Contractor: Unisys
(Contractor Contact identified on the Contract or updated through change notice)

Either party may change its address where notices are to be sent by giving notice according to this Section.

2.026 BINDING COMMITMENTS

Representatives of Contractor must have the authority to make binding commitments on Contractor's behalf within the bounds set forth in the Contract. Contractor may change the representatives from time to time upon giving written notice.

2.027 RELATIONSHIP OF THE PARTIES

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

2.028 COVENANT OF GOOD FAITH

Each party shall act reasonably and in good faith. Unless stated otherwise in the Contract, the parties shall not unreasonably delay, condition or withhold the giving of any consent, decision or approval that is either requested or reasonably required of them in order for the other party to perform its responsibilities under the Contract.

2.029 ASSIGNMENTS

Neither party may assign the Contract, or assign or delegate any of its duties or obligations under the Contract, to any other party (whether by operation of law or otherwise), without the prior written consent of the other party; provided, however, that the State may assign the Contract to any other State agency, department, division or department without the prior consent of Contractor and Contractor may assign the Contract to an affiliate so long as the affiliate is adequately capitalized and can provide adequate assurances that the affiliate can perform the Contract. The State may withhold consent from proposed assignments, subcontracts, or novations when the transfer of responsibility would operate to decrease the State's likelihood of receiving performance on the Contract or the State's ability to recover damages.

Contractor may not, without the prior written approval of the State, assign its right to receive payments due under the Contract. If the State permits an assignment, the Contractor is not relieved of its responsibility to perform any of its contractual duties and the requirement under the Contract that all payments must be made to one entity continues.

If the Contractor intends to assign the contract or any of the Contractor's rights or duties under the Contract, the Contractor must notify the State in writing at least 90 days before the assignment. The Contractor also must provide the State with adequate information about the assignee within a reasonable amount of time before the assignment for the State to determine whether to approve the assignment.

2.030 General Provisions

2.031 MEDIA RELEASES

News releases (including promotional literature and commercial advertisements) pertaining to the RFP and Contract or project to which it relates shall not be made without prior written State approval, and then only in accordance with the explicit written instructions from the State. No results of the activities associated with the RFP and Contract are to be released without prior written approval of the State and then only to persons designated.

2.032 CONTRACT DISTRIBUTION

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

2.033 PERMITS

Contractor must obtain and pay any associated costs for all required governmental permits, licenses and approvals for the delivery, installation and performance of the Services. The State shall pay for all costs and expenses incurred in obtaining and maintaining any necessary easements or right of way.

2.034 WEBSITE INCORPORATION

The State is not bound by any content on the Contractor's website, even if the Contractor's documentation specifically referenced that content and attempts to incorporate it into any other communication, unless the State has actual knowledge of the content and has expressly agreed to be bound by it in a writing that has been manually signed by an authorized representative of the State.

2.035 FUTURE BIDDING PRECLUSION

Contractor acknowledges that, to the extent this Contract involves the creation, research, investigation or generation of a future RFP; it may be precluded from bidding on the subsequent RFP. The State reserves the right to disqualify any bidder if the State determines that the bidder has used its position (whether as an incumbent Contractor, or as a Contractor hired to assist with the RFP development, or as a Vendor offering free assistance) to gain a competitive advantage on the RFP.

2.036 FREEDOM OF INFORMATION

All information in any proposal submitted to the State by Contractor and this Contract is subject to the provisions of the Michigan Freedom of Information Act, 1976 Public Act No. 442, as amended, MCL 15.231, et seq (the "FOIA").

2.037 DISASTER RECOVERY

Contractor and the State recognize that the State provides essential services in times of natural or man-made disasters. Therefore, except as so mandated by Federal disaster response requirements, Contractor personnel dedicated to providing Services/Deliverables under this Contract shall provide the State with priority service for repair and work around in the event of a natural or man-made disaster.

2.040 Financial Provisions

2.041 FIXED PRICES FOR SERVICES/DELIVERABLES

Each Statement of Work or Purchase Order issued under this Contract shall specify (or indicate by reference to the appropriate Contract Exhibit) the firm, fixed prices for all Services/Deliverables, and the associated payment milestones and payment amounts. The State may make progress payments to the Contractor when requested as work progresses, but not more frequently than monthly, in amounts approved by the Contract Administrator, after negotiation. Contractor shall show verification of measurable progress at the time of requesting progress payments.

2.042 ADJUSTMENTS FOR REDUCTIONS IN SCOPE OF SERVICES/DELIVERABLES

If the scope of the Services/Deliverables under any Statement of Work issued under this Contract is subsequently reduced by the State, the parties shall negotiate an equitable reduction in Contractor's charges under such Statement of Work commensurate with the reduction in scope.

2.043 SERVICES/DELIVERABLES COVERED

The State shall not be obligated to pay any amounts in addition to the charges specified in this Contract for all Services/Deliverables to be provided by Contractor and its Subcontractors, if any, under this Contract.

2.044 INVOICING AND PAYMENT – IN GENERAL

(a) Each Statement of Work issued under this Contract shall list (or indicate by reference to the appropriate Contract Exhibit) the prices for all Services/Deliverables, equipment and commodities to be provided, and the associated payment milestones and payment amounts.

(b) Each Contractor invoice shall show details as to charges by Service/Deliverable component and location at a level of detail reasonably necessary to satisfy the State's accounting and charge-back requirements. Invoices for Services performed on a time and materials basis shall show, for each individual, the number of hours of Services performed during the billing period, the billable skill/labor category for such person and the applicable hourly billing rate. Prompt payment by the State is contingent on the Contractor's invoices showing the amount owed by the State minus any holdback amount to be retained by the State in accordance with **Section 1.600**.

(c) Correct invoices shall be due and payable by the State, in accordance with the State's standard payment procedure as specified in 1984 Public Act No. 279, MCL 17.51 et seq., within 45 days after receipt, provided the State determines that the invoice was properly rendered.

(d) All invoices should reflect actual work done. Specific details of invoices and payments shall be agreed upon between the Contract Administrator and the Contractor after the proposed Contract Agreement has been signed and accepted by both the Contractor and the Director of Purchasing Operations, Department

of Technology, Management and Budget. This activity shall occur only upon the specific written direction from Purchasing Operations.

The specific payment schedule for any Contract(s) entered into, as the State and the Contractor(s) shall be mutually agreed upon. The schedule should show payment amount and should reflect actual work done by the payment dates, less any penalty cost charges accrued by those dates. As a general policy, statements shall be forwarded to the designated representative by the 15th day of the following month.

The Government may make progress payments to the Contractor when requested as work progresses, but not more frequently than monthly, in amounts approved by the Contract Administrator, after negotiation. Contractor must show verification of measurable progress at the time of requesting progress payments.

2.045 PRO-RATION

To the extent there are Services that are to be paid for on a monthly basis, the cost of such Services shall be pro-rated for any partial month.

2.046 ANTITRUST ASSIGNMENT

The Contractor assigns to the State any claim for overcharges resulting from antitrust violations to the extent that those violations concern materials or services supplied by third parties to the Contractor, toward fulfillment of this Contract.

2.047 FINAL PAYMENT

The making of final payment by the State to Contractor does not constitute a waiver by either party of any rights or other claims as to the other party's continuing obligations under the Contract, nor shall it constitute a waiver of any claims by one party against the other arising from unsettled claims or failure by a party to comply with this Contract, including claims for Services and Deliverables not reasonably known until after acceptance to be defective or substandard. Contractor's acceptance of final payment by the State under this Contract shall constitute a waiver of all claims by Contractor against the State for payment under this Contract, other than those claims previously filed in writing on a timely basis and still unsettled.

2.048 ELECTRONIC PAYMENT REQUIREMENT

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

2.050 Taxes

2.051 EMPLOYMENT TAXES

Contractor shall collect and pay all applicable federal, state, and local employment taxes, including the taxes.

2.052 SALES AND USE TAXES

Contractor shall register and remit sales and use taxes on taxable sales of tangible personal property or services delivered into the State. Contractors that lack sufficient presence in Michigan to be required to register and pay tax must do so as a volunteer. This requirement extends to: (1) all members of any controlled group as defined in § 1563(a) of the Internal Revenue Code and applicable regulations of which the company is a member, and (2) all organizations under common control as defined in § 414(c) of the Internal Revenue Code and applicable regulations of which the company is a member that make sales at retail for delivery into the State are registered with the State for the collection and remittance of sales and use taxes. In applying treasury regulations defining "two or more trades or businesses under common control" the term "organization" means sole proprietorship, a partnership (as defined in § 701(a) (2) of the Internal Revenue Code), a trust, an estate, a corporation, or a limited liability company.

2.060 Contract Management

2.061 CONTRACTOR PERSONNEL QUALIFICATIONS

All persons assigned by Contractor to the performance of Services under this Contract must be employees of Contractor or its majority-owned (directly or indirectly, at any tier) subsidiaries (or a State-approved Subcontractor) and must be fully qualified to perform the work assigned to them. Contractor must include a similar provision in any subcontract entered into with a Subcontractor. For the purposes of this Contract, independent contractors engaged by Contractor solely in a staff augmentation role must be treated by the State as if they were employees of Contractor for this Contract only; however, the State understands that the relationship between Contractor and Subcontractor is an independent contractor relationship.

2.062 CONTRACTOR KEY PERSONNEL

(a) The Contractor must provide the Contract Compliance Inspector with the names of the Key Personnel.

(b) Key Personnel must be dedicated as defined in the Statement of Work to the Project for its duration in the applicable Statement of Work with respect to other individuals designated as Key Personnel for that Statement of Work.

(c) The State shall have 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 shall notify the State of the proposed assignment, shall introduce the individual to the appropriate State representatives, and shall 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 shall provide a written explanation including reasonable detail outlining the reasons for the rejection.

(d) Contractor must not remove any Key Personnel from their assigned roles on the 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"). Unauthorized Removals 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. Unauthorized Removals does not include replacing Key Personnel because of promotions or other job movements allowed by Contractor personnel policies or Collective Bargaining Agreement(s) as long as the State receives prior written notice before shadowing occurs and Contractor provides 30 days of shadowing unless parties agree to a different time period. The Contractor with the State must review any Key Personnel replacements, and appropriate transition planning will be established. Any Unauthorized Removal may be considered by the State to be a material breach of the Contract, in respect of which the State may elect to exercise its termination and cancellation rights. Financial penalties for noncompliance with this section are described in Section 2.234 Liquidated Damages.

(e) The Contractor must notify the Contract Compliance Inspector and the Contract Administrator at least 10 business days before redeploying non-Key Personnel, who are dedicated to primarily to the Project, to other projects. If the State does not object to the redeployment by its scheduled date, the Contractor may then redeploy the non-Key Personnel.

2.063 RE-ASSIGNMENT OF PERSONNEL AT THE STATE'S REQUEST

The State reserves the right to require the removal from the Project of 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. Additionally, the State's request must be based on legitimate, good faith reasons. Replacement personnel for the removed person must be fully qualified for the position. If the State exercises this right, and the Contractor cannot immediately replace the removed personnel, the State agrees to an equitable adjustment in schedule or other terms that may be affected by the State's required removal. If any incident with removed personnel results in delay not reasonably anticipatable under the circumstances and which is attributable to the State, the applicable SLAs for the affected Service shall not be counted for a time as agreed to by the parties.

2.064 CONTRACTOR PERSONNEL LOCATION

All staff assigned by Contractor to work on the Contract shall perform their duties either primarily at Contractor's offices and facilities or at State facilities. Without limiting the generality of the foregoing, Key Personnel shall, at a minimum, spend at least the amount of time on-site at State facilities as indicated in the applicable Statement of Work. Subject to availability, selected Contractor personnel may be assigned office space to be shared with State personnel.

2.065 CONTRACTOR IDENTIFICATION

Contractor employees must be clearly identifiable while on State property by wearing a State-issued badge, as required. Contractor employees are required to clearly identify themselves and the company they work for whenever making contact with State personnel by telephone or other means.

2.066 COOPERATION WITH THIRD PARTIES

Contractor agrees to cause its personnel and the personnel of any Subcontractors to cooperate with the State and its agents and other contractors including the State's Quality Assurance personnel. As reasonably requested by the State in writing, the Contractor shall provide to the State's agents and other contractors reasonable access to Contractor's Project personnel, systems and facilities to the extent the access relates to activities specifically associated with this Contract and shall not interfere or jeopardize the safety or operation of the systems or facilities. The State acknowledges that Contractor's time schedule for the Contract is very specific and agrees not to unnecessarily or unreasonably interfere with, delay or otherwise impeded Contractor's performance under this Contract with the requests for access.

2.067 CONTRACT MANAGEMENT RESPONSIBILITIES

Contractor shall be responsible for all acts and omissions of its employees, as well as the acts and omissions of any other personnel furnished by Contractor to perform the Services. Contractor shall have overall responsibility for managing and successfully performing and completing the Services/Deliverables, subject to the overall direction and supervision of the State and with the participation and support of the State as specified in this Contract. Contractor's duties shall include monitoring and reporting the State's performance of its participation and support responsibilities (as well as Contractor's own responsibilities) and providing timely notice to the State in Contractor's reasonable opinion if the State's failure to perform its responsibilities in accordance with the Project Plan is likely to delay the timely achievement of any Contract tasks.

The Contractor shall provide the Services/Deliverables directly or through its affiliates, subsidiaries, subcontractors or resellers. Regardless of the entity providing the Service/Deliverable, the Contractor shall act as a single point of contact coordinating these entities to meet the State's need for Services/Deliverables. Nothing in this Contract, however, shall be construed to authorize or require any party to violate any applicable law or regulation in its performance of this Contract.

2.068 CONTRACTOR RETURN OF STATE EQUIPMENT/RESOURCES

The Contractor shall return to the State any State-furnished equipment, facilities and other resources when no longer required for the Contract in the same condition as when provided by the State, reasonable wear and tear excepted.

2.070 Subcontracting by Contractor

2.071 CONTRACTOR FULL RESPONSIBILITY

Contractor shall have full responsibility for the successful performance and completion of all of the Services and Deliverables. The State shall consider Contractor to be the sole point of contact with regard to all contractual matters under this Contract, including payment of any and all charges for Services and Deliverables.

2.072 STATE CONSENT TO DELEGATION

Contractor shall not delegate any duties under this Contract to a Subcontractor unless the Department of Technology, Management and Budget, Purchasing Operations has given written consent to such delegation. The State shall have the right of prior written approval of all Subcontractors and to require Contractor to

replace any Subcontractors found, in the reasonable judgment of the State, to be unacceptable. The State's request shall be written with reasonable detail outlining the reasons for the removal request. Additionally, the State's request shall be based on legitimate, good faith reasons. Replacement Subcontractor(s) for the removed Subcontractor shall be fully qualified for the position. If the State exercises this right, and the Contractor cannot immediately replace the removed Subcontractor, the State shall agree to an equitable adjustment in schedule or other terms that may be affected by the State's required removal. If any such incident with a removed Subcontractor results in delay not reasonable anticipatable under the circumstances and which is attributable to the State, the applicable SLA for the affected Work shall not be counted for a time agreed upon by the parties.

2.073 SUBCONTRACTOR BOUND TO CONTRACT

In any subcontracts entered into by Contractor for the performance of the Services, Contractor shall require the Subcontractor, to the extent of the Services to be performed by the Subcontractor, to be bound to Contractor by the terms of this Contract and to assume toward Contractor all of the obligations and responsibilities that Contractor, by this Contract, assumes toward the State. The State reserves the right to receive copies of and review all subcontracts, although Contractor may delete or mask any proprietary information, including pricing, contained in such contracts before providing them to the State. The management of any Subcontractor shall be the responsibility of Contractor, and Contractor shall remain responsible for the performance of its Subcontractors to the same extent as if Contractor had not subcontracted such performance. Contractor shall make all payments to Subcontractors or suppliers of Contractor. Except as otherwise agreed in writing by the State and Contractor, the State shall not be obligated to direct payments for the Services other than to Contractor. The State's written approval of any Subcontractor engaged by Contractor to perform any obligation under this Contract shall not relieve Contractor of any obligations or performance required under this Contract. A list of the Subcontractors, if any, approved by the State as of the execution of this Contract, together with a copy of the applicable subcontract is attached.

2.074 FLOW DOWN

Except where specifically approved in writing by the State on a case-by-case basis, Contractor shall flow down the obligations in **Sections 2.031, 2.060, 2.100, 2.110, 2.120, 2.130, and 2.200** in all of its agreements with any Subcontractors.

2.075 COMPETITIVE SELECTION

The Contractor shall select subcontractors (including suppliers) on a competitive basis to the maximum practical extent consistent with the objectives and requirements of the Contract.

2.080 State Responsibilities

2.081 EQUIPMENT

The State shall provide only the equipment and resources identified in the Statement of Work and other Contract Exhibits.

2.082 FACILITIES

The State must designate space as long as it is available and as provided in the Statement of Work, to house the Contractor's personnel whom the parties agree will perform the Services/Deliverables at State facilities (collectively, the "State Facilities"). The Contractor shall have reasonable access to, and unless agreed otherwise by the parties in writing must observe and comply with all rules and regulations relating to each of the State Facilities (including hours of operation) used by the Contractor in the course of providing the Services. Contractor agrees that it shall not, without the prior written consent of the State, use any State Facilities or access any State information systems provided for the Contractor's use, or to which the Contractor otherwise gains access in the course of performing the Services, for any purpose other than providing the Services to the State.

2.090 Security

2.091 BACKGROUND CHECKS

On a case-by-case basis, the State may investigate the Contractor's personnel before they may have access to State facilities and systems. The scope of the background check is at the discretion of the State and the results shall be used to determine Contractor personnel eligibility for working within State facilities and systems. The investigations shall include Michigan State Police Background checks (ICHAT) and may include the National Crime Information Center (NCIC) Finger Prints. Proposed Contractor personnel may be required to complete and submit an RI-8 Fingerprint Card for the NCIC Finger Print Check. Any request for background checks shall be initiated by the State and shall be reasonably related to the type of work requested.

All Contractor personnel shall also be expected to comply with the State's security and acceptable use policies for State IT equipment and resources. See http://www.michigan.gov/dit. Furthermore, Contractor personnel shall be expected to agree to the State's security and acceptable use policies before the Contractor personnel shall be accepted as a resource to perform work for the State. It is expected the Contractor shall present these documents to the prospective employee before the Contractor presents the individual to the State as a proposed resource. Contractor staff shall be expected to comply with all Physical Security procedures in place within the facilities where they are working.

2.092 SECURITY BREACH NOTIFICATION

If the Contractor breaches this Section, the Contractor must (i) promptly cure any deficiencies and (ii) comply with any applicable federal and state laws and regulations pertaining to unauthorized disclosures. Contractor and the State shall cooperate to mitigate, to the extent practicable, the effects of any breach, intrusion, or unauthorized use or disclosure. Contractor must report to the State in writing any use or disclosure of Confidential Information, whether suspected or actual, other than as provided for by the Contract within 10 days of becoming aware of the use or disclosure or the shorter time period as is reasonable under the circumstances.

2.093 PCI DATA SECURITY REQUIREMENTS - THIS SECTION DOES NOT CURRENTLY APPLY TO THIS CONTRACT

Contractors with access to credit/debit card cardholder data must adhere to the Payment Card Industry (PCI) Data Security requirements. Contractor agrees that they are responsible for security of cardholder data in their possession. Contractor agrees that data can ONLY be used for assisting the State in completing a transaction, supporting a loyalty program, supporting the State, providing fraud control services, or for other uses specifically required by law.

Contractor agrees to provide business continuity in the event of a major disruption, disaster or failure.

The Contractor shall contact the Department of Technology, Management and Budget, Financial Services immediately to advise them of any breaches in security where card data has been compromised. In the event of a security intrusion, the Contractor agrees the Payment Card Industry representative, or a Payment Card Industry approved third party, shall be provided with full cooperation and access to conduct a thorough security review. The review will validate compliance with the Payment Card Industry Data Security Standard for protecting cardholder data.
Contractor agrees to properly dispose sensitive cardholder data when no longer needed. The Contractor shall continue to treat cardholder data as confidential upon contract termination.

The Contractor shall provide the Department of Technology, Management and Budget, Financial Services documentation showing PCI Data Security certification has been achieved. The Contractor shall advise the Department of Technology, Management and Budget, Financial Services of all failures to comply with the PCI Data Security Requirements. Failures include, but are not limited to system scans and self-assessment questionnaires. The Contractor shall provide a time line for corrective action.

2.100 Confidentiality

2.101 CONFIDENTIALITY

Contractor and the State each acknowledge that the other possesses and shall continue to possess confidential information that has been developed or received by it. As used in this Section, "Confidential Information" of Contractor must mean all non-public proprietary information of Contractor (other than Confidential Information of the State as defined below), which is marked confidential, restricted, proprietary, or with a similar designation. "Confidential Information" of the State must mean any information which is retained in confidence by the State (or otherwise required to be held in confidence by the State under applicable federal, state and local laws and regulations) or which, in the case of tangible materials provided to Contractor by the State under its performance under this Contract, is marked as confidential, proprietary or with a similar designation by the State. "Confidential Information" excludes any information (including this Contract) that is publicly available under the Michigan FOIA.

2.102 PROTECTION AND DESTRUCTION OF CONFIDENTIAL INFORMATION

The State and Contractor shall each use at least the same degree of care to prevent disclosing to third parties the Confidential Information of the other as it employs to avoid unauthorized disclosure, publication, or dissemination of its own confidential information of like character, but in no event less than reasonable care. Neither Contractor nor the State shall (i) make any use of the Confidential Information of the other except as contemplated by this Contract, (ii) acquire any right in or assert any lien against the Confidential Information of the other, or (iii) if requested to do so, refuse for any reason to promptly return the other party's Confidential Information to the other party. Each party shall limit disclosure of the other party's Confidential Information to employees and Subcontractors who must have access to fulfill the purposes of this Contract. Disclosure to, and use by, a Subcontractor is permissible where (A) use of a Subcontractor is authorized under this Contract, (B) the disclosure is necessary or otherwise naturally occurs in connection with work that is within the Subcontractor's scope of responsibility, and (C) Contractor obligates the Subcontractor in a written Contract to maintain the State's Confidential Information in confidence. At the State's request, any employee of Contractor and of any Subcontractor having access or continued access to the State's Confidential Information may be required to execute an acknowledgment that the employee has been advised of Contractor's and the Subcontractor's obligations under this Section and of the employee's obligation to Contractor or Subcontractor, as the case may be, to protect the Confidential Information from unauthorized use or disclosure.

Promptly upon termination or cancellation of the Contract for any reason, Contractor must certify to the State that Contractor has destroyed all State Confidential Information.

2.103 EXCLUSIONS

Notwithstanding the foregoing, the provisions in this Section shall not apply to any particular information which the State or Contractor can demonstrate (i) was, at the time of disclosure to it, in the public domain; (ii) after disclosure to it, is published or otherwise becomes part of the public domain through no fault of the receiving party; (iii) was in the possession of the receiving party at the time of disclosure to it without an obligation of confidentiality; (iv) was received after disclosure to it from a third party who had a lawful right to disclose the information to it without any obligation to restrict its further disclosure; or (v) was independently developed by the receiving party without reference to Confidential Information of the furnishing party. Further, the provisions of this Section shall not apply to any particular Confidential Information to the extent the receiving party is required by law to disclose the Confidential Information, provided that the receiving party (i) promptly provides the furnishing party with notice of the legal request, and (ii) assists the furnishing party in resisting or limiting the scope of the disclosure as reasonably requested by the furnishing party.

2.104 NO IMPLIED RIGHTS

Nothing contained in this Section must be construed as obligating a party to disclose any particular Confidential Information to the other party, or as granting to or conferring on a party, expressly or impliedly, any right or license to the Confidential Information of the other party.

2.105 RESPECTIVE OBLIGATIONS

The parties' respective obligations under this Section must survive the termination or expiration of this Contract for any reason.

2.110 Records and Inspections

2.111 INSPECTION OF WORK PERFORMED

The State's authorized representatives shall at all reasonable times and with 10 days prior written request, have the right to enter Contractor's premises, or any other places, where the Services are being performed, and shall have access, upon reasonable request, to interim drafts of Deliverables or work-in-progress. Upon 10 Days prior written notice and at all reasonable times, the State's representatives shall be allowed to inspect, monitor, or otherwise evaluate the work being performed and to the extent that the access will not reasonably interfere or jeopardize the safety or operation of the systems or facilities. Contractor shall provide all reasonable facilities and assistance for the State's representatives.

2.112 EXAMINATION OF RECORDS

For seven years after the Contractor provides any work under this Contract (the "Audit Period"), the State may examine and copy any of Contractor's books, records, documents and papers pertinent to establishing Contractor's compliance with the Contract and with applicable laws and rules. The State shall notify the Contractor 20 days before examining the Contractor's books and records. The State does not have the right to review any information deemed confidential by the Contractor to the extent access would require the confidential information to become publicly available. This provision also applies to the books, records, accounts, documents and papers, in print or electronic form, of any parent, affiliated or subsidiary organization of Contractor, or any Subcontractor of Contractor performing services in connection with the Contract.

2.113 RETENTION OF RECORDS

Contractor shall maintain at least until the end of the Audit Period all pertinent financial and accounting records (including time sheets and payroll records, and information pertaining to the Contract and to the Services, equipment, and commodities provided under the Contract) pertaining to the Contract according to generally accepted accounting principles and other procedures specified in this Section. Financial and accounting records shall be made available, upon request, to the State at any time during the Audit Period. If an audit, litigation, or other action involving Contractor's records is initiated before the end of the Audit Period, the records shall be retained until all issues arising out of the audit, litigation, or other action are resolved or until the end of the Audit Period, whichever is later.

2.114 AUDIT RESOLUTION

If necessary, the Contractor and the State shall meet to review each audit report promptly after issuance. The Contractor shall respond to each audit report in writing within 30 days from receipt of the report, unless a shorter response time is specified in the report. The Contractor and the State shall develop, agree upon and monitor an action plan to promptly address and resolve any deficiencies, concerns, and/or recommendations in the audit report.

2.115 ERRORS

If the audit demonstrates any errors in the documents provided to the State, then the amount in error shall be reflected as a credit or debit on the next invoice and in subsequent invoices until the amount is paid or refunded in full. However, a credit or debit may not be carried for more than four invoices. If a balance remains after four invoices, then the remaining amount shall be due as a payment or refund within 45 days of the last quarterly invoice that the balance appeared on or termination of the contract, whichever is earlier.

In addition to other available remedies, the difference between the payment received and the correct payment amount is greater than 10%, then the Contractor shall pay all of the reasonable costs of the audit.

2.120 Warranties

2.121 WARRANTIES AND REPRESENTATIONS

The Contractor represents and warrants:

(a) It is capable in all respects of fulfilling and must fulfill all of its obligations under this Contract. The performance of all obligations under this Contract must be provided in a timely, professional, and workman-like manner and must meet the performance and operational standards required under this Contract.

(b) The Contract Appendices, Attachments and Exhibits identify the equipment and software and services necessary for the Deliverable(s) to perform and Services to operate in compliance with the Contract's requirements and other standards of performance.

(c) It is the lawful owner or licensee of any Deliverable licensed or sold to the State by Contractor or developed by Contractor under this Contract, and Contractor has all of the rights necessary to convey to the State the ownership rights or licensed use, as applicable, of any and all Deliverables. None of the Deliverables provided by Contractor to the State under neither this Contract, nor their use by the State shall infringe the patent, copyright, trade secret, or other proprietary rights of any third party.

(d) If, under this Contract, Contractor procures any equipment, software or other Deliverable for the State (including equipment, software and other Deliverables manufactured, re-marketed or otherwise sold by Contractor under Contractor's name), then in addition to Contractor's other responsibilities with respect to the items in this Contract, Contractor must assign or otherwise transfer to the State or its designees, or afford the State the benefits of, any manufacturer's warranty for the Deliverable.

(e) The contract signatory has the power and authority, including any necessary corporate authorizations, necessary to enter into this Contract, on behalf of Contractor.

(f) It is qualified and registered to transact business in all locations where required.

(g) Neither the Contractor nor any Affiliates, nor any employee of either, has, must have, or must acquire, any contractual, financial, business, or other interest, direct or indirect, that would conflict in any manner or degree with Contractor's performance of its duties and responsibilities to the State under this Contract or otherwise create an appearance of impropriety with respect to the award or performance of this Agreement. Contractor must notify the State about the nature of the conflict or appearance of impropriety within two days of learning about it.

(h) Neither Contractor nor any Affiliates, nor any employee of either has accepted or must accept anything of value based on an understanding that the actions of the Contractor or Affiliates or employee on behalf of the State would be influenced. Contractor must not attempt to influence any State employee by the direct or indirect offer of anything of value.

(i) Neither Contractor nor any Affiliates, nor any employee of either has paid or agreed to pay any person, other than bona fide employees and consultants working solely for Contractor or the Affiliate, any fee, commission, percentage, brokerage fee, gift, or any other consideration, contingent upon or resulting from the award or making of this Contract.

(j) 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; 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.

(k) All financial statements, reports, and other information furnished by Contractor to the State as part of its response to the RFP or otherwise in connection with the award of this Contract fairly and accurately represent the business, properties, financial condition, and results of operations of Contractor as of the respective dates, or for the respective periods, covered by the financial statements, reports, other information. Since the respective dates or periods covered by the financial statements, reports, or other information, there have been no material adverse changes in the business, properties, financial condition, or results of operations of Contractor.

(l) All written information furnished to the State by or for the Contractor in connection with this Contract, including its bid, 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.

(m) It 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 or the department within the previous five years for the reason that Contractor failed to perform or otherwise breached an obligation of the contract.

(n) If any of the certifications, representations, or disclosures made in the Contractor's original bid response change after contract award, the Contractor is required to report those changes immediately to the Department of Technology, Management and Budget, Purchasing Operations.

2.122 THIS SECTION IS RESERVED

2.123 THIS SECTION IS RESERVED

2.124 THIS SECTION IS RESERVED

2.125 THIS SECTION IS RESERVED

2.126 THIS SECTION IS RESERVED

2.127 THIS SECTION IS RESERVED

2.128 CONSEQUENCES FOR BREACH

In addition to any remedies available in law, if the Contractor breaches any of the warranties contained in this section, the breach may be considered as a default in the performance of a material obligation of this Contract.

2.130 Insurance

2.131 LIABILITY INSURANCE

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

The Contractor waives all rights against the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees and agents for recovery of damages to the extent these damages are covered by the insurance policies the Contractor is required to maintain under this Contract.

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

The insurance must be written for not less than any minimum coverage specified in this Contract or required by law, whichever is greater.

The insurers selected by Contractor must have an A.M. Best rating of A or better, or as otherwise approved in writing by the State, or if the ratings are no longer available, with a comparable rating from a recognized insurance rating agency. All policies of insurance required in this Contract must be issued by companies that have been approved to do business in the State.
See www.michigan.gov/dleg.

Where specific limits are shown, they are the minimum acceptable limits. If Contractor's policy contains higher limits, the State must be entitled to coverage to the extent of the higher limits.

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

☑ 1. Commercial General Liability with the following minimum coverage:
$2,000,000 General Aggregate Limit other than Products/Completed Operations
$2,000,000 Products/Completed Operations Aggregate Limit
$1,000,000 Personal & Advertising Injury Limit
$1,000,000 Each Occurrence Limit

The Contractor must list the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees and agents as ADDITIONAL INSUREDS on the Commercial General Liability certificate. The Contractor also agrees to provide evidence that insurance policies contain a waiver of subrogation by the insurance company.

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

The Contractor must list the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees and agents as ADDITIONAL INSUREDS on the vehicle liability certificate. The Contractor also agrees to provide evidence that insurance policies contain a waiver of subrogation by the insurance company.

☑ 3. Workers’ compensation coverage must be provided according to applicable laws governing the employees and employers work activities in the state of the Contractor’s domicile. If a self-insurer provides the applicable coverage, proof must be provided of approved self-insured authority by the jurisdiction of domicile. For employees working outside of the state of qualification, Contractor must provide appropriate certificates of insurance proving mandated coverage levels for the jurisdictions where the employees’ activities occur.

Any certificates of insurance received must also provide a list of states where the coverage is applicable.

The Contractor also agrees to provide evidence that insurance policies contain a waiver of subrogation by the insurance company. This provision must not be applicable where prohibited or limited by the laws of the jurisdiction in which the work is to be performed.

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

2.132 SUBCONTRACTOR INSURANCE COVERAGE

Except where the State has approved in writing a Contractor subcontract with other insurance provisions, Contractor must require all of its Subcontractors under this Contract to purchase and maintain the insurance coverage as described in this Section for the Contractor in connection with the performance of work by those Subcontractors. Alternatively, Contractor may include any Subcontractors under Contractor’s insurance on the coverage required in this Section. Subcontractor(s) must fully comply with the insurance coverage required in this Section. Failure of Subcontractor(s) to comply with insurance requirements does not limit Contractor’s liability or responsibility.

2.133 CERTIFICATES OF INSURANCE AND OTHER REQUIREMENTS

Contractor must furnish to DTMB Purchasing Operations, certificate(s) of insurance verifying insurance coverage or providing satisfactory evidence of self-insurance as required in this Section (the “Certificates”). The Certificate must be on the standard “accord” form or equivalent. **The Contract Number or the Purchase Order Number must be shown on the Certificate of Insurance To Assure Correct Filing.** All Certificate(s) are to be prepared and submitted by the Insurance Provider. All Certificate(s) must contain a provision indicating that coverage afforded under the policies SHALL NOT BE CANCELLED, MATERIALLY CHANGED, OR NOT RENEWED without 30 days prior written notice, except for 10 days for non-payment of premium, having been given to the Director of Purchasing Operations, Department of Technology, Management and

Budget. The notice must include the Contract or Purchase Order number affected. Before the Contract is signed, and before the insurance expiration date every year thereafter, the Contractor must provide evidence that the State and its agents, officers and employees are listed as additional insured under each commercial general liability and commercial automobile liability policy. In the event the State approves the representation of the State by the insurer's attorney, the attorney may be required to be designated as a Special Assistant Attorney General by the Attorney General of the State of Michigan.

The Contractor must maintain all required insurance coverage throughout the term of the Contract and any extensions and, in the case of claims-made Commercial General Liability policies, must secure tail coverage for at least three years following the expiration or termination for any reason of this Contract. The minimum limits of coverage specified above are not intended, and must not be construed; to limit any liability or indemnity of Contractor under this Contract to any indemnified party or other persons. Contractor is responsible for all deductibles with regard to the insurance. If the Contractor fails to pay any premium for required insurance as specified in this Contract, or if any insurer cancels or significantly reduces any required insurance as specified in this Contract without the State's written consent, then the State may, after the State has given the Contractor at least 30 days written notice, pay the premium or procure similar insurance coverage from another company or companies. The State may deduct any part of the cost from any payment due the Contractor, or the Contractor must pay that cost upon demand by the State.

2.140 Indemnification

2.141 GENERAL INDEMNIFICATION

To the extent permitted by law, the Contractor must indemnify, defend and hold harmless the State from liability, including all claims and losses, and all related costs and expenses (including reasonable attorneys' fees and costs of investigation, litigation, settlement, judgments, interest and penalties), accruing or resulting to any person, firm or corporation that may be injured or damaged by the Contractor in the performance of this Contract and that are attributable to the negligence or tortious acts of the Contractor or any of its subcontractors, or by anyone else for whose acts any of them may be liable.

2.142 CODE INDEMNIFICATION

To the extent permitted by law, the Contractor shall indemnify, defend and hold harmless the State from any claim, loss, or expense arising from Contractor's breach of the No Surreptitious Code Warranty.

2.143 EMPLOYEE INDEMNIFICATION

In any claims against the State of Michigan, its departments, divisions, agencies, sections, commissions, officers, employees and agents, by any employee of the Contractor or any of its subcontractors, the indemnification obligation under the Contract must not be limited in any way by the amount or type of damages, compensation or benefits payable by or for the Contractor or any of its subcontractors under worker's disability compensation acts, disability benefit acts or other employee benefit acts. This indemnification clause is intended to be comprehensive. Any overlap in provisions, or the fact that greater specificity is provided as to some categories of risk, is not intended to limit the scope of indemnification under any other provisions.

2.144 PATENT/COPYRIGHT INFRINGEMENT INDEMNIFICATION

The current Contract does not provide for Unisys to supply any equipment or other products to the State, and only provides for Unisys to supply services and custom software deliverables, so the following provisions of Section 2.144 only apply to the current Contract as they relate to Unisys custom software deliverables.

To the extent permitted by law, the Contractor must indemnify, defend and hold harmless the State from and against all losses, liabilities, damages (including taxes), and all related costs and expenses (including reasonable attorneys' fees and costs of investigation, litigation, settlement, judgments, interest and penalties) incurred in connection with any action or proceeding threatened or brought against the State to the extent that the action or proceeding is based on a claim that any piece of Unisys equipment, software, commodity or service supplied by the Contractor or its subcontractors under this Contract, or the operation of the equipment, software, commodity or service, or the use or reproduction of any documentation provided with the equipment,

software, commodity or service infringes any United States patent, copyright, trademark or trade secret of any person or entity, which is enforceable under the laws of the United States. The State will provide prompt written notice in the event of an actual or threatened claim of infringement.

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

Notwithstanding the foregoing, the Contractor has no obligation to indemnify or defend the State for, or to pay any costs, damages or attorneys' fees related to, any claim based upon (i) equipment developed based on written specifications of the State; (ii) use of the equipment in a configuration other than implemented or approved in writing by the Contractor, including, but not limited to, any modification of the equipment by the State; or (iii) the combination, operation, or use of the equipment with equipment or software not supplied by the Contractor under this Contract.

2.145 CONTINUATION OF INDEMNIFICATION OBLIGATIONS

The Contractor's duty to indemnify under this Section continues in full force and effect, notwithstanding the expiration or early cancellation of the Contract, with respect to any claims based on facts or conditions that occurred before expiration or cancellation.

2.146 INDEMNIFICATION PROCEDURES

The procedures set forth below must apply to all indemnity obligations under this Contract.

(a) After the State receives notice of the action or proceeding involving a claim for which it shall seek indemnification, the State must promptly notify Contractor of the claim in writing and take or assist Contractor in taking, as the case may be, any reasonable action to avoid the imposition of a default judgment against Contractor. No failure to notify the Contractor relieves the Contractor of its indemnification obligations except to the extent that the Contractor can prove damages attributable to the failure. Within 10 days following receipt of written notice from the State relating to any claim, the Contractor must notify the State in writing whether Contractor agrees to assume control of the defense and settlement of that claim (a "Notice of Election"). After notifying Contractor of a claim and before the State receiving Contractor's Notice of Election, the State is entitled to defend against the claim, at the Contractor's expense, and the Contractor will be responsible for any reasonable costs incurred by the State in defending against the claim during that period.

(b) If Contractor delivers a Notice of Election relating to any claim: (i) the State is entitled to participate in the defense of the claim and to employ counsel at its own expense to assist in the handling of the claim and to monitor and advise the State about the status and progress of the defense; (ii) the Contractor must, at the request of the State, demonstrate to the reasonable satisfaction of the State, the Contractor's financial ability to carry out its defense and indemnity obligations under this Contract; (iii) the Contractor must periodically advise the State about the status and progress of the defense and must obtain the prior written approval of the State before entering into any settlement of the claim or ceasing to defend against the claim and (iv) to the extent that any principles of Michigan governmental or public law may be involved or challenged, the State has the right, at its own expense, to control the defense of that portion of the claim involving the principles of Michigan governmental or public law. But the State may retain control of the defense and settlement of a claim by notifying the Contractor in writing within 10 days after the State's receipt of Contractor's information requested by the State under clause (ii) of this paragraph if the State determines that the Contractor has failed to demonstrate to the reasonable satisfaction of the State the Contractor's financial ability to carry out its defense and indemnity obligations under this Section. Any litigation activity on behalf of the State, or any of its subdivisions under this Section, must be coordinated with the Department of Attorney General. In the event the insurer's attorney represents

the State under this Section, the insurer's attorney may be required to be designated as a Special Assistant Attorney General by the Attorney General of the State of Michigan.

(c) If Contractor does not deliver a Notice of Election relating to any claim of which it is notified by the State as provided above, the State may defend the claim in the manner as it may deem appropriate, at the cost and expense of Contractor. If it is determined that the claim was one against which Contractor was required to indemnify the State, upon request of the State, Contractor must promptly reimburse the State for all the reasonable costs and expenses.

2.150 Termination/Cancellation

2.151 NOTICE AND RIGHT TO CURE

If the Contractor breaches the contract, then the State shall provide the Contractor with written notice of the breach and a time period (not less than 30 days) to cure the Breach. The notice of breach and opportunity to cure is inapplicable for successive or repeated breaches or if the State determines in its sole discretion that the breach poses a serious and imminent threat to the health or safety of any person or the imminent loss, damage, or destruction of any real or tangible personal property.

2.152 TERMINATION FOR CAUSE

(a) The State may terminate this contract, for cause, by notifying the Contractor in writing, if the Contractor (i) breaches any of its material duties or obligations under this Contract (including a Chronic Failure to meet any particular SLA), or (ii) fails to cure a breach within the time period specified in the written notice of breach provided by the State

(b) If this Contract is terminated for cause, the Contractor must pay all costs incurred by the State in terminating this Contract, including but not limited to, State administrative costs, reasonable attorneys' fees and court costs, and any reasonable additional costs the State may incur to procure the Services/Deliverables required by this Contract from other sources. Re-procurement costs are not consequential, indirect or incidental damages, and cannot be excluded by any other terms otherwise included in this Contract, provided the costs are not in excess of 50% more than the prices for the Service/Deliverables provided under this Contract.

(c) If the State chooses to partially terminate this Contract for cause, charges payable under this Contract shall be equitably adjusted to reflect those Services/Deliverables that are terminated and the State must pay for all Services/Deliverables for which Final Acceptance has been granted provided up to the termination date. Services and related provisions of this Contract that are terminated for cause must cease on the effective date of the termination.

(d) If the State terminates this Contract for cause under this Section, and it is determined, for any reason, that Contractor was not in breach of contract under the provisions of this section, that termination for cause must be deemed to have been a termination for convenience, effective as of the same date, and the rights and obligations of the parties must be limited to that otherwise provided in this Contract for a termination for convenience.

2.153 TERMINATION FOR CONVENIENCE

The State may terminate this Contract for its convenience, in whole or part, if the State determines that a termination is in the State's best interest. Reasons for the termination must be left to the sole discretion of the State and may include, but not necessarily be limited to (a) the State no longer needs the Services or products specified in the Contract, (b) relocation of office, program changes, changes in laws, rules, or regulations make implementation of the Services no longer practical or feasible, (c) unacceptable prices for Additional Services or New Work requested by the State, or (d) falsification or misrepresentation, by inclusion or non-inclusion, of information material to a response to any RFP issued by the State. The State may terminate this Contract for its convenience, in whole or in part, by giving Contractor written notice at least 30 days before the date of termination. If the State chooses to terminate this Contract in part, the charges payable under this Contract must be equitably adjusted to reflect those Services/Deliverables that are terminated. Services and related provisions of this Contract that are terminated for convenience must cease on the effective date of the termination.

2.154 TERMINATION FOR NON-APPROPRIATION

(a) Contractor acknowledges that, if this Contract extends for several fiscal years, continuation of this Contract is subject to appropriation or availability of funds for this Contract. If funds to enable the State to effect continued payment under this Contract are not appropriated or otherwise made available, the State must terminate this Contract and all affected Statements of Work, in whole or in part, at the end of the last period for which funds have been appropriated or otherwise made available by giving written notice of termination to Contractor. The State must give Contractor at least 30 days advance written notice of termination for non-appropriation or unavailability (or the time as is available if the State receives notice of the final decision less than 30 days before the funding cutoff).

(b) If funding for the Contract is reduced by law, or funds to pay Contractor for the agreed-to level of the Services or production of Deliverables to be provided by Contractor are not appropriated or otherwise unavailable, the State may, upon 30 days written notice to Contractor, reduce the level of the Services or change the production of Deliverables in the manner and for the periods of time as the State may elect. The charges payable under this Contract shall be equitably adjusted to reflect any equipment, services or commodities not provided by reason of the reduction.

(c) If the State terminates this Contract, eliminates certain Deliverables, or reduces the level of Services to be provided by Contractor under this Section, the State must pay Contractor for all Work-in-Process performed through the effective date of the termination or reduction in level, as the case may be and as determined by the State, to the extent funds are available. This Section shall not preclude Contractor from reducing or stopping Services/Deliverables or raising against the State in a court of competent jurisdiction, any claim for a shortfall in payment for Services performed or Deliverables finally accepted before the effective date of termination.

2.155 TERMINATION FOR CRIMINAL CONVICTION

The State may terminate this Contract immediately and without further liability or penalty in the event Contractor, an officer of Contractor, or an owner of a 25% or greater share of Contractor is convicted of a criminal offense related to a State, public or private contract or subcontract.

2.156 TERMINATION FOR APPROVALS RESCINDED

The State may terminate this Contract if any final administrative or judicial decision or adjudication disapproves a previously approved request for purchase of personal services under Constitution 1963, Article 11, § 5, and Civil Service Rule 7-1. In that case, the State shall pay the Contractor for only the work completed to that point under the Contract. Termination may be in whole or in part and may be immediate as of the date of the written notice to Contractor or may be effective as of the date stated in the written notice.

2.157 RIGHTS AND OBLIGATIONS UPON TERMINATION

(a) If the State terminates this Contract for any reason, the Contractor must (a) stop all work as specified in the notice of termination, (b) take any action that may be necessary, or that the State may direct, for preservation and protection of Deliverables or other property derived or resulting from this Contract that may be in Contractor's possession, (c) return all materials and property provided directly or indirectly to Contractor by any entity, agent or employee of the State, (d) transfer title in, and deliver to, the State, unless otherwise directed, all Deliverables intended to be transferred to the State at the termination of the Contract and which are resulting from the Contract (which must be provided to the State on an "As-Is" basis except to the extent the amounts paid by the State in respect of the items included compensation to Contractor for the provision of warranty services in respect of the materials), and (e) take any action to mitigate and limit any potential damages, or requests for Contractor adjustment or termination settlement costs, to the maximum practical extent, including terminating or limiting as otherwise applicable those subcontracts and outstanding orders for material and supplies resulting from the terminated Contract.

(b) If the State terminates this Contract before its expiration for its own convenience, the State must pay Contractor for all charges due for Services provided before the date of termination (including any amounts previously withheld pursuant to the 10% holdback) and, if applicable, as a separate item of payment under this Contract, for Work In Process, on a percentage of completion basis at the level of completion determined by the State. All completed or partially completed Deliverables prepared by Contractor under this Contract, at the option of the State, becomes the State's property, and Contractor is entitled to receive equitable fair compensation for the Deliverables. Regardless of the basis for the termination, the

State is not obligated to pay, or otherwise compensate, Contractor for any lost expected future profits, costs or expenses incurred with respect to Services not actually performed for the State.

(c) Upon a good faith termination, the State may assume, at its option, any subcontracts and agreements for services and deliverables provided under this Contract, and may further pursue completion of the Services/Deliverables under this Contract by replacement contract or otherwise as the State may in its sole judgment deem expedient.

2.158 RESERVATION OF RIGHTS

Any termination of this Contract or any Statement of Work issued under it by a party must be with full reservation of, and without prejudice to, any rights or remedies otherwise available to the party with respect to any claims arising before or as a result of the termination.

2.160 Termination by Contractor

2.161 TERMINATION BY CONTRACTOR

If the State breaches the Contract, and the Contractor in its sole discretion determines that the breach is curable, then the Contractor will provide the State with written notice of the breach and a time period (not less than 30 days) to cure the breach. The Notice of Breach and opportunity to cure is inapplicable for successive and repeated breaches.

The Contractor may terminate this Contract if the State (i) materially breaches its obligation to pay the Contractor undisputed amounts due and owing under this Contract, (ii) breaches its other obligations under this Contract to an extent that makes it impossible or commercially impractical for the Contractor to perform the Services, or (iii) does not cure the breach within the time period specified in a written notice of breach. But the Contractor must discharge its obligations under **Section 2.160** before it terminates the Contract.

2.170 Transition Responsibilities

2.171 CONTRACTOR TRANSITION RESPONSIBILITIES

If the State terminates this contract, for convenience or cause, or if the Contract is otherwise dissolved, voided, rescinded, nullified, expires or rendered unenforceable, the Contractor shall comply with direction provided by the State to assist in the orderly transition of equipment, services, software, leases, etc. to the State or a third party designated by the State. If this Contract expires or terminates, the Contractor agrees to make all reasonable efforts to effect an orderly transition of services within a reasonable period of time that in no event will exceed ninety (90) days. These efforts must include, but are not limited to, those listed in **Section 2.150.**

2.172 CONTRACTOR PERSONNEL TRANSITION

The Contractor shall work with the State, or a specified third party, to develop a transition plan setting forth the specific tasks and schedule to be accomplished by the parties, to effect an orderly transition. The Contractor must allow as many personnel as practicable to remain on the job to help the State, or a specified third party, maintain the continuity and consistency of the services required by this Contract. In addition, during or following the transition period, in the event the State requires the Services of the Contractor's subcontractors or vendors, as necessary to meet its needs, Contractor agrees to reasonably, and with good-faith, work with the State to use the Services of Contractor's subcontractors or vendors. Contractor will notify all of Contractor's subcontractors of procedures to be followed during transition.

2.173 CONTRACTOR INFORMATION TRANSITION

The Contractor shall provide reasonable detailed specifications for all Services/Deliverables needed by the State, or specified third party, to properly provide the Services/Deliverables required under this Contract. The Contractor will provide the State with asset management data generated from the inception of this Contract through the date on which this Contractor is terminated in a comma-delineated format unless otherwise requested by the State. The Contractor will deliver to the State any remaining owed reports and documentation still in Contractor's possession subject to appropriate payment by the State.

2.174 CONTRACTOR SOFTWARE TRANSITION

The Contractor shall reasonably assist the State in the acquisition of any Contractor software required to perform the Services/use the Deliverables under this Contract. This must include any documentation being used by the Contractor to perform the Services under this Contract. If the State transfers any software licenses to the Contractor, those licenses must, upon expiration of the Contract, transfer back to the State at their current revision level. Upon notification by the State, Contractor may be required to freeze all non-critical changes to Deliverables/Services.

2.175 TRANSITION PAYMENTS

If the transition results from a termination for any reason, the termination provisions of this Contract must govern reimbursement. If the transition results from expiration, the Contractor will be reimbursed for all reasonable transition costs (i.e. costs incurred within the agreed period after contract expiration that result from transition operations) at the rates agreed upon by the State. The Contractor will prepare an accurate accounting from which the State and Contractor may reconcile all outstanding accounts.

2.176 STATE TRANSITION RESPONSIBILITIES

In the event that this Contract is terminated, dissolved, voided, rescinded, nullified, or otherwise rendered unenforceable, the State agrees to reconcile all accounts between the State and the Contractor, complete any pending post-project reviews and perform any others obligations upon which the State and the Contractor agree.

(a) Reconciling all accounts between the State and the Contractor;
(b) Completing any pending post-project reviews.

2.180 Stop Work

2.181 STOP WORK ORDERS

The State may, at any time, by written Stop Work Order to Contractor, require that Contractor stop all, or any part, of the work called for by the Contract for a period of up to 90 calendar days after the Stop Work Order is delivered to Contractor, and for any further period to which the parties may agree. The Stop Work Order must be identified as a Stop Work Order and must indicate that it is issued under this **Section**. Upon receipt of the stop work order, Contractor must immediately comply with its terms and take all reasonable steps to minimize incurring costs allocable to the work covered by the Stop Work Order during the period of work stoppage. Within the period of the stop work order, the State must either: (a) cancel the stop work order; or (b) terminate the work covered by the Stop Work Order as provided in **Section 2.182**.

2.182 CANCELLATION OR EXPIRATION OF STOP WORK ORDER

The Contractor shall resume work if the State cancels a Stop Work Order or if it expires. The parties shall agree upon an equitable adjustment in the delivery schedule, the Contract price, or both, and the Contract shall be modified, in writing, accordingly, if: (a) the Stop Work Order results in an increase in the time required for, or in Contractor's costs properly allocable to, the performance of any part of the Contract; and (b) Contractor asserts its right to an equitable adjustment within 30 calendar days after the end of the period of work stoppage; provided that, if the State decides the facts justify the action, the State may receive and act upon a Contractor proposal submitted at any time before final payment under the Contract. Any adjustment will conform to the requirements of **Section 2.024**.

2.183 ALLOWANCE OF CONTRACTOR COSTS

If the Stop Work Order is not canceled and the work covered by the Stop Work Order is terminated for reasons other than material breach, the termination shall be deemed to be a termination for convenience under **Section 2.153**, and the State shall pay reasonable costs resulting from the Stop Work Order in arriving at the termination settlement. For the avoidance of doubt, the State shall not be liable to Contractor for loss of profits because of a Stop Work Order issued under this Section**.**

2.190 Dispute Resolution

2.191 IN GENERAL

Any claim, counterclaim, or dispute between the State and Contractor arising out of or relating to the Contract or any Statement of Work must be resolved as follows. For all Contractor claims seeking an increase in the amounts payable to Contractor under the Contract, or the time for Contractor's performance, Contractor must submit a letter, together with all data supporting the claims, executed by Contractor's Contract Administrator or the Contract Administrator's designee certifying that (a) the claim is made in good faith, (b) the amount claimed accurately reflects the adjustments in the amounts payable to Contractor or the time for Contractor's performance for which Contractor believes the State is liable and covers all costs of every type to which Contractor is entitled from the occurrence of the claimed event, and (c) the claim and the supporting data are current and complete to Contractor's best knowledge and belief.

2.192 INFORMAL DISPUTE RESOLUTION

(a) All disputes between the parties shall be resolved under the Contract Management procedures in this Contract. If the parties are unable to resolve any dispute after compliance with the processes, the parties must meet with the Director of Purchasing Operations, DTMB, or designee, to resolve the dispute without the need for formal legal proceedings, as follows:

(1) The representatives of Contractor and the State must meet as often as the parties reasonably deem necessary to gather and furnish to each other all information with respect to the matter at issue which the parties believe to be appropriate and germane in connection with its resolution. The representatives shall discuss the problem and negotiate in good faith in an effort to resolve the dispute without the necessity of any formal proceeding.

(2) During the course of negotiations, all reasonable requests made by one party to another for non-privileged information reasonably related to the Contract shall be honored in order that each of the parties may be fully advised of the other's position.

(3) The specific format for the discussions shall be left to the discretion of the designated State and Contractor representatives, but may include the preparation of agreed upon statements of fact or written statements of position.

(4) Following the completion of this process within 60 calendar days, the Director of Purchasing Operations, DTMB, or designee, shall issue a written opinion regarding the issue(s) in dispute within 30 calendar days. The opinion regarding the dispute must be considered the State's final action and the exhaustion of administrative remedies.

(b) This Section shall not be construed to prevent either party from instituting, and a party is authorized to institute, formal proceedings earlier to avoid the expiration of any applicable limitations period, to preserve a superior position with respect to other creditors, or under Section 2.193.

(c) The State shall not mediate disputes between the Contractor and any other entity, except state agencies, concerning responsibility for performance of work under the Contract.

2.193 INJUNCTIVE RELIEF

The only circumstance in which disputes between the State and Contractor shall not be subject to the provisions of **Section 2.192** is where a party makes a good faith determination that a breach of the terms of the Contract by the other party is that the damages to the party resulting from the breach shall be so immediate, so large or severe and so incapable of adequate redress after the fact that a temporary restraining order or other immediate injunctive relief is the only adequate remedy.

2.194 CONTINUED PERFORMANCE

Each party agrees to continue performing its obligations under the Contract while a dispute is being resolved except to the extent the issue in dispute precludes performance (dispute over payment must not be deemed to preclude performance) and without limiting either party's right to terminate the Contract as provided in **Section 2.150**, as the case may be.

2.200 Federal and State Contract Requirements

2.201 NONDISCRIMINATION

In the performance of the Contract, Contractor agrees not to discriminate against any employee or applicant for employment, with respect to his or her hire, tenure, terms, conditions or privileges of employment, or any matter directly or indirectly related to employment, because of race, color, religion, national origin, ancestry, age, sex, height, weight, and marital status, physical or mental disability. Contractor further agrees that every subcontract entered into for the performance of this Contract or any purchase order resulting from this Contract will contain a provision requiring non-discrimination in employment, as specified here, binding upon each Subcontractor. This covenant is required under the Elliot 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., and any breach of this provision may be regarded as a material breach of the Contract.

2.202 UNFAIR LABOR PRACTICES

Under 1980 PA 278, MCL 423.321, et seq., the State shall not award a Contract or subcontract to an employer whose name appears in the current register of employers failing to correct an unfair labor practice compiled under section 2 of the Act. This information is compiled by the United States National Labor Relations Board. A Contractor of the State, in relation to the Contract, shall not enter into a contract with a Subcontractor, manufacturer, or supplier whose name appears in this register. Under section 4 of 1980 PA 278, MCL 423.324, the State may void any Contract if, after award of the Contract, the name of Contractor as an employer or the name of the Subcontractor, manufacturer or supplier of Contractor appears in the register.

2.203 WORKPLACE SAFETY AND DISCRIMINATORY HARASSMENT

In performing Services for the State, the Contractor shall comply with the Department of Civil Services Rule 2-20 regarding Workplace Safety and Rule 1-8.3 regarding Discriminatory Harassment. In addition, the Contractor shall comply with Civil Service regulations and any applicable agency rules provided to the Contractor. For Civil Service Rules, see http://www.mi.gov/mdcs/0,1607,7-147-6877---,00.html.

2.204 PREVAILING WAGE

Wages rates and fringe benefits to be paid each class of individuals employed by the Contractor, its subcontractors, their subcontractors, and all persons involved with the performance of this Contract in privity of contract with the Contractor shall not be less than the wage rates and fringe benefits established by the Michigan Department of Labor and Economic Development, Wage and Hour Bureau, schedule of occupational classification and wage rates and fringe benefits for the local where the work is to be performed. The term Contractor shall include all general contractors, prime contractors, project managers, trade contractors, and all of their contractors or subcontractors and persons in privity of contract with them.

The Contractor, its subcontractors, their subcontractors and all persons involved with the performance of this contract in privity of contract with the Contractor shall keep posted on the work site, in a conspicuous place, a copy of all wage rates and fringe benefits as prescribed in the Contract. Contractor shall also post, in a conspicuous place, the address and telephone number of the Michigan Department of Labor and Economic Development, the agency responsible for enforcement of the wage rates and fringe benefits. Contractor shall keep an accurate record showing the name and occupation of the actual wage and benefits paid to each individual employed in connection with this contract. This record shall be available to the State upon request for reasonable inspection.

If any trade is omitted from the list of wage rates and fringe benefits to be paid to each class of individuals by the Contractor, it is understood that the trades omitted shall also be paid not less than the wage rate and fringe benefits prevailing in the local where the work is to be performed.

2.210 Governing Law

2.211 GOVERNING LAW

The Contract shall in all respects be governed by, and construed according to, the substantive laws of the State of Michigan without regard to any Michigan choice of law rules that would apply the substantive law of any other jurisdiction to the extent not inconsistent with, or pre-empted by federal law.

2.212 COMPLIANCE WITH LAWS

Contractor shall comply with all applicable state, federal and local laws and ordinances in providing the Services/Deliverables.

2.213 JURISDICTION

Any dispute arising from the Contract shall be resolved in the State of Michigan. With respect to any claim between the parties, Contractor consents to venue in Ingham County, Michigan, and irrevocably waives any objections it may have to the jurisdiction on the grounds of lack of personal jurisdiction of the court or the laying of venue of the court or on the basis of forum non conveniens or otherwise. Contractor agrees to appoint agents in the State of Michigan to receive service of process.

2.220 Limitation of Liability

2.221 LIMITATION OF LIABILITY

Neither the Contractor nor the State shall be liable to each other, regardless of the form of action, for consequential, incidental, indirect, or special damages. This limitation of liability does not apply to claims for infringement of United States patent, copyright, trademark or trade secrets; to claims for personal injury or damage to property caused by the gross negligence or willful misconduct of the Contractor; to claims covered by other specific provisions of this Contract calling for liquidated damages; or to court costs or attorney's fees awarded by a court in addition to damages after litigation based on this Contract.

The Contractor's liability for damages to the State is limited to $15,000,000. The foregoing limitation of liability does not apply to claims for infringement of United States patent, copyright, trademarks or trade secrets; to claims for personal injury or damage to property caused by the gross negligence or willful misconduct of the Contractor; to claims covered by other specific provisions of this Contract calling for court costs or attorney's fees awarded by a court in addition to damages after litigation based on this Contract.

The State's liability for damages to the Contractor is limited to the value of the Contract.

2.230 Disclosure Responsibilities

2.231 DISCLOSURE OF LITIGATION

Contractor shall disclose any material criminal litigation, investigations or proceedings involving the Contractor (and each Subcontractor) or any of its officers or directors or any litigation, investigations or proceedings under the Sarbanes-Oxley Act. In addition, each Contractor (and each Subcontractor) shall notify the State of any material civil litigation, arbitration or proceeding which arises during the term of the Contract and extensions, to which Contractor (or, to the extent Contractor is aware, any Subcontractor) is a party, and which involves: (i) disputes that might reasonably be expected to adversely affect the viability or financial stability of Contractor or any Subcontractor; or (ii) a claim or written allegation of fraud against Contractor or, to the extent Contractor is aware, any Subcontractor by a governmental or public entity arising out of their business dealings with governmental or public entities. The Contractor shall disclose in writing to the Contract Administrator any litigation, investigation, arbitration or other proceeding (collectively, "Proceeding") within 30 days of its occurrence. Details of settlements that are prevented from disclosure by the terms of the settlement may be annotated. Information provided to the State from Contractor's publicly filed documents referencing its material litigation shall be deemed to satisfy the requirements of this Section.

If any Proceeding disclosed to the State under this Section, or of which the State otherwise becomes aware, during the term of this Contract would cause a reasonable party to be concerned about:

(a) the ability of Contractor (or a Subcontractor) to continue to perform this Contract according to its terms and conditions, or

(b) whether Contractor (or a Subcontractor) in performing Services for the State is engaged in conduct which is similar in nature to conduct alleged in the Proceeding, which conduct would constitute a breach of this Contract or a violation of Michigan law, regulations or public policy, then the Contractor must provide the State all reasonable assurances requested by the State to demonstrate that:

(1) Contractor and its Subcontractors will be able to continue to perform this Contract and any Statements of Work according to its terms and conditions, and

(2) Contractor and its Subcontractors have not and will not engage in conduct in performing the Services which is similar in nature to the conduct alleged in the Proceeding.

(c) Contractor shall make the following notifications in writing:

(1) Within 30 days of Contractor becoming aware that a change in its ownership or officers has occurred, or is certain to occur, or a change that could result in changes in the valuation of its capitalized assets in the accounting records, Contractor must notify DTMB Purchasing Operations.

(2) Contractor shall also notify DTMB Purchasing Operations within 30 days whenever changes to asset valuations or any other cost changes have occurred or are certain to occur as a result of a change in ownership or officers.

(3) Contractor shall also notify DTMB Purchase Operations within 30 days whenever changes to company affiliations occur.

2.232 CALL CENTER DISCLOSURE

Contractor and/or all subcontractors involved in the performance of this Contract providing call or contact center services to the State shall disclose the location of its call or contact center services to inbound callers. Failure to disclose this information is a material breach of this Contract.

2.233 BANKRUPTCY

The State may, without prejudice to any other right or remedy, terminate this Contract, in whole or in part, and, at its option, may take possession of the "Work in Process" and finish the Works in Process by whatever appropriate method the State may deem expedient if:

(a) the Contractor files for protection under the bankruptcy laws;

(b) an involuntary petition is filed against the Contractor and not removed within 30 days;

(c) the Contractor becomes insolvent or if a receiver is appointed due to the Contractor's insolvency;

(d) the Contractor makes a general assignment for the benefit of creditors; or

(e) the Contractor or its affiliates are unable to provide reasonable assurances that the Contractor or its affiliates can deliver the services under this Contract.

Contractor will fix appropriate notices or labels on the Work in Process to indicate ownership by the State. To the extent reasonably possible, materials and Work in Process shall be stored separately from other stock and marked conspicuously with labels indicating ownership by the State.

2.240 Performance

2.241 TIME OF PERFORMANCE

(a) Contractor shall use commercially reasonable efforts to provide the resources necessary to complete all Services and Deliverables according to the time schedules contained in the Statements of Work and other Exhibits governing the work, and with professional quality.

(b) Without limiting the generality of **Section 2.241,** Contractor shall notify the State in a timely manner upon becoming aware of any circumstances that may reasonably be expected to jeopardize the timely and successful completion of any Deliverables/Services on the scheduled due dates in the latest State-approved delivery schedule and must inform the State of the projected actual delivery date.

(c) If the Contractor believes that a delay in performance by the State has caused or will cause the Contractor to be unable to perform its obligations according to specified Contract time periods, the Contractor must

notify the State in a timely manner and must use commercially reasonable efforts to perform its obligations according to the Contract time periods notwithstanding the State's failure. Contractor will not be in default for a delay in performance to the extent the delay is caused by the State.

2.242 SERVICE LEVEL AGREEMENT (SLA)

(a) SLAs will be completed with the following operational considerations:

(1) SLAs will not be calculated for individual Incidents where any event of Excusable Failure has been determined; Incident means any interruption in Services.
(2) SLAs will not be calculated for individual Incidents where loss of service is planned and where the State has received prior notification or coordination.
(3) SLAs will not apply if the applicable Incident could have been prevented through planning proposed by Contractor and not implemented at the request of the State. To invoke this consideration, complete documentation relevant to the denied planning proposal must be presented to substantiate the proposal.
(4) Time period measurements will be based on the time Incidents are received by the Contractor and the time that the State receives notification of resolution based on 24x7x365 time period, except that the time period measurement will be suspended based on the following:
    (i) Time period(s) will not apply where Contractor does not have access to a physical State Location and where access to the State Location is necessary for problem identification and resolution.
    (ii) Time period(s) will not apply where Contractor needs to obtain timely and accurate information or appropriate feedback and is unable to obtain timely and accurate information or appropriate feedback from the State.

(b) Chronic Failure for any Service(s) will be defined as three unscheduled outage(s) or interruption(s) on any individual Service for the same reason or cause or if the same reason or cause was reasonably discoverable in the first instance over a rolling 30 day period. Chronic Failure will result in the State's option to terminate the effected individual Service(s) and procure them from a different vendor for the chronic location(s) with Contractor to pay the difference in charges for up to three additional months. The termination of the Service will not affect any tiered pricing levels.

(c) Root Cause Analysis will be performed on any Business Critical outage(s) or outage(s) on Services when requested by the Contract Administrator. Contractor will provide its analysis within two weeks of outage(s) and provide a recommendation for resolution.

(d) All decimals must be rounded to two decimal places with five and greater rounding up and four and less rounding down unless otherwise specified.

2.243 LIQUIDATED DAMAGES

The parties acknowledge that late or improper completion of the Work will cause loss and damage to the State, and that it would be impracticable and extremely difficult to fix the actual damage sustained by the State as a result. Therefore, the Contractor and the State agree that if a failure to meet certain Required Deliverable delivery dates in the then-current project schedule is solely attributable to Contractor and the State does not elect to exercise its rights under **Section 2.152**, as the sole and exclusive remedy for such failure the State is entitled to collect liquidated damages in the amounts identified in Appendix F for deliverables designated "y", specifically 2% of the specified deliverable price for the first business day, and .25% per business day thereafter The total amount of liquidated damages assessed for a specific deliverable will be deducted from the holdback payment for that deliverable and will not exceed the holdback amount for that deliverable. The Contractor may earn back, in whole or in part, accrued liquidated damages at the sole discretion of the State, and Contractor shall earn back all accrued liquidated damages if Contractor meets the Final Acceptance date in the then-current project schedule, except to the extent that the State incurs additional actual and reasonable costs solely attributable to expenses incurred in engaging additional resources in order to assure that the Contractor meets the Final Acceptance date or interim deliverable completion, over and above the costs that could be expected to be incurred by the State to meet their contract responsibilities. Such reasonable costs may be deducted by the State from the Contractor's liquidated damages earn back for each deliverable based on the State's expenses in assisting Contractor in completing that particular deliverable.

Unauthorized Removal of any Key Personnel
It is acknowledged that an Unauthorized Removal will interfere with the timely and proper completion of the 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 2.152**, the State may assess liquidated damages against Contractor as specified below.

For the Unauthorized Removal of any Key Personnel designated in the applicable Statement of Work, the liquidated damages amount is $25,000.00 per individual if the Contractor identifies a replacement approved by the State under **Section 2.060** and assigns the replacement to the Project to shadow the Key Personnel who is leaving for a period of at least 30 days before the Key Personnel's removal.

If Contractor fails to assign a replacement to shadow the removed Key Personnel for at least 30 days, in addition to the $25,000.00 liquidated damages for an Unauthorized Removal, Contractor must pay the amount of $833.33 per day for each day of the 30 day shadow period that the replacement Key Personnel does not shadow the removed Key Personnel, up to $25,000.00 maximum per individual. The total liquidated damages that may be assessed per Unauthorized Removal and failure to provide 30 days of shadowing must not exceed $50,000.00 per individual.

If the Contractor does not replace Key Personnel within 5 working days because of illness, disability, leave of absence, personal emergency circumstances, resignation or for cause termination, the State may invoke up to $25,000.00 maximum per individual with $833.33 per day for each day the position remains vacant, with a not to exceed limit of $50,000.00 per individual. The replacement must meet all the requirements of "Key Personnel."

2.244 EXCUSABLE FAILURE

Neither party will be liable for any default, damage or delay in the performance of its obligations under the Contract to the extent the default, damage or delay is caused by government regulations or requirements (executive, legislative, judicial, military or otherwise), power failure, electrical surges or current fluctuations, lightning, earthquake, war, water or other forces of nature or acts of God, delays or failures of transportation, equipment shortages, suppliers' failures, or acts or omissions of common carriers, fire; riots, civil disorders; strikes or other labor disputes, embargoes; injunctions (provided the injunction was not issued as a result of any fault or negligence of the party seeking to have its default or delay excused); or any other cause beyond the reasonable control of a party; provided the non-performing party and its Subcontractors are without fault in causing the default or delay, and the default or delay could not have been prevented by reasonable precautions and cannot reasonably be circumvented by the non-performing party through the use of alternate sources, workaround plans or other means, including disaster recovery plans.

If a party does not perform its contractual obligations for any of the reasons listed above, the non-performing party will be excused from any further performance of its affected obligation(s) for as long as the circumstances prevail. However, the party must use commercially reasonable efforts to recommence performance whenever and to whatever extent possible without delay. A party must promptly notify the other party in writing immediately after the excusable failure occurs, and also when it abates or ends.

If any of the above-enumerated circumstances substantially prevent, hinder, or delay the Contractor's performance of the Services/provision of Deliverables for more than 10 Business Days, and the State determines that performance is not likely to be resumed within a period of time that is satisfactory to the State in its reasonable discretion, then at the State's option: (a) the State may procure the affected Services/Deliverables from an alternate source, and the State is not be liable for payment for the unperformed Services/ Deliverables not provided under the Contract for so long as the delay in performance continues; (b) the State may terminate any portion of the Contract so affected and the charges payable will be equitably adjusted to reflect those Services/Deliverables terminated; or (c) the State may terminate the affected Statement of Work without liability to Contractor as of a date specified by the State in a written notice of

termination to the Contractor, except to the extent that the State must pay for Services/Deliverables provided through the date of termination.

The Contractor will not have the right to any additional payments from the State as a result of any Excusable Failure occurrence or to payments for Services not rendered/Deliverables not provided as a result of the Excusable Failure condition. Defaults or delays in performance by Contractor which are caused by acts or omissions of its Subcontractors will not relieve Contractor of its obligations under the Contract except to the extent that a Subcontractor is itself subject to an Excusable Failure condition described above and Contractor cannot reasonably circumvent the effect of the Subcontractor's default or delay in performance through the use of alternate sources, workaround plans or other means.

2.250 Approval of Deliverables

2.251 DELIVERY OF DELIVERABLES

A list of the Deliverables to be prepared and delivered by Contractor including, for each Deliverable, the scheduled delivery date and a designation of whether the Deliverable is a document ("Written Deliverable") or a custom software deliverable. All Deliverables shall be completed and delivered for State review and written approval and, where applicable, installed in accordance with the State-approved delivery schedule and any other applicable terms and conditions of this Contract.

Prior to delivering any Deliverable to the State, Contractor will first perform all required quality assurance activities, and, in the case of custom software deliverables, System Testing to verify that the Deliverable is complete and in conformance with its specifications. Before delivering a Deliverable to the State, Contractor shall certify to the State that (1) it has performed such quality assurance activities, (2) it has performed any applicable testing, (3) it has corrected all material deficiencies discovered during such quality assurance activities and testing, (4) the Deliverable is in a suitable state of readiness for the State's review and approval, and (5) the Deliverable/Service has all Critical Security patches/updates applied.

In discharging its obligations under this Section, Contractor shall be at all times (except where the parties agree otherwise in writing) in compliance with Level 3 of the Software Engineering Institute's Capability Maturity Model for Software ("CMM Level 3") or its equivalent.

2.252 CONTRACTOR SYSTEM TESTING

Contractor will be responsible for System Testing each custom software deliverable in Contractor's development environment prior to turning over the custom software deliverable for the Quality Assurance Testing and subsequent User Acceptance Testing and approval. Contractor's System Testing shall include the following, at a minimum, plus any other testing required by CMM Level 3 or Contractor's system development methodology:

Contractor will be responsible for performing Unit Testing and incremental Integration Testing of the components of each custom software deliverable.

Contractor's System Testing will also include Integration Testing of each custom software deliverable to ensure proper inter-operation with all prior software Deliverables, interfaces and other components that are intended to inter-operate with such custom software deliverable, and will include Regression Testing, volume and stress testing to ensure that the custom software deliverables are able to meet the State's projected growth in the number and size of transactions to be processed by the Application and number of users, as such projections are set forth in the applicable Statement of Work.

Contractor's System Testing will also include Business Function Testing and Technical Testing of each Application in a simulated production environment. Business Function Testing will include testing of full work streams that flow through the Application as the Application will be incorporated within the State's computing environment. The State shall participate in and provide support for the Business Function Testing to the extent reasonably requested by Contractor. At minimum ten (10) days prior to the commencement of Business

Function Testing pursuant to this Section, Contractor shall provide the State for State review and written approval Contractor's test plan for Business Function Testing.

Within five (5) Business Days following the completion of System Testing pursuant to this **Section**, Contractor shall provide to the State a testing matrix establishing that testing for each condition identified in the System Testing plans has been conducted and successfully concluded. To the extent that testing occurs on State premises, the State shall be entitled to observe or otherwise participate in testing under this Section as the State may elect.

2.253 APPROVAL OF DELIVERABLES, IN GENERAL

All Deliverables (Written Deliverables and custom software deliverables) require formal written approval by the State, in accordance with the following procedures. Formal approval by the State requires that the Deliverable be confirmed in writing by the State to meet its specifications, which, in the case of custom software deliverables, will include the successful completion of State User Acceptance Testing, to be led by the State with the support and assistance of Contractor. The parties acknowledge that the approval process set forth herein will be facilitated by ongoing consultation between the parties, visibility of interim and intermediate Deliverables and collaboration on key decisions.

The State's obligation to comply with any State Review Period is conditioned on the timely delivery of Deliverables being reviewed. If Contractor fails to provide a Deliverable to the State in a timely manner, the State will nevertheless use commercially reasonable efforts to complete its review or testing within the applicable State Review Period.

Before commencement of its review or testing of a Deliverable, the State may inspect the Deliverable to confirm that all components of the Deliverable (e.g., software, associated documentation, and other materials) have been delivered. If the State determines that the Deliverable is incomplete, the State may refuse delivery of the Deliverable without performing any further inspection or testing of the Deliverable. Otherwise, the review period will be deemed to have started on the day the State receives the Deliverable and the applicable certification by Contractor in accordance with this Section.

The State will approve in writing a Deliverable upon confirming that it conforms to and, in the case of a custom software deliverable, performs in accordance with, its specifications without material deficiency. The State may, but shall not be required to, conditionally approve in writing a Deliverable that contains material deficiencies if the State elects to permit Contractor to rectify them post-approval. In any case, Contractor will be responsible for working diligently to correct within a reasonable time at Contractor's expense all deficiencies in the Deliverable that remain outstanding at the time of State approval.

If, after three (3) opportunities (the original and two repeat efforts), Contractor is unable to correct all deficiencies preventing State approval of a Deliverable, the State may: (i) demand that Contractor cure the failure and give Contractor additional time to cure the failure at the sole expense of Contractor; or (ii) keep this Contract in force and do, either itself or through other parties, whatever Contractor has failed to do, in which event Contractor shall bear any excess expenditure incurred by the State in so doing beyond the contract price for such Deliverable and will pay the State an additional sum equal to ten percent (10%) of such excess expenditure to cover the State's general expenses without the need to furnish proof in substantiation of such general expenses; or (iii) terminate this Contract for default, either in whole or in part by notice to Contractor (and without the need to afford Contractor any further opportunity to cure). Notwithstanding the foregoing, the State shall not use, as a basis for exercising its termination rights under this Section, deficiencies discovered in a repeat State Review Period that could reasonably have been discovered during a prior State Review Period.

The State, at any time and in its own discretion, may halt the UAT or approval process if such process reveals deficiencies in or problems with a Deliverable in a sufficient quantity or of a sufficient severity as to make the continuation of such process unproductive or unworkable. In such case, the State may return the applicable Deliverable to Contractor for correction and re-delivery prior to resuming the review or UAT process and, in that event, Contractor will correct the deficiencies in such Deliverable in accordance with the Contract, as the case may be.

Approval in writing of a Deliverable by the State shall be provisional; that is, such approval shall not preclude the State from later identifying deficiencies in, and declining to accept, a subsequent Deliverable based on or which incorporates or inter-operates with an approved Deliverable, to the extent that the results of subsequent review or testing indicate the existence of deficiencies in the subsequent Deliverable, or if the Application of which the subsequent Deliverable is a component otherwise fails to be accepted pursuant to **Section 2.080**.

2.254 PROCESS FOR APPROVAL OF WRITTEN DELIVERABLES

The State Review Period for Written Deliverables will be the number of days set forth in the applicable Statement of Work following delivery of the final version of the Written Deliverable (failing which the State Review Period, by default, shall be five (5) Business Days for Written Deliverables of one hundred (100) pages or less and ten (10) Business Days for Written Deliverables of more than one hundred (100) pages). The duration of the State Review Periods will be doubled if the State has not had an opportunity to review an interim draft of the Written Deliverable prior to its submission to the State. The State agrees to notify Contractor in writing by the end of the State Review Period either stating that the Written Deliverable is approved in the form delivered by Contractor or describing any deficiencies that shall be corrected prior to approval of the Written Deliverable (or at the State's election, subsequent to approval of the Written Deliverable). If the State delivers to Contractor a notice of deficiencies, Contractor will correct the described deficiencies and within five (5) Business Days resubmit the Deliverable in a form that shows all revisions made to the original version delivered to the State. Contractor's correction efforts will be made at no additional charge. Upon receipt of a corrected Written Deliverable from Contractor, the State will have a reasonable additional period of time, not to exceed the length of the original State Review Period, to review the corrected Written Deliverable to confirm that the identified deficiencies have been corrected. If the State fails to respond within the applicable State Review Period in the then-current project schedule, Contractor may submit a Change Request to reflect the impact on price and/or project schedule for the delay, and the State shall be obligated to pay all direct damages suffered by Contractor as a direct result of the delay documented in the Change Request, and the project schedule will be revised accordingly.

2.255 PROCESS FOR APPROVAL OF CUSTOM SOFTWARE DELIVERABLES

The State will conduct UAT of each custom software deliverable in accordance with the following procedures to determine whether it meets the criteria for State approval – i.e., whether it conforms to and performs in accordance with its specifications without material deficiencies.

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 custom software deliverable to the State for approval, Contractor shall 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 custom software deliverable. Contractor, upon request by the State, shall provide the State with reasonable assistance and support during the UAT process.

For the custom software deliverables listed in an attachment, the State Review Period for conducting UAT will be as indicated in the attachment. For any other custom software deliverables not listed in an attachment, the State Review Period shall be the number of days agreed in writing by the parties (failing which it shall be forty-five (45) days by default). The State Review Period for each custom software deliverable will begin when Contractor has delivered the custom software deliverable to the State accompanied by the certification required by this **Section** and the State's inspection of the Deliverable has confirmed that all components of it have been delivered.

The State's UAT will consist of executing test scripts from the proposed testing submitted by Contractor, but may also include any additional testing deemed appropriate by the State. If the State determines during the UAT that the custom software deliverable contains any deficiencies, the State will notify Contractor of the deficiency by making an entry in an incident reporting system available to both Contractor and the State. Contractor will modify promptly the custom software deliverable to correct the reported deficiencies, conduct appropriate System Testing (including Regression Testing) to confirm the proper correction of the deficiencies and re-deliver the corrected version to the State for re-testing in UAT. Contractor will coordinate the re-delivery

of corrected versions of custom software deliverables with the State so as not to disrupt the State's UAT process. The State will promptly re-test the corrected version of the Software Deliverable after receiving it from Contractor.

Within three (3) business days after the end of the State Review Period, the State will give Contractor a written notice indicating the State's approval or rejection of the custom software deliverable according to the criteria and process set out in this **Section**.

2.256 FINAL ACCEPTANCE

"Final Acceptance" shall be considered to occur when the custom software deliverable to be delivered has been approved by the State and has been operating in production without any material deficiency for fourteen (14) consecutive days. If the State elects to defer putting a custom software deliverable into live production for its own reasons, not based on concerns about outstanding material deficiencies in the Deliverable, the State shall nevertheless grant Final Acceptance of the Project.

2.260 Ownership

2.261 OWNERSHIP OF WORK PRODUCT BY STATE

The State owns all Deliverables, as they are work made for hire by the Contractor for the State. The State owns all United States and international copyrights, trademarks, patents or other proprietary rights in the Deliverables, excluding any pre-existing intellectual property owned by Unisys or its partners.

2.262 VESTING OF RIGHTS

With the sole exception of any preexisting licensed works identified in the SOW, the Contractor assigns, and upon creation of each Deliverable automatically assigns, to the State, ownership of all United States and international copyrights, trademarks, patents, or other proprietary rights in each and every Deliverable, whether or not registered by the Contractor, insofar as any the Deliverable, by operation of law, may not be considered work made for hire by the Contractor for the State. From time to time upon the State's request, the Contractor must confirm the assignment by execution and delivery of the assignments, confirmations of assignment, or other written instruments as the State may request. The State may obtain and hold in its own name all copyright, trademark, and patent registrations and other evidence of rights that may be available for Deliverables.

2.263 RIGHTS IN DATA

The State is the owner of all data made available by the State to the Contractor or its agents, Subcontractors or representatives under the Contract. The Contractor will not use the State's data for any purpose other than providing the Services, nor will any part of the State's data be disclosed, sold, assigned, leased or otherwise disposed of to the general public or to specific third parties or commercially exploited by or on behalf of the Contractor. No employees of the Contractor, other than those on a strictly need-to-know basis, have access to the State's data. Contractor will not possess or assert any lien or other right against the State's data. Without limiting the generality of this Section, the Contractor must only use personally identifiable information as strictly necessary to provide the Services and must disclose the information only to its employees who have a strict need-to-know the information. The Contractor must comply at all times with all laws and regulations applicable to the personally identifiable information.

The State is the owner of all State-specific data under the Contract. The State may use the data provided by the Contractor for any purpose. The State will not possess or assert any lien or other right against the Contractor's data. Without limiting the generality of this Section, the State may use personally identifiable information only as strictly necessary to utilize the Services and must disclose the information only to its employees who have a strict need to know the information, except as provided by law. The State must comply at all times with all laws and regulations applicable to the personally identifiable information. Other material developed and provided to the State remains the State's sole and exclusive property.

2.264 OWNERSHIP OF MATERIALS

The State and the Contractor will continue to own their respective proprietary technologies developed before entering into the Contract. Any hardware bought through the Contractor by the State, and paid for by the State, will be owned by the State. Any software licensed through the Contractor and sold to the State, will be licensed directly to the State.

2.265 OWNERSHIP OF WORK PRODUCT BY DEPARTMENT OF HEALTH AND HUMAN SERVICES

In accordance with Title 45, Code of Federal Regulations (CFR), Part 95 - General Administration—Grant Programs (Public Assistance, Medical Assistance And State Children's Health Insurance Programs), Subpart F—Automatic Data Processing Equipment and Services—Conditions for Federal Financial Participation (FFP), Section § 95.617 Software and ownership rights, (b) Federal License, The Department of Health and Human Services reserves a royalty-free, nonexclusive, and irrevocable license to reproduce, publish, or otherwise use and to authorize others to use for Federal Government, purposes, such software, modifications, and documentation.

2.270 State Standards

2.271 EXISTING TECHNOLOGY STANDARDS

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

2.272 ACCEPTABLE USE POLICY

To the extent that Contractor has access to the State computer system, Contractor must comply with the State's Acceptable Use Policy, see http://www.michigan.gov/dmb/0,1607,7-150-56355-107739--,00.html All Contractor employees must be required, in writing, to agree to the State's Acceptable Use Policy before accessing the State system. The State reserves the right to terminate Contractor's access to the State system if a violation occurs.

2.273 SYSTEMS CHANGES

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

2.280 Extended Purchasing - Deleted – N/A

2.290 Environmental Provision

2.291 ENVIRONMENTAL PROVISION

Energy Efficiency Purchasing Policy: The State seeks wherever possible to purchase energy efficient products. This includes giving preference to U.S. Environmental Protection Agency (EPA) certified 'Energy Star' products for any category of products for which EPA has established Energy Star certification. For other purchases, the State may include energy efficiency as one of the priority factors to consider when choosing among comparable products.

Environmental Purchasing Policy: The State of Michigan is committed to encouraging the use of products and services that impact the environment less than competing products. The State is accomplishing this by including environmental considerations in purchasing decisions, while remaining fiscally responsible, to promote practices that improve worker health, conserve natural resources, and prevent pollution. Environmental components that are to be considered include: recycled content and recyclables; energy efficiency; and the presence of undesirable materials in the products, especially those toxic chemicals which

are persistent and bioaccumulative. The Contractor should be able to supply products containing recycled and environmentally preferable materials that meet performance requirements and is encouraged to offer such products throughout the duration of this Contract. Information on any relevant third party certification (such as Green Seal, Energy Star, etc.) should also be provided.

Hazardous Materials: For the purposes of this Section, "Hazardous Materials" is a generic term used to describe asbestos, ACBMs, PCBs, petroleum products, construction materials including paint thinners, solvents, gasoline, oil, and any other material the manufacture, use, treatment, storage, transportation or disposal of which is regulated by the federal, state or local laws governing the protection of the public health, natural resources or the environment. This includes, but is not limited to, materials the as batteries and circuit packs, and other materials that are regulated as (1) "Hazardous Materials" under the Hazardous Materials Transportation Act, (2) "chemical hazards" under the Occupational Safety and Health Administration standards, (3) "chemical substances or mixtures" under the Toxic Substances Control Act, (4) "pesticides" under the Federal Insecticide Fungicide and Rodenticide Act, and (5) "hazardous wastes" as defined or listed under the Resource Conservation and Recovery Act.

(a) The Contractor shall use, handle, store, dispose of, process, transport and transfer any material considered a Hazardous Material according to all federal, State and local laws. The State shall provide a safe and suitable environment for performance of Contractor's Work. Before the commencement of Work, the State shall advise the Contractor of the presence at the work site of any Hazardous Material to the extent that the State is aware of the Hazardous Material. If the Contractor encounters material reasonably believed to be a Hazardous Material and which may present a substantial danger, the Contractor shall immediately stop all affected Work, notify the State in writing about the conditions encountered, and take appropriate health and safety precautions.

(b) Upon receipt of a written notice, the State will investigate the conditions. If (a) the material is a Hazardous Material that may present a substantial danger, and (b) the Hazardous Material was not brought to the site by the Contractor, or does not result in whole or in part from any violation by the Contractor of any laws covering the use, handling, storage, disposal of, processing, transport and transfer of Hazardous Materials, the State shall order a suspension of Work in writing. The State shall proceed to have the Hazardous Material removed or rendered harmless. In the alternative, the State shall terminate the affected Work for the State's convenience.

(c) Once the Hazardous Material has been removed or rendered harmless by the State, the Contractor shall resume Work as directed in writing by the State. Any determination by the Michigan Department of Community Health or the Michigan Department of Environmental Quality that the Hazardous Material has either been removed or rendered harmless is binding upon the State and Contractor for the purposes of resuming the Work. If any incident with Hazardous Material results in delay not reasonable anticipatable under the circumstances and which is attributable to the State, the applicable SLAs for the affected Work will not be counted in a time as mutually agreed by the parties.

(d) If the Hazardous Material was brought to the site by the Contractor, or results in whole or in part from any violation by the Contractor of any laws covering the use, handling, storage, disposal of, processing, transport and transfer of Hazardous Material, or from any other act or omission within the control of the Contractor, the Contractor shall bear its proportionate share of the delay and costs involved in cleaning up the site and removing and rendering harmless the Hazardous Material according to Applicable Laws to the condition approved by applicable regulatory agency(ies).

Labeling: Michigan has a Consumer Products Rule pertaining to labeling of certain products containing volatile organic compounds. For specific details visit http://www.michigan.gov/deq/0,1607,7-135-3310_4108-173523--,00.html

Refrigeration and Air Conditioning: The Contractor shall comply with the applicable requirements of Sections 608 and 609 of the Clean Air Act (42 U.S.C. 7671g and 7671h) as each or both apply to this contract.

Environmental Performance: Waste Reduction Program - Contractor shall establish a program to promote cost-effective waste reduction in all operations and facilities covered by this contract. The Contractor's programs shall comply with applicable Federal, State, and local requirements, specifically including Section 6002 of the Resource Conservation and Recovery Act (42 U.S.C. 6962, et seq.).

2.300 Deliverables

2.301 SOFTWARE

A list of the items of software the State is required to purchase for executing the Contract is attached. The list includes all software required to complete the Contract and make the Deliverables operable; if any additional software is required in order for the Deliverables to meet the requirements of this Contract, such software shall be provided to the State by Contractor at no additional charge (except where agreed upon and specified in a Statement of Work or Contract Change Notice). The attachment also identifies certain items of software to be provided by the State. Refer to Table 6 of the Cost Tables (Appendix F).

2.302 HARDWARE

A list of the items of hardware the State is required to purchase for execution the Contract is attached. The list includes all hardware required to complete the Contract and make the Deliverables operable; if any additional hardware is required in order for the Deliverables to meet the requirements of this Contract, such hardware shall be provided to the State by Contractor at no additional charge (except where agreed upon and specified in a Contract Change Notice). The attachment also identifies certain items of hardware to be provided by the State. Refer to Table 5 of the Cost Tables (Appendix F).

2.310 Software Warranties

2.311 PERFORMANCE WARRANTY

The Contractor represents and warrants that Deliverables, after Final Acceptance, will perform and operate in compliance with the requirements and other standards of performance contained in this Contract (including all descriptions, specifications and drawings made a part of the Contract) for a period of (90) ninety days. In the event of a breach of this warranty, Contractor will promptly correct the affected Deliverable(s) at no charge to the State.

2.312 NO SURREPTITIOUS CODE WARRANTY

The Contractor represents and warrants that no copy of licensed Software provided to the State contains or will contain any Self-Help Code or any Unauthorized Code as defined below. This warranty is referred to in this Contract as the “No Surreptitious Code Warranty.”

As used in this Contract, “Self-Help Code” means any back door, time bomb, drop dead device, or other software routine designed to disable a computer program automatically with the passage of time or under the positive control of a person other than the licensee of the software. Self-Help Code does not include Software routines in a computer program, if any, designed to permit an owner of the computer program (or other person acting by authority of the owner) to obtain access to a licensee’s computer system(s) (e.g. remote access via modem) for purposes of maintenance or technical support.

As used in this Contract, “Unauthorized Code” means any virus, Trojan horse, spyware, worm or other Software routines or components designed to permit unauthorized access to disable, erase, or otherwise harm software, equipment, or data; or to perform any other such actions. The term Unauthorized Code does not include Self-Help Code. Unauthorized Code does not include Software routines in a computer program, if any, designed to permit an owner of the computer program (or other person acting by authority of the owner) to obtain access to a licensee’s computer system(s) (e.g. remote access via modem) for purposes of maintenance or technical support.

In addition, Contractor will use up-to-date commercial virus detection software to detect and remove any viruses from any software prior to delivering it to the State.

2.313 CALENDAR WARRANTY

The Contractor represents and warrants that all software for which the Contractor either sells or licenses to the State of Michigan and used by the State prior to, during or after the calendar year 2000, includes or shall include, at no added cost to the State, design and performance so the State shall not experience software

abnormality and/or the generation of incorrect results from the software, due to date oriented processing, in the operation of the business of the State of Michigan.

The software design, to insure calendar year rollover compatibility, shall include, but is not limited to: data structures (databases, data files, etc.) that provide 4-digit date century; stored data that contain date century recognition, including, but not limited to, data stored in databases and hardware device internal system dates; calculations and program logic (e.g., sort algorithms, calendar generation, event recognition, and all processing actions that use or produce date values) that accommodates same century and multi-century formulas and date values; interfaces that supply data to and receive data from other systems or organizations that prevent non-compliant dates and data from entering any State system; user interfaces (i.e., screens, reports, etc.) that accurately show 4 digit years; and assurance that the year 2000 shall be correctly treated as a leap year within all calculation and calendar logic.

2.314 THIRD-PARTY SOFTWARE WARRANTY

The Contractor represents and warrants that it will disclose the use or incorporation of any third-party software into the Deliverables. At the time of Delivery, the Contractor shall provide in writing the name and use of any Third-party Software, including information regarding the Contractor's authorization to include and utilize such software. The notice shall include a copy of any ownership agreement or license that authorizes the Contractor to use the Third-party Software.

2.315 PHYSICAL MEDIA WARRANTY

Contractor represents and warrants that each licensed copy of the Software provided by the Contractor is free from physical defects in the media that tangibly embodies the copy. This warranty does not apply to defects discovered more than (30) thirty days after that date of Final Acceptance of the Software by the State. This warranty does not apply to defects arising from acts of Excusable Failure. If the Contractor breaches this warranty, then the State shall be entitled to replacement of the non-compliant copy by Contractor, at Contractor's expense (including shipping and handling).

2.320 Software Licensing

2.321 CROSS-LICENSE, DELIVERABLES ONLY, LICENSE TO CONTRACTOR

The State grants to the Contractor, the royalty-free, world-wide, non-exclusive right and license under any Deliverable now or in the future owned by the State, or with respect to which the State has a right to grant such rights or licenses, to the extent required by the Contractor to market the Deliverables and exercise its full rights in the Deliverables, including, without limitation, the right to make, use and sell products and services based on or incorporating such Deliverables.

2.322 CROSS-LICENSE, DELIVERABLES AND DERIVATIVE WORK, LICENSE TO CONTRACTOR

The State grants to the Contractor, the royalty-free, world-wide, non-exclusive right and license under any Deliverable and/or Derivative Work now or in the future owned by the State, or with respect to which the State has a right to grant such rights or licenses, to the extent required by the Contractor to market the Deliverables and/or Derivative Work and exercise its full rights in the Deliverables and/or Derivative Work, including, without limitation, the right to make, use and sell products and services based on or incorporating such Deliverables and/or Derivative Work.

2.323 LICENSE BACK TO THE STATE

Unless otherwise specifically agreed to by the State, before initiating the preparation of any Deliverable that is a Derivative of a preexisting work, the Contractor shall cause the State to have and obtain the irrevocable, nonexclusive, worldwide, royalty-free right and license to (1) use, execute, reproduce, display, perform, distribute internally or externally, sell copies of, and prepare Derivative Works based upon all preexisting works and Derivative Works thereof, and (2) authorize or sublicense others from time to time to do any or all of the foregoing.

2.324 LICENSE RETAINED BY CONTRACTOR

No software currently falls under 2.324. Any software later included under 2.324 will be identified by change order.

Contractor grants to the State a non-exclusive, royalty-free, site-wide, irrevocable, transferable license to use the Software and related documentation according to the terms and conditions of this Contract. For the purposes of this license, "site-wide" includes any State of Michigan office regardless of its physical location.

The State may modify the Software and may combine such with other programs or materials to form a derivative work. The State will own and hold all copyright, trademarks, patent and other intellectual property rights in any derivative work, excluding any rights or interest in Software other than those granted in this Contract.

The State may copy each item of Software to multiple hard drives or networks unless otherwise agreed by the parties.

The State will make and maintain no more than one archival copy of each item of Software, and each copy will contain all legends and notices and will be subject to the same conditions and restrictions as the original. The State may also make copies of the Software in the course of routine backups of hard drive(s) for the purpose of recovery of hard drive contents.

In the event that the Contractor shall, for any reason, cease to conduct business, or cease to support the Software, the State shall have the right to convert these licenses into perpetual licenses, with rights of quiet enjoyment, but subject to payment obligations not to exceed the then current rates.

2.325 PRE-EXISTING MATERIALS FOR CUSTOM SOFTWARE DELIVERABLES

Neither Contractor nor any of its Subcontractors shall incorporate any preexisting materials (including Standard Software) into custom software deliverables or use any pre-existing materials to produce custom software deliverables if such pre-existing materials will be needed by the State in order to use the custom software deliverables unless (i) such pre-existing materials and their owners are identified to the State in writing and (ii) such pre-existing materials are either readily commercially available products for which Contractor or its Subcontractor, as the case may be, has obtained a license (in form and substance approved by the State) in the name of the State, or are materials that Contractor or its Subcontractor, as the case may be, has the right to license to the State and has licensed to the State on terms and conditions approved by the State prior to using such pre-existing materials to perform the Services.

2.330 Source Code Escrow

2.331 DEFINITION

"Source Code Escrow Package" shall mean:

(a) A complete copy in machine-readable form of the source code and executable code of the Licensed Software, including any updates or new releases of the product;

(b) A complete copy of any existing design documentation and user documentation, including any updates or revisions; and/or

(c) Complete instructions for compiling and linking every part of the source code into executable code for purposes of enabling verification of the completeness of the source code as provided below. Such instructions shall include precise identification of all compilers, library packages, and linkers used to generate executable code.

2.332 DELIVERY OF SOURCE CODE INTO ESCROW

Contractor shall deliver a Source Code Escrow Package to the Escrow Agent, pursuant to the Escrow Contract, which shall be entered into on commercially reasonable terms subject to the provisions of this Contract within (30) thirty days of the execution of this Contract.

2.333 DELIVERY OF NEW SOURCE CODE INTO ESCROW

If at any time during the term of this Contract, the Contractor provides a maintenance release or upgrade version of the Licensed Software, Contractor shall within ten (10) days deposit with the Escrow Agent, in

accordance with the Escrow Contract, a Source Code Escrow Package for the maintenance release or upgrade version, and provide the State with notice of the delivery.

2.334 VERIFICATION

The State reserves the right at any time, but not more than once a year, either itself or through a third party contractor, upon thirty (30) days written notice, to seek verification of the Source Code Escrow Package.

2.335 ESCROW FEES

The Contractor will pay all fees and expenses charged by the Escrow Agent.

2.336 RELEASE EVENTS

The Source Code Escrow Package may be released from escrow to the State, temporarily or permanently, upon the occurrence of one or more of the following:

(a) The Contractor becomes insolvent, makes a general assignment for the benefit of creditors, files a voluntary petition of bankruptcy, suffers or permits the appointment of a receiver for its business or assets, becomes subject to any proceeding under bankruptcy or insolvency law, whether domestic or foreign;

(b) The Contractor has wound up or liquidated its business voluntarily or otherwise and the State has reason to believe that such events will cause the Contractor to fail to meet its warranties and maintenance obligations in the foreseeable future;

(c) The Contractor voluntarily or otherwise discontinues support of the provided products or fails to support the products in accordance with its maintenance obligations and warranties.

2.337 RELEASE EVENT PROCEDURES

If the State desires to obtain the Source Code Escrow Package from the Escrow Agent upon the occurrence of an Event in this **Section**, then:

(a) The State shall comply with all procedures in the Escrow Contract;

(b) The State shall maintain all materials and information comprising the Source Code Escrow Package in confidence in accordance with this Contract;

(c) If the release is a temporary one, then the State shall promptly return all released materials to Contractor when the circumstances leading to the release are no longer in effect.

2.338 LICENSE

Upon release from the Escrow Agent pursuant to an event described in this **Section**, the Contractor automatically grants the State a non-exclusive, irrevocable license to use, reproduce, modify, maintain, support, update, have made, and create Derivative Works. Further, the State shall have the right to use the Source Code Escrow Package in order to maintain and support the Licensed Software so that it can be used by the State as set forth in this Contract.

2.339 DERIVATIVE WORKS

Any Derivative Works to the source code released from escrow that are made by or on behalf of the State shall be the sole property of the State. The State acknowledges that its ownership rights are limited solely to the Derivative Works and do not include any ownership rights in the underlying source code or any Unisys preexisting intellectual property owned by Unisys or its partners.

Appendix A: RESERVED

Appendix B: RESERVED

Appendix C: Mandatory Michigan SACWIS Requirements

The State of Michigan has identified the following mandatory Michigan SACWIS requirements that must be incorporated in the Contractor's design solution. All mandatory requirements must be met by the solution.

The Contractor will deliver the Michigan SACWIS solution by making all mandatory requirements fully functional in one of three categories as indicated:

1. "**Currently met by the solution presented**" – the Contractor's baseline solution already fully meets the requirement's functionality without modification. If during Joint Application Design (JAD) sessions, the State finds that the current baseline solution does not meet the mandatory fully functional requirements as indicated, no additional cost will be incurred by the State.

2. "**Will be met with the solution presented**" - the Contractor will modify their baseline solution to meet the requirements full functionality.

3. "**Will be met with COTS**" - the Contractor will use a Commercial off the Shelf (COTS) product to meet the requirements fully functionality. The Contractor has identified all required Commercial off the Shelf (COTS) products within Appendix F.

The Contractor will deliver and the State will accept each requirement in Appendix C as being met so long as the demonstrated as-is functionality of the proposed solution meets the requirement as written, and does not violate federal law, state law or published state policy effective as of October 1, 2010. In the event that the State requires modifications to Appendix C requirements, or the demonstrated as-is functionality of the proposed solution (not attributable to failure to meet the requirements as written, violation of federal law, state law, or published State policy effective as of October 1, 2010), the requested modification(s) will be reviewed through Change Control processes.

FUNCTIONAL REQUIREMENTS

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Common Administrative	Person Management	General	58230	The system must assign a unique identifier for each person entered.	X		
Common Administrative	Person Management	General	58231	The system must allow a person to be assigned one or more roles.		X	
Common Administrative	Person Management	General	58232	The system must maintain data that is specific to an individual and must not require re-entry when cases or roles change.	X		
Common Administrative	Person Management	Person Demographics	58234	The system must allow users to record the names, addresses and phone numbers of collaterals.	X		
Common Administrative	Person Management	Person Demographics	58235	The system must allow users to record the name and aliases of any person entered into the system.	X		
Common Administrative	Person Management	Person Demographics	58236	The system shall allow the user to enter in multiple races up to five (5) races per person.	X		
Common Administrative	Person Management	Person Demographics	58237	The system must allow the user to select the ethnicity for each person.	X		
Common Administrative	Person Management	Person Demographics	58238	The system must allow the user to select if the person's ethnicity is Hispanic/Latino using Yes and No identifiers.	X		
Common Administrative	Person Management	Person Demographics	58239	The system must record if the child is "Native American or Alaskan Native".	X		
Common Administrative	Person Management	Person Demographics	58240	The system must allow the user to record the gender/sex of the person.	X		
Common Administrative	Person Management	Person Demographics	58242	The system must allow the user to track and select the child's height, weight, eye color, hair color and distinctive characteristics.		X	
Common Administrative	Person Management	Person Demographics	58244	The system shall track the child's birth information which includes country, state, county, city, hospital name and address.	X		
Common Administrative	Person Management	Person Demographics	58245	The system must allow the user to record a person's date of birth.	X		
Common Administrative	Person Management	Person Demographics	58246	The system must allow the user to indicate if the person's date of birth is an estimate.	X		
Common Administrative	Person Management	Person Demographics	58247	The system must calculate and display the person's age.	X		
Common Administrative	Person Management	Person Demographics	58248	The system must allow the user to record if the date of birth was verified and the source of verification.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Common Administrative	Person Management	Person Demographics	58249	The system must document when a user requested the birth certificate and when it was received.		X	
Common Administrative	Person Management	Person Demographics	58258	The system shall allow user to record the date of death.	X		
Common Administrative	Person Management	Person Demographics	58259	The system shall allow the user to record the verification source of the death and the date of verification.		X	
Common Administrative	Person Management	Person Demographics	58250	The system must allow the user to record the person's Social Security Number.	X		
Common Administrative	Person Management	Person Demographics	58251	The system must indicate the source and the date that the Social Security Number was verified.	X		
Common Administrative	Person Management	Person Demographics	58253	The system must record if an application for a Social Security Number was completed and the date it was completed.	X		
Common Administrative	Person Management	Person Demographics	58255	The system must allow a user to record if the person requires an interpreter.	X		
Common Administrative	Person Management	Person Demographics	58256	The system must allow the user to record the person's primary language.	X		
Common Administrative	Person Management	Person Demographics	58262	The system must support United States addresses (domestic) as well as foreign addresses.	X		
Common Administrative	Person Management	Person Demographics	58264	The system shall allow for only one primary address per person.	X		
Common Administrative	Person Management	Person Demographics	58265	The system shall allow a user to enter in the type of address (e.g. work address, daycare address, school address, etc).	X		
Common Administrative	Person Management	Person Demographics	58266	The system shall allow the user to enter in effective dates for each address entered.	X		
Common Administrative	Person Management	Person Demographics	58269	The system must provide the user a mechanism to enter in one address for a family and associate it to each person.	X		
Common Administrative	Person Management	Person Demographics	58270	The system must record a person's citizenship and date of verification.		X	
Common Administrative	Person Management	Person Demographics	58272	The system must track the citizenships source of verification and date of verification.		X	
Common Administrative	Person Management	Person Demographics	58274	The system must allow recording a person's refugee status.		X	
Common Administrative	Person Management	Person Demographics	58275	The system shall allow recording of the child's Parent's Country of Origin.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Common Administrative	Person Management	Person Demographics	58276	The system shall allow recording of the Date a person entered the USA.		X	
Common Administrative	Person Management	Person Demographics	58278	The system shall allow the user to record the reason for coming to the USA.		X	
Common Administrative	Person Management	Person Demographics	58279	The system must allow recording a person's migrant status.		X	
Common Administrative	Person Management	Person Demographics	58280	The system must track if the person is a legal dependent of an individual on Active Duty with the US Armed Services.	X		
Common Administrative	Person Management	Person Demographics	58281	The system must track if the person is an individual on Active Duty with the US Armed Services.	X		
Case Management	Person Management	Person Demographics	58594	The system must provide the capability to enter family religious affiliation and special requirements based on their religious affiliation.		X	
Common Administrative	Person Management	Relationships	58283	The system shall allow user to set, maintain and associate relationships to each person which allows for tracking across multiple generations and multiple cases.	X		
Common Administrative	Person Management	Relationships	58284	The system must automatically determine reciprocal relationships (e.g. father - son identified by user, son - father determined by system).	X		
Common Administrative	Person Management	Relationships	58287	The system must allow family relationship values to be configurable.	X		
Common Administrative	Person Management	Relationships	58288	The system must record the relationship between the child and the caretaker (e.g. parent, relative, guardian, potential adoptive parent, aunt, uncle, grandmother, etc).	X		
Common Administrative	Person Management	Relationships	58290	The system must maintain and display a history of all relationships entered.	X		
Common Administrative	Person Management	Relationships	58292	The system must capture if the mother was married at the time of child's birth.	X		
Common Administrative	Person Management	Relationships	58293	The system must capture the current marital status of the mother and father.		X	
Common Administrative	Person Management	Background Check	58310	The system must tie all types of background checks and criminal information to persons.	X		
Common Administrative	Person Management	Person Search	58295	The system must provide a proven Soundex-like capability for searching to find exact matches and close matches for name searches.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Common Administrative	Person Management	Person Search	58296	The system must display the results of person(s) that meet search criteria displaying exact matches first.		X	
Common Administrative	Person Management	Person Search	58298	The system must include automatic search of alias names during a search.		X	
Common Administrative	Person Management	Person Search	58299	The system must indicate when a search is returned based on an alias match rather than a name match.		X	
Common Administrative	Person Management	Person Search	58300	The system must allow the user to view case information such as other case members when validating a new person.		X	
Common Administrative	Person Management	Person Search	58301	The system must allow the worker to determine involvement in the Child Welfare System from returned search results.	X		
Common Administrative	Person Management	Person Search	58302	The system must provide the capability to search for a person by multiple parameters with a minimum of name or partial name, address, ID numbers, date of birth, social security number and sex.	X		
Common Administrative	Person Management	Person Search	58304	The system shall identify potential matches based on a search criteria and support drilling down to more detailed data.	X		
Common Administrative	Person Management	Person Merge	58305	The system must allow merging of a duplicate person's data into a single active record, allowing the user to determine which data elements to keep from either record.	X		
Common Administrative	Person Management	Person Merge	58307	The system must allow reversing the merged person's record.	X		
Common Administrative	Person Management	Educational Information	58313	The system must track child's education standing and maintain history.	X		
Common Administrative	Person Management	Educational Information	58314	The system shall record information pertaining to a child's educational profile (e.g. name of the school, grade level, and achievement scores).	X		
Common Administrative	Person Management	Educational Information	58318	The system must allow the user to enter pass or fail when a child is in kindergarten through 8th grade and the report card is received.		X	
Common Administrative	Person Management	Educational Information	58321	The system must track the school district, name, address, and school type.	X		
Common Administrative	Person Management	Educational Information	58322	The system shall track updates to education related information including school enrollment, change of school and reason for the change, expulsion and attendance/truancy issues.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Common Administrative	Person Management	Educational Information	58323	The system must allow a user to track a child's full-time elementary and secondary school attendance.	X		
Common Administrative	Person Management	Educational Information	58324	The system must allow a user to record if a child is incapable of attending school on a full-time basis due to medical or mental health condition of a child.	X		
Common Administrative	Person Management	Educational Information	58327	The system shall track Diploma and GED information.	X		
Common Administrative	Person Management	Educational Information	58331	The system must provide the means to track and maintain a history of the child's expected graduation date.	X		
Common Administrative	Person Management	Educational Information	58336	The system must provide the ability to track the start and end date for each school attended.	X		
Common Administrative	Person Management	Educational Information	58337	The system must provide the ability to track court appointed surrogate parents to authorize Special Education services.		X	
Common Administrative	Person Management	Educational Information	58338	The system must track the surrogate or parental consent to authorize Special Education services.		X	
Common Administrative	Person Management	Educational Information	58340	The system must maintain a history of any special education needs.	X		
Common Administrative	Person Management	Educational Information	58342	The system must provide a mechanism to document the proximity to the school in which the child is enrolled at the time of placement.	X		
Common Administrative	Person Management	Educational Information	58343	The system must provide a mechanism to document steps taken to ensure the child remains in the same school at the time of placement.	X		
Common Administrative	Person Management	Educational Information	58350	The system must maintain a directory of all schools and daycare centers for the State of Michigan.	X		
Common Administrative	Person Management	Educational Information	58351	The system must provide a school directory that contains, at a minimum, the school name, district, address, phone number, fax number, contact, and type of education.	X		
Common Administrative	Person Management	Educational Information	58352	The system must allow an authorized user to add and edit out of state and out of country schools to the directory of schools.	X		
Common Administrative	Person Management	Educational Information	58355	The system must provide a search capability to locate a school from the directory and associate it to the child's education record.	X		
Common Administrative	Person Management	Educational Information	58345	The system must track IEP content and decisions.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Common Administrative	Person Management	Educational Information	58347	The system must track if the IEP has expired or is no longer applicable.	X		
Common Administrative	Person Management	Educational Information	58348	The system must maintain a history which includes a start and end date for each IEP and each IEP review date.	X		
Common Administrative	Person Management	Educational Information	58356	The system must allow a user to prefill, preview and print notices to the school when a child is a ward.	X		
Common Administrative	Person Management	Educational Information	58357	The system must generate and maintain a notice to the school requesting copies of the enrolled child's report card and IEP.	X		
Common Administrative	Person Management	Mental Health, Medical and Dental Information	58361	The system shall support the determination and documentation of special needs and areas of concern such as developmental disabilities or medical conditions.	X		
Common Administrative	Person Management	Mental Health, Medical and Dental Information	58362	The system must have the capability to track disabilities (e.g. visually impaired, emotionally, impaired, hearing impaired, speech, learning disabilities, etc).	X		
Common Administrative	Person Management	Mental Health, Medical and Dental Information	58364	The system shall differentiate between conditions observed by the caseworkers and those diagnosed by qualified professionals.	X		
Common Administrative	Person Management	Mental Health, Medical and Dental Information	58371	The system must capture medical and dental provider information at the time of removal.	X		
Common Administrative	Person Management	Mental Health, Medical and Dental Information	58373	The system must be able to track medical, mental health and dental history of the family members.	X		
Common Administrative	Person Management	Mental Health, Medical and Dental Information	58374	The system must be able to track child allergies.	X		
Common Administrative	Person Management	Mental Health, Medical and Dental Information	58385	The system must provide the ability to document when the child received a medical or dental exam, the reason for the medical exam, and any follow up instructions provided.	X		
Common	Person	Mental Health,	59495	The system must provide the ability to document when	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Administrative	Management	Medical and Dental Information		the child received a mental health exam, the reason for the exam, and any follow up instructions provided.			
Common Administrative	Person Management	Mental Health, Medical and Dental Information	58387	The system must maintain and display a history of all medical, dental and mental health exams and treatment.	X		
Common Administrative	Person Management	Mental Health, Medical and Dental Information	58389	The system must provide the mechanism to record medication name, prescriber, type, dosage, frequency, start date, and end date.	X		
Common Administrative	Person Management	Mental Health, Medical and Dental Information	58391	The system must provide the user a narrative to explain the reason for the medication and reason medication ended or changed.	X		
Common Administrative	Person Management	Mental Health, Medical and Dental Information	58376	The system must display each vaccine by name including the date it was administered and/or the due date.	X		
Common Administrative	Person Management	Mental Health, Medical and Dental Information	58377	The system shall support an automated Medical Passport that tracks the date it was generated and provided to the caretaker.	X		
Common Administrative	Person Management	Mental Health, Medical and Dental Information	58395	The system must track high risk youths to prevent placement with other children.	X		
Common Administrative	Person Management	Mental Health, Medical and Dental Information	58396	The system must provide the capability for users to document any behavioral issues that deem a child high risk.	X		
Common Administrative	Person Management	Mental Health, Medical and Dental Information	58397	The system must display child/youth high risk behaviors when reviewing a potential placement.	X		
Common Administrative	Person Management	Mental Health, Medical and Dental Information	58398	The system must track self abuse related behaviors.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Common Administrative	Person Management	Mental Health, Medical and Dental Information	58399	The system must associate observed behaviors as person data.	X		
Common Administrative	Person Management	Mental Health, Medical and Dental Information	58400	The system must allow the user to record screening types associated to Substance or Alcohol Abuse.	X		
Common Administrative	Person Management	Mental Health, Medical and Dental Information	58402	The system must allow the user to record if the child was drug addicted at birth.	X		
Common Administrative	Person Management	Mental Health, Medical and Dental Information	58403	The system must track prenatal exposure reported by the person.	X		
Common Administrative	Person Management	Mental Health, Medical and Dental Information	58405	The system must allow the user to record if the child has Fetal Alcohol Spectrum Disorder.	X		
Common Administrative	Person Management	Mental Health, Medical and Dental Information	58406	The system must provide a mechanism to track all health insurance information including but not limited to both primary and secondary coverage.	X		
Common Administrative	Person Management	Mental Health, Medical and Dental Information	58414	The system must record start and end dates for insurance coverage.	X		
Common Administrative	Person Management	Mental Health, Medical and Dental Information	58415	The system must have a mechanism to track HMO enrollment or disenrollment.	X		
Common Administrative	Person Management	Mental Health, Medical and Dental Information	58416	The system must have the capability to track the date the emergency consent medical cards were provided.	X		
Common Administrative	Person Management	Mental Health, Medical and Dental	58417	The system must allow a user to prefill, preview and print chronic illness, medical conditions, prescriptions and other health information as part of the Medical	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
		Information		Passport (template).			
Common Administrative	Person Management	Mental Health, Medical and Dental Information	58418	The system must generate and maintain a record of informed consent for each psychotropic medication prescribed to a foster child.	X		
Common Administrative	Person Management	Mental Health, Medical and Dental Information	58420	The system must allow a user to prefill, preview and print the immunization record.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Common Administrative	Staff and Organization Management	Organization Structure	54203	The system shall identify the type of organizational unit for each unit.	X		
Common Administrative	Staff and Organization Management	Organization Structure	54204	The system shall record data on organizational structures and reporting relationships in DHS, private agencies and other pertinent external organizations.	X		
Common Administrative	Staff and Organization Management	Organization Structure	54205	The system shall utilize organizational structure to automatically route work.	X		
Common Administrative	Staff and Organization Management	Organization Structure	54206	The system shall allow assignment of organization roles to staff.		X	
Common Administrative	Staff and Organization Management	Organization Structure	54207	The system shall allow staff to be assigned one or more roles within an organizational unit.		X	
Common Administrative	Staff and Organization Management	Organization Structure	54208	The system shall allow assignment of roles across organizations, such as a DHS staff assigned as approver for some private agency work.		X	
Common Administrative	Staff and Organization Management	Organization Structure	54209	The system shall have the capability to assign staff to backup roles.		X	
Common Administrative	Staff and Organization Management	Organization Structure	54213	The system shall support the organizational structure by allowing 'teams' or 'units' of workers to be created with a designated role.	X		
Common Administrative	Staff and Organization Management	Organization Structure	54215	The system shall maintain a full history of temporary delegations.	X		
Common Administrative	Staff and Organization Management	Staff Management	54219	The system shall maintain unique staff identifier.	X		
Common Administrative	Staff and Organization Management	Staff Management	54220	The system shall support the creation of a staff profile.	X		
Common Administrative	Staff and Organization Management	Staff Management	54221	The system shall track staff records for all pertinent DHS, private agency and external organization staff.	X		
Common	Staff and	Staff	54222	The system shall include job related demographics in	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Administrative	Organization Management	Management		the staff profile (e.g. skills, job title, phone number, etc).			
Common Administrative	Staff and Organization Management	Staff Management	54225	The system shall maintain a history of organization assignment and pertinent demographics.	X		
Common Administrative	Staff and Organization Management	Staff Management	54226	The system shall include education, training and skills possessed by the staff in their profile.	X		
Common Administrative	Staff and Organization Management	Staff Management	54228	The system shall provide the capability to update a staff profile in the system on-line.	X		
Common Administrative	Staff and Organization Management	Staff Management	54229	The system shall maintain begin and end dates for staff data (e.g. employment dates, roles, unit assignments, locations, address, etc.)	X		
Common Administrative	Staff and Organization Management	Staff Management	54230	The system shall allow assignment of staff to multiple units based on work to be performed.	X		
Common Administrative	Staff and Organization Management	Staff Management	54231	The system shall support all necessary levels and classes of security to protect staff information.	X		
Common Administrative	Staff and Organization Management	Staff Management	54232	The system shall allow supervisors, administrator and authorized users to edit and update staff records.	X		
Common Administrative	Staff and Organization Management	Staff Management	54233	The system shall provide the capability to inactivate or temporarily suspend a staff person's status.	X		
Common Administrative	Staff and Organization Management	Staff Management	54234	The system shall record and display staff termination dates and reason for termination.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Common Administrative	System Functionality	General	58160	The system shall have the ability to freeze data at DHS pre-determined points in the life of a case to prevent workers from modifying that data after a certain period of time or after a specific action has been completed on the record.	X		
Common Administrative	System Functionality	General	58161	The system must support the requirements outlined in the Michigan (Dwayne B. v. Granholm) Children's Rights Settlement.		X	
Common Administrative	System Functionality	General	58154	The system shall be designed to prevent the occurrence of duplicate entries of the same person.	X		
Common Administrative	System Functionality	General	58155	The system shall not require users to enter redundant data within the system between modules and functions within the life of the case.	X		
Common Administrative	System Functionality	Help	55505	The system must have online user, operations and technical user help documentation.	X		
Common Administrative	System Functionality	Help	55506	The system shall include online documentation that includes, at a minimum, online policy, procedures manuals, and user guides.	X		
Common Administrative	System Functionality	Help	55509	The system must provide context sensitive help.	X		
Common Administrative	System Functionality	Checklists	58147	The system shall provide case-based activity checklists (to-do lists) to assist in prompting the users in the completion of required case activities according to business rules.	X		
Common Administrative	System Functionality	Checklists	58148	The system shall automate the checklist to demonstrate when the user completes the task listed.	X		
Common Administrative	System Functionality	Checklists	58149	The system shall automate the checklist to display the date the user completed the task listed.	X		
Common Administrative	System Functionality	Checklists	58150	The system shall automate the checklist to document the user name that completed the task listed.	X		
Common Administrative	System Functionality	Checklists	58151	The system shall automate the checklist to dynamically fill tasks based on case type, permanency goal and legal status.		X	
Common Administrative	System Functionality	Checklists	58152	The system shall allow the user to prefill, preview and print the checklist as needed.	X		
Common Administrative	System Functionality	Checklists	58153	The system shall allow the user to print blank checklists or partially completed checklists.	X		
Common Administrative	System Functionality	Approvals	54686	The system shall identify approvals required for each piece of work or component authorized.	X		
Common Administrative	System Functionality	Approvals	54687	The system shall automatically route any work that require approval under DHS policies to the appropriate workers.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Common Administrative	System Functionality	Approvals	54688	The system shall support multiple approval levels for a piece of work depending on the type of work and data entered for the work.	X		
Common Administrative	System Functionality	Approvals	54689	The system shall maintain the staff position or role that must approve each piece of work.	X		
Common Administrative	System Functionality	Approvals	54690	The system shall identify the time limits required for each approval type.	X		
Common Administrative	System Functionality	Approvals	54691	The system shall escalate alerts to supervisors when approval on a piece of work is overdue.	X		
Common Administrative	System Functionality	Approvals	54692	The system shall find and display the staff person with the authority to authorize each piece of work requiring approval based on assigned roles.	X		
Common Administrative	System Functionality	Approvals	54696	The system shall display the list of pending approvals for each person on their desktop.	X		
Common Administrative	System Functionality	Approvals	54697	The system shall alert staff to indicate their approval is due on a piece of work.	X		
Common Administrative	System Functionality	Approvals	54698	The system shall support temporary delegation of approval authority from one authorized user to another.	X		
Common Administrative	System Functionality	Approvals	54699	The system must treat the delegated staff person the same as the staff with original approval authority when approval has been delegated.	X		
Common Administrative	System Functionality	Approvals	54702	The system shall display a history of approvals with the dates/times and name(s) of the worker or workers who approved the work.	X		
Common Administrative	System Functionality	Approvals	54703	The system shall support supervisory and administrative staff overrides to allow exceptions to policy.	X		
Common Administrative	System Functionality	Approvals	54704	The system shall allow the supervisor to enter comment notes on approvals but require comments to be entered by the supervisor for all disapprovals.	X		
Common Administrative	System Functionality	Approvals	59496	The system must allow a supervisor to enter in a due date when a piece of work is returned for corrections.		X	
Common Administrative	System Functionality	Approvals	54706	The system shall send e-mails to the user who created the work including approval status and comments for the work.	X		
Common Administrative	System Functionality	Approvals	54709	The system shall allow authorized users to unfinalize an approved piece of work within a configurable time frame to correct user errors.		X	
Common	System	Approvals	54711	The system shall allow all approval requirements, their effective	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Administrative	Functionality			dates and routing for all works that require approval to be user-maintainable and configurable with tables or rules engines.			
Common Administrative	System Functionality	Approvals	54713	The system shall record and display all dates and times that approvals were requested, sent back for corrections, reviewed, and completed.	X		
Common Administrative	System Functionality	Approvals	54717	The system shall report all required approvals that are due or past due.	X		
Common Administrative	System Functionality	Approvals	58957	The system will allow for supervisory exceptions and extensions and adjust timeframes for action per DHS policy.	X		
Common Administrative	System Functionality	Archive and Purge	58129	The system must support purging records in accordance with Federal and State approved retention schedule.		X	
Common Administrative	System Functionality	Archive and Purge	58130	The system must include a scheduled purge process in which data that meets established criteria will be selected for purge.		X	
Common Administrative	System Functionality	Archive and Purge	58132	The system shall provide modifiable purge criteria options that can be easily changed by an authorized administrator.		X	
Common Administrative	System Functionality	Archive and Purge	58133	The system must allow an authorized administrator to reset deleted/purged records.		X	
Common Administrative	System Functionality	Archive and Purge	58134	The system shall validate the integrity of the database before and after the purge.		X	
Common Administrative	System Functionality	Archive and Purge	58135	The system shall provide the ability to list all records included in a purge.		X	
Common Administrative	System Functionality	Archive and Purge	58138	The system must retain records needed for auditing purposes in accordance with Federal and State approved retention schedule.		X	
Common Administrative	System Functionality	Archive and Purge	58140	The system shall have the ability to associate purging timeframes with imaged documents.		X	
Common Administrative	System Functionality	Ticklers, Alerts and Notifications	55510	The system shall provide ticklers based on DHS established policies and practices.	X		
Common Administrative	System Functionality	Ticklers, Alerts and Notifications	55511	The system must generate ticklers for workers and supervisors when actions are upcoming, due, or overdue.	X		
Common Administrative	System Functionality	Ticklers, Alerts and Notifications	55512	The system ticklers must count down timeframes until the tickler is removed or the piece of work is complete.	X		
Common Administrative	System Functionality	Ticklers, Alerts and	55513	The system must have the capability to escalate a tickler to a supervisor or monitor at a defined period of time.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
		Notifications					
Common Administrative	System Functionality	Ticklers, Alerts and Notifications	55514	The system must allow authorized staff to delete ticklers.	X		
Common Administrative	System Functionality	Ticklers, Alerts and Notifications	55515	The system must remove ticklers when the piece of work is completed.	X		
Common Administrative	System Functionality	Ticklers, Alerts and Notifications	55516	The system must navigate the worker directly from the tickler to the piece of work that is required to remove the tickler.	X		
Common Administrative	System Functionality	Ticklers, Alerts and Notifications	55517	The system must have configurable ticklers that do not require a developer to add a new tickler or inactivate an existing tickler.		X	
Common Administrative	System Functionality	Ticklers, Alerts and Notifications	55518	The system must have configurable ticklers messages.	X		
Common Administrative	System Functionality	Ticklers, Alerts and Notifications	55519	The system must have configurable ticklers timeframes.	X		
Common Administrative	System Functionality	Ticklers, Alerts and Notifications	55520	The system must provide the user the ability to sort ticklers that are due or by case.	X		
Common Administrative	System Functionality	Ticklers, Alerts and Notifications	55521	The system must provide an option to close the display of all ticklers.	X		
Common Administrative	System Functionality	Ticklers, Alerts and Notifications	55523	The system must allow the user to create and maintain personal ticklers.	X		
Common Administrative	System Functionality	Ticklers, Alerts and Notifications	55525	The system must have the capability to track the recipient and date of the notification.	X		
Common Administrative	System Functionality	Ticklers, Alerts and Notifications	55526	The system must have the capability to maintain a history of the notification contents.	X		
Common Administrative	System Functionality	Ticklers, Alerts and Notifications	55528	The system must have the capability to generate alerts that are triggered and viewed online when a user completes an action.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Common Administrative	System Functionality	Ticklers, Alerts and Notifications	55529	The system must have the capability to generate email alerts and notifications when a message is required by DHS Policy.	X		
Common Administrative	System Functionality	Ticklers, Alerts and Notifications	55531	The system must have the capability for an authorized user to turn alerts on or off with the use of dates without the assistance of a developer.		X	
Common Administrative	System Functionality	Ticklers, Alerts and Notifications	55532	The system must allow the user to print alerts and ticklers.	X		
Common Administrative	System Functionality	Corrections	58142	The system shall provide authorized users the ability to make corrections when errors are made to completed work.		X	
Common Administrative	System Functionality	Corrections	58143	The system shall provide a complete audit trail of any changes made to correct errors on completed work.	X		
Common Administrative	System Functionality	Corrections	58144	The system shall display an indication online that a change was made to correct an error on completed work.		X	
Common Administrative	System Functionality	Corrections	58145	The system shall provide a narrative to explain why an authorized user made the correction to a completed piece of work.		X	
Common Administrative	System Functionality	Corrections	58146	The system must allow the user to generate a report of all corrections made by piece of work and timeframe.	X		
Common Administrative	System Functionality	Forms, Reports and Document Management	55344	The system shall maintain a complete inventory of all child welfare forms and store them centrally.	X		
Common Administrative	System Functionality	Forms, Reports and Document Management	55346	The system shall make child welfare forms available within the system workflow as defined by DHS.	X		
Common Administrative	System Functionality	Forms, Reports and Document Management	55347	The system shall generate each form in formats and languages approved by DHS.	X		
Common Administrative	System Functionality	Forms, Reports and Document Management	55348	The system shall support workers ability to prefill data on templates.	X		
Common	System	Forms,	55350	The system shall maintain a history of all reports, forms and	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Administrative	Functionality	Reports and Document Management		templates.			
Common Administrative	System Functionality	Forms, Reports and Document Management	55351	The system shall maintain and provide access to a history of all templates and forms created and saved to allow users to view precisely what was prefilled and entered on these templates.	X		
Common Administrative	System Functionality	Forms, Reports and Document Management	55353	The system shall allow the user to search for forms using DHS defined criteria.		X	
Common Administrative	System Functionality	Forms, Reports and Document Management	55354	The system shall generate all reports with consistent report header and footer formatting.	X		
Common Administrative	System Functionality	Forms, Reports and Document Management	55355	The system shall identify on all reports the date and time it was generated and allow the user to save the report.	X		
Common Administrative	System Functionality	Forms, Reports and Document Management	55356	The system shall provide versioning and authorization management for standard forms.		X	
Common Administrative	System Functionality	Forms, Reports and Document Management	55357	The system shall produce reports with labels that uniquely identify each report.	X		
Common Administrative	System Functionality	Forms, Reports and Document Management	55358	The system shall provide the ability to print dynamic DHS letterhead, logo, and form name, and number when forms and reports are printed.	X		
Common Administrative	System Functionality	Forms, Reports and Document Management	55359	The system shall calculate and print sequential page numbers for all reports.	X		
Common Administrative	System Functionality	Forms, Reports and	55361	The system must provide integrated support for online reports and forms generation which must include local and central print		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
		Document Management		capabilities.			
Common Administrative	System Functionality	Forms, Reports and Document Management	55363	The system shall provide a comprehensive reporting solution that will generate standard operating, pre-defined or operational reports without an adverse effect on system performance or response time.	X		
Common Administrative	System Functionality	Forms, Reports and Document Management	55364	The system must allow the capability to apply "DRAFT" or other water marks to printed forms, template and reports		X	
Common Administrative	System Functionality	Forms, Reports and Document Management	55365	The system must be able to save reports or raw data in multiple output formats (e.g. CSV, tab delimited, text, HTML, XML) in conformance to security standards.	X		
Common Administrative	System Functionality	Forms, Reports and Document Management	55366	The system must include drill down and sort capabilities to view components of online summary reports.		X	
Common Administrative	System Functionality	Forms, Reports and Document Management	55372	The system must provide a Document Management and Imaging (DMI) system that allows receipt and entry of documents.			X
Common Administrative	System Functionality	Forms, Reports and Document Management	55373	The system must provide a Document Management and Imaging (DMI) system that allows management of documents and folders of documents.			X
Common Administrative	System Functionality	Forms, Reports and Document Management	55374	The system must provide a Document Management and Imaging (DMI) system that allows workflow processing of documents.			X
Common Administrative	System Functionality	Forms, Reports and Document Management	55378	The system must provide a Document Management and Imaging (DMI) system that has an application user interface.			X
Common Administrative	System Functionality	Forms, Reports and Document	55379	The system shall maintain a history of documents and reports that are received, track and store electronic documents.			X

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
		Management					
Common Administrative	System Functionality	Forms, Reports and Document Management	55380	The system shall support the scanning of documents.			X
Common Administrative	System Functionality	Forms, Reports and Document Management	55381	The system shall track each scanned document with a unique identifier.			X
Common Administrative	System Functionality	Forms, Reports and Document Management	55382	The system shall support imaging of paper assessments and documents received in support of benefits application.			X
Common Administrative	System Functionality	Forms, Reports and Document Management	55386	The system shall store all scanned images in a standard format.			X
Common Administrative	System Functionality	Forms, Reports and Document Management	55387	The system shall accommodate scanning additional person data, assessment information and evaluations (e.g. photos, reports, evaluations, other records).			X
Common Administrative	System Functionality	Forms, Reports and Document Management	55390	The system shall incorporate a child's photograph within the Bulletin.		X	
Common Administrative	System Functionality	Forms, Reports and Document Management	55396	The system shall link additional person data, assessment information and evaluations (e.g. photos, reports, evaluations, other records) to the involved individual's person record and to specific case records within the system.	X		
Common Administrative	System Functionality	Forms, Reports and Document Management	55426	The system shall use an indexing system to organize imaged documents.			X
Common Administrative	System Functionality	Forms, Reports and Document Management	55392	The system shall allow a user to retrieve the imaged document.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Common Administrative	System Functionality	Central Office Reports	58428	The system shall track all data needed to all required federal reporting.	X		
Common Administrative	System Functionality	Central Office Reports	58434	The system must capture all the data necessary to generate AFCARS reporting.	X		
Common Administrative	System Functionality	Central Office Reports	58435	The system must provide a label or other indicator when displaying AFCARS fields.	X		
Common Administrative	System Functionality	Central Office Reports	58437	The system must prompt users to complete AFCARS data elements.		X	
Common Administrative	System Functionality	Central Office Reports	58440	The system must provide an online page(s) in which AFCARS exceptions (errors) can be viewed and updated.		X	
Common Administrative	System Functionality	Central Office Reports	58441	The system must capture all data necessary to generate NCANDS reporting.	X		
Common Administrative	System Functionality	Central Office Reports	58442	The system must provide a label or other indicator when displaying NCANDS fields.	X		
Common Administrative	System Functionality	Central Office Reports	58443	The system must not default answers in NCANDS data fields.	X		
Common Administrative	System Functionality	Central Office Reports	58444	The system must prompt users to complete NCANDS data elements.		X	
Common Administrative	System Functionality	Central Office Reports	58492	The system shall track completion of the case review and evaluation.	X		
Common Administrative	System Functionality	Central Office Reports	58493	The system shall document the purpose of the case review.		X	
Common Administrative	System Functionality	Central Office Reports	58494	The system shall document the user, role and unit that performed the case review.		X	
Common Administrative	System Functionality	Central Office Reports	58495	The system shall document the date the review was performed.		X	
Common Administrative	System Functionality	Central Office Reports	58498	The system shall provide a case review template that fills with data required for CPS, Foster Care, JJ, Adoptions, Prevention and Guardianship.	X		
Common Administrative	System Functionality	Central Office Reports	58499	The system shall provide a case review template that fills with data required for the licensing compliance case review.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Intake	Record Intake	58754	The system shall assign a unique identifier to each intake.	X		
Case Management	Intake	Record Intake	58755	The system shall have the capability to record multiple types of intakes (e.g. complaints, information only, messages, referrals, licensing issues, etc).	X		
Case Management	Intake	Record Intake	58757	The system shall allow the user to decide at any time during the intake process, the type of intake being received.		X	
Case Management	Intake	Record Intake	58759	The system shall allow the user to enter the date and time the intake was received.	X		
Case Management	Intake	Record Intake	58760	The system shall display the dates and times when intake information is entered into the system.	X		
Case Management	Intake	Record Intake	58764	The system shall support capturing a narrative of the complaint/intake.	X		
Case Management	Intake	Record Intake	58766	The system shall allow the user to select and document any information received, or viewed in the prior history, that may pose a danger to a worker.	X		
Case Management	Intake	Record Intake	58767	The system shall provide a means for the user to record a message to a worker, link the message to the case and send it to the worker.		X	
Case Management	Intake	Record Intake	58768	The system shall provide for the input of a formal referral to prevention, guardianships and other services.	X		
Case Management	Intake	Record Intake	58769	The system shall provide edit checks that are limited to essential information and do not impede collection of the complaint/intake.	X		
Case Management	Intake	Record Intake	58771	The system shall link complaints pertaining to the same event but from multiple sources into a single report.		X	
Case Management	Intake	Record Intake	58772	The system shall allow complaints that have been incorrectly linked to be de-linked.		X	
Case Management	Intake	Record Intake	58773	The system shall record the name, address and phone number of the individual reporting the complaint/intake.	X		
Case Management	Intake	Record Intake	58774	The system shall support anonymous reporter as the reporting source.	X		
Case Management	Intake	Record Intake	58775	The system shall capture the reporting source type (e.g. friend, neighbor, medical professional, teacher, etc).	X		
Case Management	Intake	Record Intake	58776	The system shall capture multiple relationships of the reporting source to the children, if applicable.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Intake	Record Intake	58777	The system shall generate if the reporting source type selected is a mandated or non-mandated reporter.	X		
Case Management	Intake	Record Intake	58778	The system shall allow the user to document demographic information and relationships as reported.	X		
Case Management	Intake	Record Intake	58779	The system shall record alleged perpetrator(s) and relationship to the victim(s).	X		
Case Management	Intake	Record Intake	58780	The system shall record victims' information.	X		
Case Management	Intake	Record Intake	58781	The system shall calculate and display the age or approximate age of the victim as of the date of the complaint.	X		
Case Management	Intake	Record Intake	59497	The system must not allow a user to add a person over the age of 18 to be a victim.		X	
Case Management	Intake	Record Intake	58783	The system shall record and maintain the location of each child at the time of the intake.	X		
Case Management	Intake	Record Intake	58790	The system shall record data regarding allegations of abuse or neglect on families or providers.	X		
Case Management	Intake	Record Intake	58792	The system shall provide the means to identify one or more maltreatment types for the same complaint.	X		
Case Management	Intake	Record Intake	58793	The system must allow a user to enter in the date of the incident when known.	X		
Case Management	Intake	Record Intake	58794	The system shall capture that the complaint pertains to a child's death and capture the date and place of the death.		X	
Case Management	Intake	Record Intake	58795	The system shall capture data on child fatalities due to abuse/neglect or sudden unexplained infant death and alert/notify appropriate individuals by email.		X	
Case Management	Intake	Record Intake	58796	The system shall extract and display a summary of all previous allegations and findings when a new complaint is created.		X	
Case Management	Intake	Record Intake	58797	The system shall calculate and display the number of prior complaints received on same family.		X	
Case Management	Intake	Record Intake	58798	The system shall allow a user to override the number of prior complaints received on the family.		X	
Case Management	Intake	Record Intake	58800	The system shall provide a means for the user to enter data on a preliminary investigation.	X		
Case Management	Intake	Record Intake	58801	The system shall indicate if law enforcement has been notified or law enforcement has notified DHS on a	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
				complaint.			
Case Management	Intake	Record Intake	58802	The system shall contain priority response questions to automate the complaint response level.	X		
Case Management	Intake	Record Intake	58803	The system shall determine and display the priority response of a complaint based on the priority response questions.	X		
Case Management	Intake	Record Intake	58804	The system shall allow the authorized user to override and the reason for the priority response and display the new response level.	X		
Case Management	Intake	Record Intake	58806	The system shall ensure intake data is frozen as required by DHS policy.	X		
Case Management	Intake	Record Intake	59536	The system must record the county the case is assigned to and the county of residence.	X		
Case Management	Intake	Record Intake	58183	The system must allow a user to enter in the agency name and primary location when the perpetrator is a staff person from a child institutional setting provider and is identified as an alleged perpetrator.	X		
Case Management	Intake	Screening	58812	The system shall display a summary view that organizes and presents intake information in a way to support an informed decision.	X		
Case Management	Intake	Screening	58814	The system shall provide a means for the authorized user to select the type of intake disposition (e.g. withdraw, reject, assign, transfer, etc.).	X		
Case Management	Intake	Screening	58815	The system shall track the time it took to disposition/complete the intake.	X		
Case Management	Intake	Screening	58816	The system shall require supervisory review on rejected complaints.	X		
Case Management	Intake	Screening	58817	The system shall provide a means for the authorized user to override the recommended screening decision and include a narrative of the reason for the override.	X		
Case Management	Intake	Screening	58819	The system shall maintain a history of all screening decisions.	X		
Case Management	Intake	Screening	58820	The system shall allow the complaint to be rejected (screened out) and capture the rejection reason which must include the date and time of the rejection.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Intake	Screening	58823	The system shall allow a new complaint to be linked to a pending investigation or open case.	X		
Case Management	Intake	Screening	58824	The system shall record that the complaint was assigned for a CPS Investigation which must include the date and time of the assignment.	X		
Case Management	Intake	Screening	58825	The system shall support the transfer of the complaint for investigation to another entity (e.g. Indian tribe, law enforcement or another state).		X	
Case Management	Intake	Screening	58826	The system shall record the date and time the complaint was transferred to another entity for investigation.		X	
Case Management	Intake	Assignment	58839	The system shall allow complaints to be assigned to the appropriate worker, supervisor, unit, district or county.	X		
Case Management	Intake	Assignment	58840	The system shall support on call worker procedures for after hours when assigning complaints from the central intake.	X		
Case Management	Intake	Assignment	59159	The system shall capture and display names of tribes that have entered into a special agreement with DHS to respond to after hours and weekend emergencies.		X	
Case Management	Intake	Assignment	58841	The system shall automatically recommend an assignment of a complaint based on geographical location of the child's residence and allow an authorized user to override the recommendation.		X	
Case Management	Intake	Assignment	58842	The system must have the capacity for the receiving unit to resend incorrectly assigned investigations back to central intake.	X		
Case Management	Intake	Approval	58844	The system must require second line supervisor approval for specific rejected complaints when required by policy (e.g. multiple complaints on a child under 3, licensed providers, etc).		X	
Case Management	Intake	Approval	58847	The system shall provide the means for an authorized user to waive the need for a second line supervisory review based on policy.		X	
Case Management	Intake	Approval	58849	The system shall support supervisory approval on all intakes taken by new employees in Central Intake.		X	
Case Management	Intake	Ticklers and Alerts	58857	The system shall alert the supervisor on those complaints requiring immediate action.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Intake	Ticklers and Alerts	58858	The system shall alert the supervisor if the complaint has not been dispositioned within 24 hours or a commencement contact has not been done within 24 hours from receipt of the complaint.	X		
Case Management	Intake	Ticklers and Alerts	58860	The system must generate an alert to a worker assigned to the case when a new complaint is received and linked to the case or when a new complaint is rejected on an open case.	X		
Case Management	Intake	Ticklers and Alerts	58861	The system shall be able to alert other parties, including but not limited to BCAL licensing workers, foster care workers and private agencies, when the complaint is assigned for investigation.	X		
Case Management	Intake	Templates and Notices	58850	The system must allow a user to prefill, preview and print the intake report for each intake type (e.g., complaint, licensing issue, message, etc).	X		
Case Management	Intake	Templates and Notices	58851	The system shall allow a user to prefill, preview and print the Law Enforcement Notification templates.	X		
Case Management	Intake	Templates and Notices	58852	The system shall allow a user to prefill, preview and print the State of Michigan Sudden and Unexplained Child Death Scene Investigation Report.	X		
Case Management	Intake	Templates and Notices	58853	The system shall allow a user to prefill, preview and print the Criminal History Check.	X		
Case Management	Intake	Templates and Notices	58854	The system shall allow a user to capture notification type for mandated reporters and other reporters who request notification regarding the complaint disposition.	X		
Case Management	Intake	Templates and Notices	58855	The system shall allow a user to generate a Source Notification Letter when a complaint is rejected to mandated reporters and others requesting notification.	X		
Case Management	Investigation	Record Investigation	58880	The system must display the date and time the Investigation commenced.	X		
Case Management	Investigation	Record Investigation	58882	The system shall allow all allegations and findings related to an investigation to be displayed together.	X		
Case Management	Investigation	Record Investigation	58894	The system shall support the request for an abbreviated investigation and the reason requested.		X	
Case Management	Investigation	Record Investigation	58883	The system shall support the completion of concurrent investigations on the same family.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Investigation	Record Investigation	58885	The system shall capture data on the child at the time of removal from the home, including at a minimum, the living arrangement, address and whether address is on/off the reservation, removal date and reason for removal.	X		
Case Management	Investigation	Record Investigation	58890	The system shall provide the ability to remove a participant from a complaint.	X		
Case Management	Investigation	Record Investigation	58891	The system shall provide a means to add and modify information to an existing investigation (e.g. add a new participant, allegation, role, relationship, etc).	X		
Case Management	Investigation	Record Investigation	58893	The system shall capture whether all individuals were interviewed including but not limited to children, perpetrators, etc. and if not, the reason.		X	
Case Management	Investigation	Record Investigation	58896	The system shall provide a means for the user to document the reason a required medical exam was not completed.		X	
Case Management	Investigation	Record Investigation	58904	The system shall capture if an inquiry was made regarding an open Friend of the Court case and the response.		X	
Case Management	Investigation	Record Investigation	58905	The system shall allow the user to document the reason a How to Change a Custody or Parenting Time Court Order was not provided to the parent, if applicable.		X	
Case Management	Investigation	Record Investigation	58906	The system must allow a user to complete a risk and safety assessment and disposition checklist as required per policy.		X	
Case Management	Investigation	Record Investigation	58908	The system must include the risk and safety assessment in the investigation.		X	
Case Management	Investigation	Record Investigation	58911	The system shall capture if ongoing DHS monitoring is required and a referral has been made to community services.		X	
Case Management	Investigation	Record Investigation	58913	The system shall provide the capability to establish households within one case.		X	
Case Management	Investigation	Record Investigation	59537	They system must allow the user to record the living arrangement of the child at the time of the alleged incident.	X		
Case Management	Investigation	Risk/Safety Assessment	59030	The system shall support structured decision making tools which help to determine the level of risk.		X	
Case Management	Investigation	Risk/Safety Assessment	59031	The system shall use the National Council of Crime and Delinquency factors to assess the risk.		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Investigation	Risk/Safety Assessment	59033	The system shall display risk assessment history (e.g. Risk type, date of assessment, neglect/abuse level, overall risk level and overrides).		X	
Case Management	Investigation	Risk/Safety Assessment	59034	The system shall allow for multiple assessment types to be captured.		X	
Case Management	Investigation	Risk/Safety Assessment	59035	The system shall provide the capability for multiple risk assessments on the same complaint.		X	
Case Management	Investigation	Risk/Safety Assessment	59036	The system shall calculate the risk assessment score to determine the level of risk and category disposition.		X	
Case Management	Investigation	Risk/Safety Assessment	59038	The system shall allow risk assessments and reassessments to be completed regardless of worker type (e.g. primary, secondary or courtesy).		X	
Case Management	Investigation	Risk/Safety Assessment	59039	The system shall calculate the due date of the risk reassessment at 90-day intervals from the date of the complaint or more frequently, as mandated by policy.		X	
Case Management	Investigation	Risk/Safety Assessment	59041	The system shall allow the user to acknowledge the system generated risk assessment but have the ability to override it as documented in DHS policy.		X	
Case Management	Investigation	Risk/Safety Assessment	59048	The system shall provide the capability to default to the higher of the two risk levels when multiple risk assessments are completed.		X	
Case Management	Investigation	Risk/Safety Assessment	59059	The system shall display a history of all previous safety assessments completed by CPS and by foster care.	X		
Case Management	Investigation	Risk/Safety Assessment	59060	The system shall provide the capability for a single safety assessment to capture the safety of all children in the complaint and this includes provider complaints.	X		
Case Management	Investigation	Risk/Safety Assessment	59065	The system must require the user, for each safety factor indicated, to enter a narrative as well as protection intervention(s) and an explanation.		X	
Case Management	Investigation	Risk/Safety Assessment	59066	The system must provide a narrative for users to explain when no protecting interventions to protect the children can be taken.		X	
Case Management	Investigation	Risk/Safety Assessment	59067	The system shall require the user to indicate if legal action is required when completing the safety assessment.		X	
Case Management	Investigation	Risk/Safety Assessment	59068	The system must use a tool in the investigation to identify safety factors using specific questions and allow the user to enter in comments.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Investigation	Risk/Safety Assessment	59069	The system shall allow the user to record if a child was injured and the age of the child.		X	
Case Management	Investigation	Risk/Safety Assessment	59070	The system shall allow the user to select the most serious injury incurred.		X	
Case Management	Investigation	Risk/Safety Assessment	59074	The system shall allow a user to prefill, preview and print all Risk Assessments and Safety Assessment templates and notifications.	X		
Case Management	Investigation	Finding/Disposition	58914	The system shall capture and clearly present investigation data that the worker needs to make an informed decision.	X		
Case Management	Investigation	Finding/Disposition	58915	The system shall provide a means for the user to disposition the investigation.		X	
Case Management	Investigation	Finding/Disposition	58916	The system shall capture the complete investigation decision and the date it was completed.		X	
Case Management	Investigation	Finding/Disposition	58918	The system shall require an investigation decision and rationale to be made for each allegation.	X		
Case Management	Investigation	Finding/Disposition	58922	The system shall allow the user to identify and record a fraudulent complaint.	X		
Case Management	Investigation	Finding/Disposition	58921	The system shall display the appropriate disposition category (Category I-V).		X	
Case Management	Investigation	Finding/Disposition	58923	The system shall allow authorized users to override the assigned category.		X	
Case Management	Investigation	Finding/Disposition	59481	The system must allow the user to request an open and close for a Category III case disposition.		X	
Case Management	Investigation	Finding/Disposition	58924	The system must separate the Central Registry from the Child Protective Service information per the Michigan Protection Law Act NO 238 Section 722.622.		X	
Case Management	Investigation	Finding/Disposition	58925	The system shall automatically load the perpetrator data to the Central Registry when the investigation disposition results in a Category I or II and Category III exceptions per policy.		X	
Case Management	Investigation	Finding/Disposition	58926	The system shall allow a user to record a narrative to document trends or patterns in the investigation.	X		
Case Management	Investigation	Finding/Disposition	58927	The system shall allow the user to bypass certain risk, safety and disposition checklist assessments when identified per policy.		X	
Case Management	Investigation	Finding/Disposition	58928	The system must ensure all elements are completed prior to allowing the user to disposition a case.		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Investigation	Finding/Disposition	58929	The system must require the user to complete an Early On referral at the time of disposition per policy.		X	
Case Management	Investigation	Finding/Disposition	58931	The system must require the estimated date of birth to be updated in order to complete the investigation disposition.		X	
Case Management	Investigation	Finding/Disposition	58932	The system must require the recipient ID to be obtained from the Master Client Index in order to complete the investigation disposition.	X		
Case Management	Investigation	Response Priority	58933	The system shall provide a means to request one or more extensions of the 30-day standard of promptness (SOP) per policy.	X		
Case Management	Investigation	Assignment and Closure	58943	The system shall identify secondary workers and provide them the ability per policy to complete investigations.	X		
Case Management	Investigation	Assignment and Closure	58947	The system shall allow an investigation to be closed out when DHS is unable to locate the family.	X		
Case Management	Investigation	Assignment and Closure	58950	The system shall ensure investigation data is frozen per DHS policy.		X	
Case Management	Investigation	Assignment and Closure	58951	The system must allow users to add an addendum to finalized CPS Reports.		X	
Case Management	Investigation	Administrative Review	58974	The system must support CPS expungement procedures.		X	
Case Management	Investigation	Administrative Review	58979	The system must provide the capability to record the steps, rationale and findings made by the supervisor's review of a disputed finding.		X	
Case Management	Investigation	Administrative Review	59045	The system shall provide the capability for authorized users to amend or expunge a Central Registry record.		X	
Case Management	Investigation	Administrative Review	58985	The system shall prefill, preview and print the Child Abuse /Neglect Action form to inform the perpetrator of the decision made regarding their request for amendment/expunction.	X		
Case Management	Investigation	Administrative Review	58986	The system must maintain a complete audit trail on any amendments made to a completed CPS Investigation and any changes made to the central registry.	X		
Case Management	Investigation	Approval	58971	The system shall provide the capability to support case reads.	X		
Case Management	Investigation	Ticklers and Alerts	59029	The system shall prompt the user to enter a new complaint when a date of death or death indicator is entered.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Investigation	Templates and Notices	58991	The system shall allow a user to prefill, preview and print all notices and templates to support Investigation processes.	X		
Case Management	Investigation	Reports	58987	The system shall support all management reports for Child Protective Services.	X		
Case Management	Prior History	Prior History	58869	The system shall allow the user to search and view prior history for a case, and person.	X		
Case Management	Prior History	Prior History	58870	The system shall search for prior complaints and allow a user to view all allegations and findings for each person in the complaint.	X		
Case Management	Prior History	Prior History	58871	The system shall provide the capability to search for prior history by multiple parameters including at a minimum, name, address, ID numbers, date of birth, social security number and sex.		X	
Case Management	Prior History	Prior History	58872	The system shall provide the capability to search for prior history by the name of reporting source.	X		
Case Management	Prior History	Prior History	58873	The system shall not require the user to perform a search while the intake information is being recorded.	X		
Case Management	Prior History	Prior History	58875	The system must provide a mechanism for the user to document any prior history that is not inclusive in the system.		X	
Case Management	Prior History	Prior History	58876	The system must automatically display all prior history attached to any individual in the case when a new investigation is created.	X		
Case Management	Prior History	Prior History	58877	The system shall create and maintain summary screen of all previous investigations to provide a record of all priors that were reviewed during the new investigation.		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Case Management	General	56896	The system shall automatically assign a unique case number when a case is established.	X		
Case Management	Case Management	General	56897	The system shall use the assigned case number when a new complaint is linked to the case.	X		
Case Management	Case Management	General	56900	The system shall display all participants and their case status in a case summary (Active/Inactive/Deceased).	X		
Case Management	Case Management	General	56902	The system shall allow case participants roles and relationships to be modified when a case is re-opened.	X		
Case Management	Case Management	General	56903	The system shall track any modifications to case participants, roles, and relationships.	X		
Case Management	Case Management	General	56905	The system shall support the sharing and copying of information between sibling records.		X	
Case Management	Case Management	General	56908	The system must create a visual automated indicator when a teen mother is a ward and their child is not a ward.		X	
Case Management	Case Management	Case Types	56909	The system shall allow the user to select case types (e.g. adoption, prevention, investigation, foster care, Juvenile Justice dual ward, Juvenile Justice IV-E, ongoing, etc.).		X	
Case Management	Case Management	Case Types	56911	The system shall allow multiple concurrent case types within one case.		X	
Case Management	Case Management	Case Types	56912	The system must require the user to complete specific tasks based on the case type(s) and supervisor assignments.	X		
Case Management	Case Management	Case Types	59483	The system must maintain a history of all case types.		X	
Case Management	Case Management	Confidential Case	58828	The system shall provide the ability to designate any intake and any case as confidential at any time.	X		
Case Management	Case Management	Confidential Case	56935	The system shall allow only authorized users to view and update the information in cases deemed to be confidential	X		
Case Management	Case Management	Confidential Case	56936	The system shall display to unauthorized users a visual indicator that the case is deemed to be confidential and access is unauthorized.	X		
Case Management	Case Management	Confidential Case	58830	The system shall automatically make the intake confidential when a staff person is selected.		X	
Case Management	Case Management	Confidential Case	58832	The system shall require an explanation when a case or intake is made confidential and when it is changed by an authorized		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
				user.			
Case Management	Case Management	Case Opening, Assignment and Transfer	56942	The system must display demographic information about the case on the list of user's current case assignments.	X		
Case Management	Case Management	Case Opening, Assignment and Transfer	56943	The system shall automate the case opening.	X		
Case Management	Case Management	Case Opening, Assignment and Transfer	56949	The system shall require each case to have an opening date which is independent of the dates of any report or assessment.	X		
Case Management	Case Management	Case Opening, Assignment and Transfer	56950	The system shall have the capability to assign a case or multiple cases to an individual.	X		
Case Management	Case Management	Case Opening, Assignment and Transfer	56951	The system shall display listings of available staff for case assignments based on caseload weights/standards/ratios.		X	
Case Management	Case Management	Case Opening, Assignment and Transfer	56917	The system shall allow for an unlimited number of workers to be assigned to one case.	X		
Case Management	Case Management	Case Opening, Assignment and Transfer	56919	The system shall allow for multiple agencies and workers to be assigned to one case.	X		
Case Management	Case Management	Case Opening, Assignment and Transfer	56956	The system shall identify all workers responsible for the case.	X		
Case Management	Case Management	Case Opening, Assignment and Transfer	56957	The system shall identify the roles of all assigned workers to a case.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Case Management	Case Opening, Assignment and Transfer	56964	The system shall support the assignment of referrals, complaints, or cases by displaying previously assigned workers.	X		
Case Management	Case Management	Case Opening, Assignment and Transfer	56965	The system must display a list of the user's current case assignments.	X		
Case Management	Case Management	Case Opening, Assignment and Transfer	59484	The system shall allow the user to document case transfer acceptance when the case is transferred between two supervising agencies.		X	
Case Management	Case Management	Case Opening, Assignment and Transfer	56970	The system shall support the transfer of a case between programs, agencies, workers and counties.	X		
Case Management	Case Management	Case Opening, Assignment and Transfer	56975	The system shall provide for the sorting of a user's caseload.	X		
Case Management	Case Management	Case Opening, Assignment and Transfer	56978	The system must enforce work completion edits when a case is transferred from CPS to Foster Care.		X	
Case Management	Case Management	Case Search	56989	The system shall automatically search for cases when a new case record is being established.	X		
Case Management	Case Management	Case Search	56990	The system shall provide the capability to search for a case by multiple parameters (e.g. ID, name, parent name, date of birth, social security number, sex, court case number, etc).		X	
Case Management	Case Management	Case Search	56996	The system shall display the results of case(s) that meets entered search criteria.	X		
Case Management	Case Management	Case Search	56997	The system shall identify potential matches based on a search criteria and support drilling down to more detailed data on case information.	X		
Case Management	Case Management	Case Search	57001	The system shall allow the user to navigate to the case from the case search results.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Case Management	Case Search	57007	The system must automatically search for, cross reference, and display all cases that are associated with an individual.	X		
Case Management	Case Management	Administrative Review	57015	The system shall allow the authorized user to update a closed case for administrative purposes (e.g. update location of paper file, correct information, add missing information, etc.).	X		
Case Management	Case Management	Administrative Review	57021	The system shall retain the original closure date if the closed case is updated for administrative purposes.	X		
Case Management	Case Management	Administrative Review	57023	The system shall provide an audit trail of all changes made to a closed case.	X		
Case Management	Case Management	Case Closure	57024	The system shall require each case to have a closure date that is independent of the dates of any report or assessment.	X		
Case Management	Case Management	Case Closure	57026	The system shall ensure that cases are not closed until all required case management tasks have been completed and disposed.	X		
Case Management	Case Management	Case Closure	57027	The system must have real time edits when a user attempts to close the case.	X		
Case Management	Case Management	Case Closure	57029	The system shall end date all case assignments as of the case closed date.	X		
Case Management	Case Management	Case Closure	57030	The system shall require a closing reason and narrative in order to close a case.	X		
Case Management	Case Management	Case Closure	57032	The system shall allow an authorized user to override system edits that prevent a case from being closed with narrative explanation.		X	
Case Management	Case Management	Case Closure	57035	The system shall display the worker that closed the case.	X		
Case Management	Case Management	Case Closure	57036	The system must display upon user request a list of the user's closed case assignments.		X	
Case Management	Case Management	Case Closure	57038	The system shall require supervisory approval on all case closures.	X		
Case Management	Case Management	Case Merge - Split	56980	The system shall allow a user with the proper authority to remove a participant without losing case related information attached to other persons in the case.	X		
Case Management	Case Management	Case Merge - Split	56981	The system shall allow the user to create a new case for some case participants in an existing case (split case).	X		
Case Management	Case Management	Case Merge - Split	56983	The system shall allow an authorized user to reverse a split performed on a case.		X	

Domain	Function	Subject Line	Key	Functional Requirements	Currently met by the solution presented	Will be met with the solution presented	Will be met with COTS
Case Management	Case Management	Case Merge - Split	56984	The system shall allow for a case merge.		X	
Case Management	Case Management	Case Merge - Split	56986	The system shall ensure that when a merge is initiated the user will have the ability to select which information will be merged and used in the merged case.		X	
Case Management	Case Management	Case Merge - Split	56987	The system shall allow an authorized user to reverse the case level data that has been merged.		X	
Case Management	Case Management	Ticklers and Alerts	57105	The system shall display an indicator in case notes when another user adds a case note to the primary worker's case.		X	

Domain	Function	Subject Line	Key	Functional Requirements	Currently met by the solution presented	Will be met with the solution presented	Will be met with COTS
Case Management	Permanency Planning Conference (PCC)	General	58051	The system shall support Permanency Planning Conference (PPC) by capturing all data and generating reports related to the PPC process.		X	
Case Management	Permanency Planning Conference (PCC)	General	58052	The system must assign a unique identifier for each Permanency Planning Conference (PPC) meeting.	X		
Case Management	Permanency Planning Conference (PCC)	General	58053	The system must require a Permanency Planning Conference meeting prior to initial placement or by the next working day after an emergency placement.		X	
Case Management	Permanency Planning Conference (PCC)	General	58054	The system must require a Permanency Planning Conference when removal is being considered.		X	
Case Management	Permanency Planning Conference	General	58056	The system must require a Permanency Planning Conference meeting prior to transferring a child(ren) to a different placement setting or by the next working day		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
	(PCC)			after an emergency placement transfer.			
Case Management	Permanency Planning Conference (PCC)	General	58057	The system must require a Permanency Planning Conference meeting prior to reunification.		X	
Case Management	Permanency Planning Conference (PCC)	General	58058	The system must require a Permanency Planning Conference meeting prior to a change in the permanency goals.		X	
Case Management	Permanency Planning Conference (PCC)	General	58059	The system must require a Permanency Planning Conference meeting when a child(ren) returns from AWOL status (AKA AWOLP Absent Without Legal Permission).		X	
Case Management	Permanency Planning Conference (PCC)	General	58060	The system must require a Permanency Planning Conference meeting when a child(ren) has been in care for nine (9) months with a goal of reunification and sufficient progress has not been achieved to ensure reunification within twelve (12) months.	X		
Case Management	Permanency Planning Conference (PCC)	General	58061	The system shall require a Permanency Planning Conference meeting when a child(ren) has been legally free for adoption for three (3) months but does not have a permanent home identified.	X		
Case Management	Permanency Planning Conference (PCC)	Request and Assign	58062	The system must allow authorized users maintain a statewide list of all Permanency Planning Conference facilitators.		X	
Case Management	Permanency Planning Conference (PCC)	Request and Assign	58063	The system must allow a user to request a Permanency Planning Conference meeting to the appropriate facilitator for that County/Unit.		X	
Case Management	Permanency Planning Conference (PCC)	Request and Assign	58064	The system must record the reason the request for a Permanency Planning Conference meeting is being made.	X		
Case Management	Permanency Planning Conference (PCC)	Request and Assign	58065	The system shall allow a requestor to enter the Permanency Planning Conference invitees.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Permanency Planning Conference (PCC)	Request and Assign	58066	The system must prefill and display all case collaterals and participants and their relationships in the Permanency Planning Conference request for a worker to select from to identify invitees.		X	
Case Management	Permanency Planning Conference (PCC)	Request and Assign	58068	The system must allow the user to request one or more types of Permanency Planning Conferences for multiple children.	X		
Case Management	Permanency Planning Conference (PCC)	Request and Assign	58069	The system must prefill demographics about the child(ren) and display this data in the Permanency Planning Conference request and meeting outcome.		X	
Case Management	Permanency Planning Conference (PCC)	Request and Assign	58073	The system must record the Permanency Planning Conference meeting request date.		X	
Case Management	Permanency Planning Conference (PCC)	Request and Assign	58074	The system must allow the Permanency Planning Conference (PPC) facilitator to schedule a PPC request.	X		
Case Management	Permanency Planning Conference (PCC)	Request and Assign	58075	The system must record the Permanency Planning Conference meeting schedule date.	X		
Case Management	Permanency Planning Conference (PCC)	Request and Assign	58077	The system must track the reasons a Permanency Planning Conference request was withdrawn.		X	
Case Management	Permanency Planning Conference (PCC)	Request and Assign	58082	The system must record the Permanency Planning Conference requestor's recommendation for the child(ren).	X		
Case Management	Permanency Planning Conference (PCC)	Request and Assign	58084	The system shall display on the Permanency Planning Conference request any Personal Protection Order (PPO) on family members.		X	
Case Management	Permanency Planning	Search	58085	The system must provide the capability to search for a Permanency Planning Conference by child's name, case		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
	Conference (PCC)			name, facilitator, PPC status, dates, county, office/unit or requesting worker.			
Case Management	Permanency Planning Conference (PCC)	Search	58087	The system shall allow a user to open the Permanency Planning Conference from the search results.		X	
Case Management	Permanency Planning Conference (PCC)	Scheduling TDM	58088	The system must record the scheduled Permanency Planning Conference meeting and include, at a minimum, the facilitators name, requesting worker's name, meeting date, meeting type, type of case, invitees, child(ren) name(s), case name, meeting time and meeting address/location, organization..		X	
Case Management	Permanency Planning Conference (PCC)	Scheduling TDM	58089	The system must track the Permanency Planning Conference location type (e.g. parent's home, court, hospital, DHS office, etc).		X	
Case Management	Permanency Planning Conference (PCC)	Scheduling TDM	58090	The system must prevent two Permanency Planning Conference meetings being scheduled at the same time with the same facilitator.		X	
Case Management	Permanency Planning Conference (PCC)	Scheduling TDM	58091	The system must allow an authorized user to send meeting invites to those who will be involved in the Permanency Planning Conference meeting.		X	
Case Management	Permanency Planning Conference (PCC)	Scheduling TDM	58092	The system shall allow a user to document which Permanency Planning Conference invitees received a notification.		X	
Case Management	Permanency Planning Conference (PCC)	Scheduling TDM	58093	The system shall allow a user to document the method used to notify the Permanency Planning Conference invitees (e.g. phone, mail, etc.).		X	
Case Management	Permanency Planning Conference (PCC)	Scheduling TDM	58096	The system must prefill, track and display a master calendar of Permanency Planning Conference meetings scheduled.		X	
Case Management	Permanency Planning	Scheduling TDM	58097	The system must allow a user to sort the Permanency Planning Conference calendar by facilitator, unit or county.		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
	Conference (PCC)						
Case Management	Permanency Planning Conference (PCC)	Outcomes	58099	The system must have the ability to add Permanency Planning Conference (PPC) types that are not included in the request but were addressed in the PPC session.		X	
Case Management	Permanency Planning Conference (PCC)	Outcomes	58100	The system must display a status of the Permanency Planning Conference meeting (e.g. completed, pending, withdrawn, etc).	X		
Case Management	Permanency Planning Conference (PCC)	Outcomes	58101	The system must track the reasons a Permanency Planning Conference meeting was not held.		X	
Case Management	Permanency Planning Conference (PCC)	Outcomes	58102	The system must allow the authorized user to reschedule a Permanency Planning Conference meeting and document the reasons it was rescheduled.		X	
Case Management	Permanency Planning Conference (PCC)	Outcomes	58103	The system must generate a notice to the applicable supervisors when a Permanency Planning Conference meeting was rescheduled.	X		
Case Management	Permanency Planning Conference (PCC)	Outcomes	58104	The system must track the tasks, recommendations and decisions of the Permanency Planning Conference meeting.		X	
Case Management	Permanency Planning Conference (PCC)	Outcomes	58108	The system must record if the parent(s) were not present at the Permanency Planning Conference and the reasons they did not attend.		X	
Case Management	Permanency Planning Conference (PCC)	Ticklers and Alerts	58113	The system must generate ticklers that notify workers when Permanency Planning Conferences are required.	X		
Case Management	Permanency Planning Conference (PCC)	Templates and Notices	58122	The system must allow a user to prefill, preview and print an activity report that includes the Permanency Planning Conference decisions, recommendations and tasks.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Permanency Planning Conference (PCC)	Templates and Notices	58114	The system must allow a user to prefill, preview and print notifications to all Permanency Planning Conference invitees.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Case Plan and Assessments	General	58536	The system shall allow the case plan to be entered in the system.	X		
Case Management	Case Plan and Assessments	General	58537	The system shall capture all information related to a case plan.	X		
Case Management	Case Plan and Assessments	General	58538	The system shall support the monitoring, progress, and update of the case plan in the electronic case folder.	X		
Case Management	Case Plan and Assessments	General	58540	The system must contain a case plan that includes all the permanency plans, social histories, family connections, assessments, visitation plans, service agreements and outcomes.	X		
Case Management	Case Plan and Assessments	General	58541	The system shall allow for multiple assessment types to be captured within the case plan.		X	
Case Management	Case Plan and Assessments	General	58542	The system must automate questions and required fields for case plans based on case type, legal status and permanency goals.	X		
Case Management	Case Plan and Assessments	General	58543	The system must allow a user to create more than one case plan type when legal status and permanency goals are different for the children within the case.	X		
Case Management	Case Plan and Assessments	General	58544	The system shall allow for demographic information to carry forward when completing a case plan and associated assessments.	X		
Case Management	Case Plan and Assessments	General	58545	The system shall present a view of the investigation findings and safety issues such that the caseworker has all the necessary information to perform all assessments.	X		
Case Management	Case Plan and Assessments	General	58546	The system needs to pre-fill from the previous assessment.		X	
Case Management	Case Plan and Assessments	General	58547	The system shall allow for person's special needs and education information to carry forward when completing case plans and associated assessments.	X		
Case Management	Case Plan and Assessments	General	58548	The system shall allow a user to copy forward assessments and case plan data to another case participant, when applicable.		X	
Case Management	Case Plan and Assessments	General	58549	The system shall pre-fill legal and court related information into the case plan and associated assessments.		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Case Plan and Assessments	General	58550	The system shall copy forward existing case plans and allow workers to update to create a new plan.	X		
Case Management	Case Plan and Assessments	General	58551	The system shall copy forward services and placements (authorizations) and associate them to the case plan and associated assessments.		X	
Case Management	Case Plan and Assessments	General	58552	The system must automatically prefill case plans with social work contacts (case notes).		X	
Case Management	Case Plan and Assessments	General	58554	The system must have the ability to select which participants are to be included in a case plan.	X		
Case Management	Case Plan and Assessments	General	58555	The system must allow a user, when applicable, to record the reasons the parent(s) has refused to participate in the development of a case plan and the associated service agreement.	X		
Case Management	Case Plan and Assessments	General	58556	The system must allow a user to record that attempts or efforts to identify and locate absent parent(s)/legal guardian(s) or putative father.	X		
Case Management	Case Plan and Assessments	General	58557	The system must provide a mechanism to record the workers recommendations to the court to request case plan and associated service agreement compliance for a specific non-parent adult(s).	X		
Case Management	Case Plan and Assessments	General	58559	The system must allow a user to record in the case plan a summary all professional reports for the child and parents (e.g. psychiatric and psychological evaluations, therapy and treatment plans, substance abuse screens and treatment summaries, Early On® or other child developmental assessments).		X	
Case Management	Case Plan and Assessments	General	58560	The system shall automate the determination of when a Safety Assessment is needed based on strengths, needs and barriers.		X	
Case Management	Case Plan and Assessments	General	58561	The system must allow a user to document historical information about family and children.	X		
Case Management	Case Plan and Assessments	General	58562	The system must calculate and display in the case plan when a child has been out of home for 15 of the last 22 months.		X	
Case Management	Case Plan and Assessments	General	58563	The system must allow a user to document barriers to reunification as part of the case plan.		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Case Plan and Assessments	General	57141	The system shall require, for a foster child who is 14 years of age or older, to have an Independent Living section as part of the case plan, assessments and service agreements.		X	
Case Management	Case Plan and Assessments	General	58569	The system must track the adults' willingness to change the situation that brought the children into care.	X		
Case Management	Case Plan and Assessments	General	58570	The system must track efforts to place siblings together unless the placement would be contrary to the safety or well-being of any of the siblings.	X		
Case Management	Case Plan and Assessments	General	58571	The system must track the reasons siblings were not placed together.	X		
Case Management	Case Plan and Assessments	General	58572	The system must require the initial case plan to be completed within 30 calendar days of removal from an initial child's own home or child(ren) who returned home with dismissal of court jurisdiction and are again placed in out of home care under a new petition.	X		
Case Management	Case Plan and Assessments	General	58573	The system shall contain a list of case plan edits that identifies the missing elements needed to complete a case plan.	X		
Case Management	Case Plan and Assessments	Permanency Plan and Goals	58574	The system shall contain functionality for concurrent permanency planning.	X		
Case Management	Case Plan and Assessments	Permanency Plan and Goals	58575	The system must allow the user to select from a list of appropriate primary goals and concurrent goals.	X		
Case Management	Case Plan and Assessments	Permanency Plan and Goals	58576	The system must reinforce DHS policy to alert a user when a primary goal cannot be used with a concurrent goal.		X	
Case Management	Case Plan and Assessments	Permanency Plan and Goals	58579	The system must automate a permanency planning decision tree online.		X	
Case Management	Case Plan and Assessments	Permanency Plan and Goals	58580	The system must capture the dates and history of the permanency primary goal and concurrent goal.	X		
Case Management	Case Plan and Assessments	Permanency Plan and Goals	58581	The system must capture reasonable efforts made to finalize a child's permanency plan.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Case Plan and Assessments	Permanency Plan and Goals	58582	The system must allow child specific recommendations for permanency.	X		
Case Management	Case Plan and Assessments	Permanency Plan and Goals	58583	The system must allow the user to record the date the court has determined that reunification services no longer need to be offered to the parent.	X		
Case Management	Case Plan and Assessments	Permanency Plan and Goals	58584	The system must allow the user to select and document the compelling reasons why termination of parent rights or adoption is not in the best interest of a child.	X		
Case Management	Case Plan and Assessments	Permanency Plan and Goals	58587	The system must not allow a user to have a permanency goal of return home for more than 15 months without the documentation of compelling reasons that the child can be returned home within a specified time period.		X	
Case Management	Case Plan and Assessments	Permanency Plan and Goals	58588	The system must allow a user to document the motivation and capability of the parent or legal guardian to provide for the ongoing safety and well being of the child(ren).	X		
Case Management	Case Plan and Assessments	Permanency Plan and Goals	58589	The system shall require the worker to document reasonable efforts to complete permanency plans at least every 12 months after removal of the child.		X	
Case Management	Case Plan and Assessments	Permanency Plan and Goals	59485	The system must provide the ability to record when permanency is achieved or disrupted.	X		
Case Management	Case Plan and Assessments	Permanency Plan and Goals	57409	They system shall allow the user to document if the plan for guardianship was discussed with the child's parents.	X		
Case Management	Case Plan and Assessments	Social History	58590	The system must provide a mechanism for users to record and complete a social history on the family and children.		X	
Case Management	Case Plan and Assessments	Social History	58591	The system must provide the capability to describe the family history.	X		
Case Management	Case Plan and Assessments	Social History	58592	The system must provide the capability to enter the family self assessment.		X	
Case Management	Case Plan and Assessments	Social History	58593	The system must provide the capability to enter family resources (network).	X		
Case Management	Case Plan and Assessments	Family Connections	58595	The system must record due diligence to identify and provide notice to all adult relatives that a relative child is in foster care.		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Case Plan and Assessments	Family Connections	58596	The system must track who was sent a notice and their relationship to the child.		X	
Case Management	Case Plan and Assessments	Family Connections	58598	The system must track the relative notice response and populate this information in the case plan as potential placement(s) and permanency option(s).		X	
Case Management	Case Plan and Assessments	Family Connections	58600	The system must track the relative notice response date.		X	
Case Management	Case Plan and Assessments	Family Connections	58601	The system must track the appropriateness of any relative as a possible permanent or temporary placement.	X		
Case Management	Case Plan and Assessments	Family Connections	58602	The system must provide a mechanism to track documentation on ongoing efforts to locate a relative for permanency or temporary placements.	X		
Case Management	Case Plan and Assessments	ICWA Specific	59166	The system shall record active efforts taken to re-unify an ICWA child.		X	
Case Management	Case Plan and Assessments	ICWA Specific	59125	The system shall record active efforts taken to prevent termination of parental rights (TPR) for an ICWA child.		X	
Case Management	Case Plan and Assessments	ICWA Specific	59167	The system shall provide the capability to document the active efforts taken to provide remedial and rehabilitative services to the ICWA child.		X	
Case Management	Case Plan and Assessments	ICWA Specific	59168	The system shall record active efforts supporting the continuation of cultural services for the ICWA child.		X	
Case Management	Case Plan and Assessments	ICWA Specific	59170	The system shall support the service plan requirements per DHS policy for an American Indian child		X	
Case Management	Case Plan and Assessments	ICWA Specific	59172	The system shall provide the capability to select from a list of efforts taken to place an ICWA child.		X	
Case Management	Case Plan and Assessments	ICWA Specific	59177	The system shall require the user to document good cause reasons for not following placement preferences when placing an ICWA child.		X	
Case Management	Case Plan and Assessments	ICWA Specific	59178	The system shall document the child's placement preference for American Indian children 12 years and older.		X	
Case Management	Case Plan and Assessments	ICWA Specific	59179	The system shall be able to record if a placement was approved by the tribe and if not, the reason.	X		
Case Management	Case Plan and Assessments	ICWA Specific	59180	The system shall be able to record if the placement of an ICWA child was in a culturally appropriate environment and if not, the reason.		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Case Plan and Assessments	ICWA Specific	59181	The system shall capture that the consenting parent of the ICWA child requested anonymity when placement efforts are made on behalf of the child.		X	
Case Management	Case Plan and Assessments	ICWA Specific	59162	The system shall record any decision and recommendation made on a case by the Indian tribe.		X	
Case Management	Case Plan and Assessments	ICWA Specific	59194	The system shall capture the tribe's involvement in development of the case plan.		X	
Case Management	Case Plan and Assessments	Adoption Specific	57265	The system shall allow the user to record and track search efforts and attempts to match children with adoptive parents in Indian Child Welfare Act (ICWA) cases.		X	
Case Management	Case Plan and Assessments	Adoption Specific	57279	The system shall allow the child assessment for adoption to be part of a child's case plan and other associated assessments.		X	
Case Management	Case Plan and Assessments	Adoption Specific	57280	The system must require the child adoption assessment piece of the case plan to be completed per departmental policy.		X	
Case Management	Case Plan and Assessments	Adoption Specific	57281	The system shall allow the authorized user to designate which sections of the child adoption assessment piece of the case plan are confidential and cannot be disclosed.		X	
Case Management	Case Plan and Assessments	Adoption Specific	57321	The system shall allow the user to document all efforts made to prepare the child and family for the adoptive placement.	X		
Case Management	Case Plan and Assessments	Children and Family Needs and Strength Assessment	58603	The system must automate the questions for the Assessment tools based on user defined criteria.		X	
Case Management	Case Plan and Assessments	Children and Family Needs and Strength Assessment	58604	The system must provide a mechanism for users to record a Children and Family Needs and Strength Assessment.		X	
Case Management	Case Plan and Assessments	Children and Family Needs and Strength Assessment	58605	The system shall provide the capability to view previous assessment while working on the new assessment for the same family.		X	
Case Management	Case Plan and Assessments	Children and Family Needs and Strength	58606	The system shall record strengths and needs of the family members and support multiple strengths/needs assessments based on different households within the case.		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
		Assessment					
Case Management	Case Plan and Assessments	Children and Family Needs and Strength Assessment	58607	The system shall have the capability to record a client's needs, including immediate needs and crisis intervention needs.		X	
Case Management	Case Plan and Assessments	Children and Family Needs and Strength Assessment	58608	The system shall capture all information regarding the caretaker including but not limited to literacy, intellectual capacity, parenting skills, employment, health issues, etc.	X		
Case Management	Case Plan and Assessments	Children and Family Needs and Strength Assessment	58611	The system must require substance abuse to be addressed on future assessments once selected or until the need is no longer a negative score (applies to both adults and children).		X	
Case Management	Case Plan and Assessments	Children and Family Needs and Strength Assessment	58622	The system must track the child characteristics in the family assessment.		X	
Case Management	Case Plan and Assessments	Children and Family Needs and Strength Assessment	58624	The system must provide four child assessment scales based on the child's age.		X	
Case Management	Case Plan and Assessments	Children and Family Needs and Strength Assessment	58625	The system shall provide for a dynamic display of the questions needed to be completed on the child's assessment based on the child's age.		X	
Case Management	Case Plan and Assessments	Children and Family Needs and Strength Assessment	58626	The system must prioritize the child's needs and strengths using a number rating system.		X	
Case Management	Case Plan and Assessments	Children and Family Needs and Strength Assessment	58627	The system must provide a positive number to identify strengths in the child assessment.		X	
Case Management	Case Plan and Assessments	Children and Family Needs and Strength Assessment	58628	The system must provide a negative number to identify needs in the child assessment.		X	

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Case Management	Case Plan and Assessments	Children and Family Needs and Strength Assessment	58629	The system must allow a user to enter in "situational concerns" as part of the assessment decision process.		X	
Case Management	Case Plan and Assessments	Children and Family Needs and Strength Assessment	58630	The system must not allow a user to enter in the same "situational concern" in consecutive assessments.		X	
Case Management	Case Plan and Assessments	Children and Family Needs and Strength Assessment	58631	The system shall provide a mechanism for entering in narrative evidence for the scoring of every domain regardless of the needs, strength and situational concern in the child's assessment.	X		
Case Management	Case Plan and Assessments	Children and Family Needs and Strength Assessment	57153	The system shall require independent living skills be assessed for each youth as being adequate or inadequate.	X		
Case Management	Case Plan and Assessments	JJ Assessment	59514	The system shall provide the user with a means to capture information related to a child / youth who has violated the terms of a court-ordered probation, diversion, or aftercare.	X		
Case Management	Case Plan and Assessments	JJ Assessment	59515	The system shall support assessment questions for JJ youth as part of a common case plan.		X	
Case Management	Case Plan and Assessments	JJ Assessment	59516	The system must generate a JJ structure decision making risk assessment that creates scores based on risk.	X		
Case Management	Case Plan and Assessments	JJ Assessment	59517	The system shall support a structured decision making model (SDM) regarding each youth initial security level placement, release from placement and escalation in placement.	X		
Case Management	Case Plan and Assessments	Reunification Assessments	58633	The system must allow a user to complete a reunification assessment online.	X		
Case Management	Case Plan and Assessments	Reunification Assessments	58634	The system must allow a user to document in the Reunification Assessment parenting time compliance during the review period.		X	
Case Management	Case Plan and Assessments	Reunification Assessments	58635	The system must allow a user to document in the Reunification Assessment progress with barriers identified in the needs and strengths assessments.		X	
Case Management	Case Plan and Assessments	Reunification Assessments	58636	The system must allow a user to document in the Reunification Assessment the decisions.	X		

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Case Management	Case Plan and Assessments	Reunification Assessments	58637	The system must capture if the reunification has not been achieved within 12 months from removal date.	X		
Case Management	Case Plan and Assessments	Reunification Assessments	58638	The system must allow a user to record that the LEIN check are completed on all adults living in the home prior to returning a child to a home.		X	
Case Management	Case Plan and Assessments	Foster Care Safety Assessment	58642	The system must display the safety assessment information captured by CPS when the foster care safety assessment is being completed.		X	
Case Management	Case Plan and Assessments	Foster Care Safety Assessment	58644	The system must track in-home protecting interventions.		X	
Case Management	Case Plan and Assessments	Foster Care Safety Assessment	58650	The system must track any "likely" harm to a child if returned to his/her parent, guardian or custodian.		X	
Case Management	Case Plan and Assessments	Foster Care Safety Assessment	58651	The system must track any "likely" harm to a child if separated from his/her parent, guardian or custodian.		X	
Case Management	Case Plan and Assessments	Foster Care Safety Assessment	58653	The system must allow for an exception approval process when the system derived safety determination requires an override.		X	
Case Management	Case Plan and Assessments	Maintain Assessment History	58654	The system shall provide and display a history of all previous assessments, case plans and associated contacts.	X		
Case Management	Case Plan and Assessments	Service Agreement	58657	The systems must allow a user to record in the service agreement what the parent(s) and non-parent adult must do to achieve reunification.	X		
Case Management	Case Plan and Assessments	Service Agreement	58658	The system must allow a user to document timeframes and goal expectations to attain reunification and/or case closure.	X		
Case Management	Case Plan and Assessments	Service Agreement	58659	The system must track measurable goals and objectives for parents, caregivers and each child.	X		
Case Management	Case Plan and Assessments	Service Agreement	58660	The system shall allow a user to complete and update service plans for any case type.	X		
Case Management	Case Plan and Assessments	Service Agreement	58661	The system shall support service agreement development by displaying the services that are required to meet the specific needs identified in the assessment function.		X	

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Case Management	Case Plan and Assessments	Service Agreement	58662	The system shall contain a predefined list of standard goals and objectives based on client needs.		X	
Case Management	Case Plan and Assessments	Service Agreement	58663	The system shall allow the user to record narratives for users to explain goals and objectives when explanations are required	X		
Case Management	Case Plan and Assessments	Service Agreement	58664	The system must provide a mechanism to include foster parent, fictive kin or relative activities required as part of the service plan.		X	
Case Management	Case Plan and Assessments	Service Agreement	58666	The system shall support and record the determination of needed services.	X		
Case Management	Case Plan and Assessments	Service Agreement	58667	The system shall associate service/case plans to the services provided.		X	
Case Management	Case Plan and Assessments	Service Agreement	58668	The system shall support the selection of services based on needs and barriers.	X		
Case Management	Case Plan and Assessments	Service Agreement	58669	The system shall record foster care reunification services including the legal requisites.	X		
Case Management	Case Plan and Assessments	Service Agreement	58670	The system shall record any barriers to obtaining services.		X	
Case Management	Case Plan and Assessments	Service Agreement	58671	The system must contain specific data elements to track barriers to services and transportation needs.		X	
Case Management	Case Plan and Assessments	Service Agreement	58674	The system must prefill all referrals for services in the service agreement.	X		
Case Management	Case Plan and Assessments	Service Agreement	58675	The system must track the dates the service agreement was reviewed and signed by the caregivers.	X		
Case Management	Case Plan and Assessments	Service Agreement	57411	The system shall require the user to indicate that a child over the age of 14 has been consulted about the guardianship plans.		X	
Case Management	Case Plan and Assessments	Service Agreement	58676	The system must require a child over age 14 to sign the service agreement.		X	
Case Management	Case Plan and Assessments	Service Agreement	58677	The system must track if any party will not agree to sign the service agreement and the reasons for not signing.		X	
Case Management	Case Plan and Assessments	Service Agreement	58678	The system must contain an assessment tool to assess visitation plans.		X	
Case Management	Case Plan and Assessments	Service Agreement	58679	The system must allow a user to record visitation plans in the service agreement.	X		

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Case Management	Case Plan and Assessments	Service Agreement	58680	The system must allow a user to record specific types of visitation plans which includes the frequency, location and duration of parenting time.	X		
Case Management	Case Plan and Assessments	Service Agreement	58681	The system must provide a mechanism to explain how the visitation setting will assure a family friendly safe environment.		X	
Case Management	Case Plan and Assessments	Service Agreement	58682	The system must provide a mechanism to assess the parenting time conditions that must exist for in-home visits to take place.		X	
Case Management	Case Plan and Assessments	Service Agreement	58683	The system must provide a mechanism to document any required supervision for parenting time and other visitation types.		X	
Case Management	Case Plan and Assessments	Service Agreement	58684	The system must provide a mechanism to document when a court is limiting parenting time and why more frequent parenting time would be harmful to the child.		X	
Case Management	Case Plan and Assessments	Service Agreement	58685	The system must provide a mechanism to track why a parent requests or wants less parenting time and when frequency could be increased.		X	
Case Management	Case Plan and Assessments	Service Agreement	58686	The system must allow the user to record the outcome(s) of the visitation plan.		X	
Case Management	Case Plan and Assessments	Service Outcomes	58687	The system must allow the user to document outcomes of the goal expectations.		X	
Case Management	Case Plan and Assessments	Service Outcomes	58688	The system must allow the user to indicate the outcome of the service activity (e.g. satisfactory completion, unsatisfactory completion, etc)		X	
Case Management	Case Plan and Assessments	Service Outcomes	58689	The system must display the date the service was completed and closed.	X		
Case Management	Case Plan and Assessments	Service Outcomes	58690	The system must track the reason a needed service was not available or not completed.		X	
Case Management	Case Plan and Assessments	Service Outcomes	58691	The system shall allow the user to enter in efforts made by the parent(s) to enable the child to return to his/her home.		X	
Case Management	Case Plan and Assessments	Service Outcomes	58692	The system shall allow the user to enter in efforts made by the agency to return the child to his/her home.		X	
Case Management	Case Plan and Assessments	Approvals	58693	The system shall provide the capability for a supervisor to perform a case plan review electronically.	X		

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Case Management	Case Plan and Assessments	Approvals	58700	The system shall ensure that the case plan is frozen at a point of the last approval.	X		
Case Management	Case Plan and Assessments	Approvals	58694	The system shall record updates to a pending review case plan to reflect any changes made as a result of the case plan review.		X	
Case Management	Case Plan and Assessments	Approvals	58701	The system must allow a user to add addendums to an approved case plan regardless of a case status.		X	
Case Management	Case Plan and Assessments	Templates and Notices	58706	The system must allow a user to prefill, preview and print notice(s) to relatives when a child has been removed from the custody of their parents.	X		
Case Management	Case Plan and Assessments	Templates and Notices	58707	The system shall allow a user to prefill, preview and print all case plan templates.	X		
Case Management	Case Plan and Assessments	Templates and Notices	58708	The system shall allow a user to prefill, preview and print the templates to support all service agreement types.	X		
Case Management	Case Plan and Assessments	Templates and Notices	58709	The system shall allow a user to prefill, preview and print all assessment templates.	X		
Case Management	Case Plan and Assessments	Reports	58712	The system must provide standardized management reports on Case Plans.	X		

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Case Management	Courts - Legal	General	56693	The system shall allow the user to enter the dates of any notices sent to individuals and parties regarding legal proceedings.	X		
Case Management	Courts - Legal	Legal Tracking	56719	The system shall track and associate legal parties with the appropriate case participants.	X		
Case Management	Courts - Legal	Legal Tracking	56722	The system shall monitor and track all court-related events (e.g. outcomes for all petitions, trials, hearings, status conferences, detention proceedings, periodic reviews, adoptions, and change of placements, etc).	X		
Case Management	Courts - Legal	Legal Tracking	56723	The system shall support the recording of multiple hearing types, findings, and orders for one legal event.	X		
Case Management	Courts - Legal	Legal Tracking	56724	The system shall allow the user to enter court case numbers and associate them to multiple persons and/or multiple cases.	X		
Case Management	Courts - Legal	Legal Tracking	56725	The system shall maintain and display a history of all court case numbers.	X		
Case Management	Courts - Legal	Legal Tracking	56726	The system shall display a legal summary view (e.g. petition date, petition type, hearing dates, children in custody, dual ward, incarcerated, order type, etc.)	X		
Case Management	Courts - Legal	Legal Tracking	56740	The system shall allow users to select and add victims that require a Victim Rights notification.	X		
Case Management	Courts - Legal	Legal Tracking	56741	The system shall track whether or not a Victim Rights notification was provided.		X	
Case Management	Courts - Legal	Legal Tracking	56742	The system must generate the notification(s) of Victim Rights.	X		
Case Management	Courts - Legal	Legal Tracking	56743	The system must record and track information related to the court of jurisdiction which includes the name of court, juvenile court, appeals court, court type, out of state, and tribal courts.	X		
Case Management	Courts - Legal	Legal Tracking	59197	The system shall capture good cause reason for state court denial of a tribe who has requested that the ICWA child be transferred to tribal jurisdiction.	X		
Case Management	Courts - Legal	Legal Tracking	59198	The system shall provide a mechanism to document acceptance and transfer of physical custody of an ICWA child to the tribe.	X		
Case Management	Courts - Legal	Legal Tracking	56753	The system shall allow the authorized user to add, update, or delete a court official.	X		

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Case Management	Courts - Legal	Legal Tracking	56754	The system shall maintain a history for those court officials appointed to a case.	X		
Case Management	Courts - Legal	Legal Tracking	56697	The system shall allow the user to enter and track the next court hearing date and time.	X		
Case Management	Courts - Legal	Legal Tracking	56698	The system shall track when the court report is due for the next court hearing.	X		
Case Management	Courts - Legal	Legal Tracking	59533	The system must allow the user to report the date the mother and father's parental rights were terminated.	X		
Case Management	Courts - Legal	Petitions	56701	The system shall allow the user to track the type, reason, requestor and date of petition and/or motion that is being filed.	X		
Case Management	Courts - Legal	Petitions	56706	The system shall support the filing of multiple petitions during the same time period for the same child.	X		
Case Management	Courts - Legal	Petitions	56709	The system shall track the department's action when the prosecuting attorney refuses to file a petition.		X	
Case Management	Courts - Legal	Petitions	56713	The system shall track the county referring the petition to the court of jurisdiction.	X		
Case Management	Courts - Legal	Legal Status & Disposition	56783	The system shall track the legal status of the child.	X		
Case Management	Courts - Legal	Legal Status & Disposition	56784	The system must record and track the reason a child was removed and how they were placed in DHS custody.	X		
Case Management	Courts - Legal	Legal Status & Disposition	56785	The system shall provide a means for the user to capture episodes of custody for a child.	X		
Case Management	Courts - Legal	Legal Status & Disposition	56786	The system must record and track all changes and dates associated with the child's custody status.	X		
Case Management	Courts - Legal	Legal Status & Disposition	56787	The system must record and track the reason a child was discharged from care.	X		
Case Management	Courts - Legal	Legal Status & Disposition	56789	The system shall calculate and display whether a dispositional review occurred 91 days from the original dispositional hearing and every 91 days thereafter.	X		
Case Management	Courts - Legal	Legal Status & Disposition	56790	The system shall calculate and display whether or not review hearings occurs every 182 days after the permanency planning hearing.	X		
Case Management	Courts - Legal	JJ Legal Information	59502	The system shall track one or more court of jurisdictions that charged, referred and/or committed for each incident/charge.	X		
Case Management	Courts - Legal	Hearing Outcomes	56827	The system shall allow the user to document if the court specified a placement for a child.	X		

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Case Management	Courts - Legal	Hearing Outcomes	56828	The system must provide a method for workers to easily enter lengthy narrative text regarding court hearing outcomes.	X		
Case Management	Courts - Legal	Hearing Outcomes	56829	The system shall provide a means for the user to capture and verify that the removal court order language for a child/youth placed in DHS custody includes a judicial finding that remaining in the home would be contrary to the child's welfare, safety or best interest or acceptable language that satisfies IV-E legal requirements and the date of the court order.	X		
Case Management	Courts - Legal	Hearing Outcomes	56831	The system shall track and record court-caused delays in meeting mandated services and timeframes.	X		
Case Management	Courts - Legal	Hearing Outcomes	56834	The system shall provide a means for the user to document aggravated circumstances which negates the necessity to provide reasonable efforts to reunify the child, as per Adoption and Safe Families Act (ASFA) guidelines.	X		
Case Management	Courts - Legal	Hearing Outcomes	56835	The system must record and track the court has concurred with any permanency goal.		X	
Case Management	Courts - Legal	Hearing Outcomes	56804	The system shall provide the user a means to capture court order date and information.	X		
Case Management	Courts - Legal	Hearing Outcomes	56806	The system shall allow all court order/outcomes to be entered in the system without linking it to a specific hearing or petition.	X		
Case Management	Courts - Legal	Hearing Outcomes	56808	The system shall allow one or more subsequent court orders to be linked to the originating orders.	X		
Case Management	Courts - Legal	Hearing Outcomes	56812	The system must track when an agency does not agree with the placement order.	X		
Case Management	Courts - Legal	Hearing Outcomes	56771	The system shall provide a means to allow a birth parent or legal parent's rights to a child to be terminated whenever the parent is deceased and there is verification of death documented in the file.	X		
Case Management	Courts - Legal	Hearing Outcomes	56816	The system shall track the type, date and county of charge of the commitment.	X		
Case Management	Courts - Legal	Hearing Outcomes	56817	The system shall track when a child is committed to Michigan Child Institute (MCI) and/or the Youth Rehabilitation Services Act.	X		
Case Management	Courts - Legal	Hearing Outcomes	56820	The system shall track the date of acceptance of the commitment.	X		

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Case Management	Courts - Legal	Administrative Hearing	56760	The system must record and track data related to the administrative hearing process (e.g. requestor, date of request, date hearing offered, administrative hearing judge assigned, date of hearing, disposition/finding of hearing, date determination letter sent to requestor, results of hearing).	X		
Case Management	Courts - Legal	Appeals Process	56847	The system shall track all legal appeals and details.	X		
Case Management	Courts - Legal	Appeals Process	56854	The system shall allow the user to place the adoption finalization on hold pending the outcome of an appeal of termination of parental rights (TPR).	X		
Case Management	Courts - Legal	Templates and Notices	56872	The system shall generate court documents and notifications (e.g. court petitions, status reports, letters, notifications, etc).	X		
Case Management	Courts - Legal	Templates and Notices	56873	The system shall allow a user to prefill, preview and print court reports.	X		
Case Management	Courts - Legal	Templates and Notices	56874	The system shall allow users to pre-fill, preview and print all petition templates from the system.	X		
Case Management	Courts - Legal	Templates and Notices	56877	The system must allow a user to link scanned court documents to specific court/legal records.	X		
Case Management	Courts - Legal	Templates and Notices	56879	The system shall allow a user to prefill, preview and print the Notice of Hearing to foster parents, relative caregivers and pre-adoptive parents for any proceedings held with respect to a child, seven days prior to the hearing.	X		

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Case Management	Case Notes	General	59219	The system must support all case type and programs needs and values for case notes.	X		
Case Management	Case Notes	General	59220	The system must allow case contacts to be easily accessed from any screen.	X		
Case Management	Case Notes	General	59221	The system shall provide a method for workers to easily enter lengthy narrative text at various points through the life of a case.	X		
Case Management	Case Notes	General	59222	The system shall support multiple and configurable case notes types.	X		
Case Management	Case Notes	General	59225	The system shall allow the user to print a selected note or series of case notes.	X		
Case Management	Case Notes	General	59226	The system shall allow the user to print sections of work with or without attached notes.	X		
Case Management	Case Notes	General	59228	The system shall provide the capability to create multiple notes for the same case.	X		
Case Management	Case Notes	General	59229	The system shall support the ability to attach files to case notes.	X		
Case Management	Case Notes	General	59230	The system shall have the ability to link a case note on a referral.		X	
Case Management	Case Notes	General	59232	The system shall support search for contacts using multiple criteria.	X		
Case Management	Case Notes	General	59234	The system shall allow for contacts to be sorted by various contact types, dates, and other criteria.	X		
Case Management	Case Notes	General	59235	The system shall allow the user to browse through multiple notes without returning to the main case note screen (e.g., previous, next).		X	
Case Management	Case Notes	General	59239	The system shall support navigating from the list directory of case notes to detailed note records.	X		
Case Management	Case Notes	General	59243	The system shall freeze case notes after a DHS specified period of time.	X		
Case Management	Case Notes	General	59244	The system shall support addendums to frozen case notes.	X		
Case Management	Case Notes	General	59245	The system shall have the ability to propagate or link a contact from one case to another.		X	
Case Management	Case Notes	Family Visits and Contacts	59247	The system shall allow the capability to enter narrative regarding the visitation or contact.	X		

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Case Management	Case Notes	Family Visits and Contacts	59251	The system shall record begin and end times and dates on each family visit contact.		X	
Case Management	Case Notes	Family Visits and Contacts	59253	The system shall retain a complete history of all contacts.	X		
Case Management	Case Notes	Family Visits and Contacts	59256	The system shall allow a user to associate family visit outcome contact notes to the visitation plan, when applicable.	X		
Case Management	Case Notes	Record Case Notes	59261	The system shall track all edits and updates to existing contact notes and easily identify any changes made.	X		
Case Management	Case Notes	Record Case Notes	59262	The system shall allow the user to select from a list of common contact note types when entering case contacts notes.	X		
Case Management	Case Notes	Record Case Notes	59263	The system shall capture the method of contact (e.g. face-to-face, phone, etc).	X		
Case Management	Case Notes	Record Case Notes	59264	The system shall capture the date and time of the contact.	X		
Case Management	Case Notes	Record Case Notes	59265	The system shall capture and display the date and time the note was entered into the system	X		
Case Management	Case Notes	Record Case Notes	59266	The system shall allow the user to select from a list of common location types when entering case contacts.	X		
Case Management	Case Notes	Record Case Notes	59267	The system must provide the means for a single contact to be linked to multiple participants.	X		
Case Management	Case Notes	Record Case Notes	59268	The system shall provide the ability to select which participants are to be included in the case contact note.	X		
Case Management	Case Notes	Record Case Notes	59269	The system shall allow the contact's role to change among different clients or cases.	X		
Case Management	Case Notes	Record Case Notes	59270	The system shall display the relationship of persons that are documented in the contacts.		X	
Case Management	Case Notes	Record Case Notes	59271	The system shall track and identify all mandated case contacts to assist with the generation of reports and ticklers.	X		
Case Management	Case Notes	Record Case Notes	59272	The system shall record all case staffing activities in case notes.	X		
Case Management	Case Notes	Record Case Notes	59273	The system shall provide for the recording of collateral contacts.	X		
Case Management	Case Notes	Record Case Notes	59274	The system shall provide the capability to add new collateral contacts for individuals who are not included in the case.	X		
Case Management	Case Notes	Record Case Notes	59275	The system shall allow the user to search for a person or staff and add them to a case contact.	X		

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Case Management	Case Notes	Record Case Notes	59276	The system shall allow collateral persons to be associated with multiple clients' cases without need for duplicate data entry.		X	
Case Management	Case Notes	Record Case Notes	59277	The system shall capture collateral contacts and their roles and relationship to the participants (e.g. neighbors, relatives, etc.)		X	
Case Management	Case Notes	Record Case Notes	59278	The system shall indicate that the mandatory reporter follow-up occurred once the user enters the contact.	X		
Case Management	Case Notes	Record Case Notes	59279	The system shall allow a user to enter in one contact note that supports both the successful and unsuccessful contacts.	X		
Case Management	Case Notes	Investigation Contacts	59290	The system must provide the means to link a contact back to a specific investigation.	X		
Case Management	Case Notes	Investigation Contacts	59291	The system must provide the capability for contact notes to be launched directly from the investigation.	X		
Case Management	Case Notes	Investigation Contacts	59293	The system shall allow the user to document that the contact is for the commencement of the investigation.	X		
Case Management	Case Notes	Investigation Contacts	59294	The system shall allow the user to document that one or more contacts are for the engagement of services.	X		
Case Management	Case Notes	Investigation Contacts	59295	The system shall provide a means to capture the date and the results of the meeting between the investigator and supervisor concerning multiple complaints (three or more previous complaints and child under age four).	X		
Case Management	Case Notes	Investigation Contacts	58763	The system shall provide the capability to backdate a case note associated to an investigation when law enforcement completed a contact prior to the intake date and time.	X		
Case Management	Case Notes	Contact Exceptions and Approvals	59285	The system shall record supervisory approval or review for any contact exceptions.		X	
Case Management	Case Notes	Contact Exceptions and Approvals	59286	The system shall record and maintain worker requests for exceptions to mandatory contacts.		X	
Case Management	Case Notes	Contact Exceptions and Approvals	59287	The system shall record and maintain the reason an exception to the required contact is approved.	X		

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Case Management	Case Notes	Contact Exceptions and Approvals	59288	The system shall record and maintain the effective dates of any approved exceptions to required contacts.		X	
Case Management	Case Notes	Contact Exceptions and Approvals	59289	The system shall consider a contact completed when an exception for that contact has been documented and approved by the supervisor.		X	

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Case Management	Referrals, Services and Placements	Referrals	57746	The system shall provide the capability to refer a client to other agencies for benefits and services by generating a paper or electronic referral form which is pre-populated with person and case information and track each date the referral packet was created and sent.		X	
Case Management	Referrals, Services and Placements	Referrals	57751	The system must allow the user to enter in recommendations regarding the type of out of home placement and the reasons for this recommendation.	X		
Case Management	Referrals, Services and Placements	Referrals	57752	The system must have the ability to record the reasons for the placement level of care.	X		
Case Management	Referrals, Services and Placements	Referrals	57753	The system must have the ability to record the efforts made to place the child in the least restrictive environment.	X		
Case Management	Referrals, Services and	Referrals	59486	The system must allow a user to request an exception placement (e.g. residential setting that has no contract, etc).	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
	Placements						
Case Management	Referrals, Services and Placements	Referrals	57757	The system must track and provide in a placement packet critical placement factors (e.g. severe attachment issues, severe oppositional/defiant behaviors, ongoing risk of destruction to property, self-injury, severe enuresis, encopresis, fecal smearing, fire setting, and a history of violence towards other children, etc).		X	
Case Management	Referrals, Services and Placements	Referrals	57758	The system must track and provide in a placement packet information about specific child needs and characteristics (e.g. medications, allergies, cultural practices, food preferences, temperament, sleep, schedules, special and/or personal toys, books or clothing that will aid in a smooth placement transition).		X	
Case Management	Referrals, Services and Placements	Referrals	57759	The system must prevent other children from being placed with a juvenile adjudicated as a sex offender with exceptions or from being placed with high risk children.		X	
Case Management	Referrals, Services and Placements	Search for Services and Placements	57762	The system shall allow the workers to select a provider and view the detailed record of that provider.	X		
Case Management	Referrals, Services and Placements	Search for Services and Placements	57764	The system shall track and maintain a history of all resources statewide and provide the ability to filter searches by service type, county and placement service agencies.	X		
Case Management	Referrals, Services and Placements	Search for Services and Placements	57766	The system shall provide automated support in the identification and matching of clients with available placement alternatives, service needs, and/or available resources.	X		
Case Management	Referrals, Services and Placements	Search for Services and Placements	57768	The system shall support provider searches based on provider services offered, provider preferences, provider location, provider exclusions, provider eligibility for funding sources or any factors specified in the client service plan.	X		
Case Management	Referrals, Services and Placements	Search for Services and Placements	57769	The system shall automate the search for and match providers with client characteristics (e.g. demographics, age, critical placement factors, proximity to the child(ren)'s family, behavioral issues and medical conditions).		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Referrals, Services and Placements	Search for Services and Placements	57774	The system must display all children in a provider's care including biological, foster and adoptive children, and include a link to view detailed person and case data for each person in the home.	X		
Case Management	Referrals, Services and Placements	Search for Services and Placements	57777	The system must keep real time data on changes to persons that reside in the provider's home.	X		
Case Management	Referrals, Services and Placements	Search for Services and Placements	57778	The system shall ensure that all requirements for service provision, including licensing and contract requirements, are met before displaying the provider for general matching to clients.	X		
Case Management	Referrals, Services and Placements	Search for Services and Placements	57779	The system shall support real-time tracking of service availability from providers, considering provider total capacity, current census, and date of next bed availability.	X		
Case Management	Referrals, Services and Placements	Service Authorizations	57781	The system must record and display a unique identifier for each service authorization created.	X		
Case Management	Referrals, Services and Placements	Service Authorizations	57782	The system shall track all services authorized, provided and its status (e.g. pending, approved, closed, etc).	X		
Case Management	Referrals, Services and Placements	Service Authorizations	57785	The system shall record authorization for both scheduled and non-scheduled payments.	X		
Case Management	Referrals, Services and Placements	Service Authorizations	57786	The system shall record the service to be provided in the service authorization.	X		
Case Management	Referrals, Services and Placements	Service Authorizations	57787	The system must record the projected start and projected stop date for all service authorizations.	X		
Case Management	Referrals, Services	Service Authorizations	57788	The system must be able to record the actual begin and end dates for the services to be provided.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
	and Placements						
Case Management	Referrals, Services and Placements	Service Authorizations	57789	The system must record the number of units of service to be provided in the service authorization.	X		
Case Management	Referrals, Services and Placements	Service Authorizations	57790	The system must record and display the rate at which services will be paid.	X		
Case Management	Referrals, Services and Placements	Service Authorizations	59487	The system must allow an authorized user to enter a child specific rate when allowed by policy (e.g. independent living stipend payment, etc).	X		
Case Management	Referrals, Services and Placements	Service Authorizations	57793	The system must display the frequency with which services will be provided (e.g. monthly service, hourly service, daily service, etc).	X		
Case Management	Referrals, Services and Placements	Service Authorizations	57794	The system must record who will receive client services in the authorization.	X		
Case Management	Referrals, Services and Placements	Service Authorizations	57795	The system must record and display the provider to deliver the services.	X		
Case Management	Referrals, Services and Placements	Service Authorizations	57796	The system must record and display the provider's placement location and allow for an amendment when the service location changes.	X		
Case Management	Referrals, Services and Placements	Service Authorizations	57797	The system must record and display when the service authorization is for an out of state or out of country placement or service.		X	
Case Management	Referrals, Services and Placements	Service Authorizations	57798	The system must allow users to create multiple service authorizations for a client for the same time period.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Referrals, Services and Placements	Service Authorizations	57799	The system must calculate and display the balance of units remaining on individual service authorization based on invoices received.	X		
Case Management	Referrals, Services and Placements	Service Authorizations	57800	The system must calculate and display the foster care rate to be paid to foster providers by using standard rate tables which must contain the type of service provided, specialized rates and the age of the child.	X		
Case Management	Referrals, Services and Placements	Service Authorizations	57801	The system shall allow a user to create one service authorization for placement of a teen mother and her child but not pay for the child, when applicable.	X		
Case Management	Referrals, Services and Placements	Service Authorizations	57806	The system must automatically prefill service authorizations when service requests are entered or approved in another component within SACWIS (e.g. services approved in the case plan or subsidy agreement should automatically populate the service authorization page when forwarded by the user).	X		
Case Management	Referrals, Services and Placements	Service Authorizations	59488	The system must allow an authorized user to create a service authorization to pay a child directly, when applicable.	X		
Case Management	Referrals, Services and Placements	Service Authorizations	57802	The system shall require approval of all service authorizations by a user with the role and approval level required for the service.	X		
Case Management	Referrals, Services and Placements	Service Authorizations	57803	The system shall require more than one approval when the service type requested requires additional approvals (e.g. residential care).	X		
Case Management	Referrals, Services and Placements	Service Authorizations	57804	The system must have the capacity to inherit approvals for service authorizations (e.g. if the service is approved in the case plan it does not require an additional approval at authorization, if the service is approved for subsidy in the subsidy agreement it does not require approval in the service authorization, etc).		X	
Case Management	Referrals, Services	Service Authorizations	57805	The system must have the ability to search for service authorization by status, errors, name, worker, service type,		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
	and Placements			date or location.			
Case Management	Referrals, Services and Placements	Authorization Edits and Overrides	57807	The system shall ensure that the first out of home placement begin date, adoption placement begin date, and guardianship placement begin date is consistent with custody or legal status requirements of DHS policy.		X	
Case Management	Referrals, Services and Placements	Authorization Edits and Overrides	57808	The system shall edit and audit all placements and service openings to ensure that services requested are consistent with DHS policies.		X	
Case Management	Referrals, Services and Placements	Authorization Edits and Overrides	57809	The system shall allow overrides of edits for specific service opening edit failures as permitted by DHS policy.		X	
Case Management	Referrals, Services and Placements	Authorization Edits and Overrides	57810	The system shall support policy limits by funding source (e.g. foster care prevention expenditures are not to exceed two months of foster care).	X		
Case Management	Referrals, Services and Placements	Authorization Edits and Overrides	57811	The system shall allow for overrides when policy limits by funding source can be extended (e.g. allow for the override for foster care prevention expenditures to exceed two months of foster care)	X		
Case Management	Referrals, Services and Placements	Authorization Edits and Overrides	57812	The system shall provide the capability to authorize services that are exceptions to policy using override edits (e.g., emergency shelter for more than the standard number of days or payments to leave a bed open for emergency purposes).		X	
Case Management	Referrals, Services and Placements	Authorization Edits and Overrides	57813	The system shall allow the user to "borrow beds" when authorization is obtained and to document the authorization.	X		
Case Management	Referrals, Services and Placements	Authorization Edits and Overrides	57815	The system must edit and allow for placement overrides based on the capacity of the home.	X		
Case Management	Referrals, Services and	Authorization Edits and Overrides	57816	The system must ensure that children meet the criteria for a service type selected (e.g. a maternity home would not be authorized for a teenage boy).		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
	Placements						
Case Management	Referrals, Services and Placements	Authorization Edits and Overrides	57817	The system must make all edits and overrides, approvals, and messages configurable to ensure policy edits and overrides can be added and removed without the use of a developer.		X	
Case Management	Referrals, Services and Placements	Authorization Edits and Overrides	57821	The system must allow a user to correct service authorization dates which must generate a change in AFCARS (when applicable) and create an adjustment for payments.	X		
Case Management	Referrals, Services and Placements	Placements and Services	57822	The system must provide the capability to ensure a user can locate, identify and pay for "rapid" placement in emergency situations.	X		
Case Management	Referrals, Services and Placements	Placements and Services	57824	The system shall track placement changes and reason for change in placement.	X		
Case Management	Referrals, Services and Placements	Placements and Services	57825	The system shall store and display temporary leaves (to hospitals, psych evaluations, summer camp, etc) that are tracked historically with start and end dates.	X		
Case Management	Referrals, Services and Placements	Placements and Services	57826	The system shall automate the updating of the child's address when their placement location changes.	X		
Case Management	Referrals, Services and Placements	Placements and Services	57827	The system shall support placing multiple children with one transaction when siblings are placed together.		X	
Case Management	Referrals, Services and Placements	Placements and Services	57828	The system must have the ability to add and amend placement narrative to describe the caretaker's willingness and capacity to meet the child's needs.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Referrals, Services and Placements	Placements and Services	57831	The system shall record and maintain services rendered (paid and non-paid).	X		
Case Management	Referrals, Services and Placements	Placements and Services	57833	The system shall support documentation of all status changes for all services.	X		
Case Management	Referrals, Services and Placements	Placements and Services	57834	The system shall have the ability to request and record one time services that are required (e.g. child care, clothing, court costs, and independent living services, travel for visitation with family, etc).	X		
Case Management	Referrals, Services and Placements	Placements and Services	57835	The system shall support entering in one service and associating multiple participants with one transaction when services are rendered to the entire family or several participants.	X		
Case Management	Referrals, Services and Placements	Placements and Services	57836	The system must record emergency medical, dental and mental health services needed and/or received.	X		
Case Management	Referrals, Services and Placements	Placements and Services	57842	The system must track when a child is AWOL from a placement including the start date and end date.	X		
Case Management	Referrals, Services and Placements	Placements and Services	57843	The system must track the reason for the AWOL status (e.g. never in care, abduction, runaway, escapee etc)	X		
Case Management	Referrals, Services and Placements	Placements and Services	57844	The system must require an approval prior to placing a child on the Child Locator Website by authorized users.		X	
Case Management	Referrals, Services and Placements	Placements and Services	57852	The system shall support the determination of care process (DOC).		X	
Case Management	Referrals, Services	Placements and Services	57853	The system must provide an evaluation decision making tool to justify supplemental rates for foster parents or relatives		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
	and Placements			that are eligible for foster care payments.			
Case Management	Referrals, Services and Placements	Placements and Services	57854	The system must provide the capability to create and record three types of determination of care (DOC) tools which includes: (1) children 0-12 with behavioral problems, (2) 13 years or older with behavioral problems and (3) children who are medically fragile.		X	
Case Management	Referrals, Services and Placements	Placements and Services	57856	The system must allow a user to complete a redetermination of the determination of care process (DOC) rate.		X	
Case Management	Referrals, Services and Placements	Placements and Services	57857	The system must require approvals of the determination of care process (DOC) decision in accordance with DHS Policy.		X	
Case Management	Referrals, Services and Placements	Placements and Services	57859	The system must provide an evaluation decision making tool to justify assisted care supplemental rate for foster parents or relatives that are eligible for foster care payments.		X	
Case Management	Referrals, Services and Placements	Placements and Services	57860	The system must allow for assisted care payments to be available for crisis intervention and stabilization in situations where a foster parent or relative requires help in managing a child's medical care or behavior.		X	
Case Management	Referrals, Services and Placements	Placements and Services	57861	The system must record the results of the assisted care payment and whether it was successful (e.g., prevent hospitalization, disrupted placement, etc.).		X	
Case Management	Referrals, Services and Placements	Placements and Services	57863	The system must require approval(s) of the assisted care payment and additional approvals to extend the payment over one year.		X	
Case Management	Referrals, Services and Placements	Placements and Services	57864	The system must allow an authorized user to approve temporary one on one supervision rates when permitted by DHS policy.		X	
Case Management	Referrals, Services and	Placements and Services	57869	The system must automate modifications to the service authorization rate when a user changes the determination of care (DOC) or Assisted Care rate.		X	

Domain	Function	Subject Line	Key	Functional Requirements	Currently met by the solution presented	Will be met with the solution presented	Will be met with COTS
	Placements						
Case Management	Referrals, Services and Placements	Placements and Services	57838	The system must allow a user to prefill, preview and print a JJ conditions of placement agreement.	X		
Case Management	Referrals, Services and Placements	Placements and Services	57839	The system must maintain a history of all JJ conditions of placement agreements generated.		X	
Case Management	Referrals, Services and Placements	Placements and Services	57840	The system must track when and who received a JJ conditions of placement agreement.		X	
Case Management	Referrals, Services and Placements	Placements and Services	57845	The system must track attempted placements and reasons for placement rejection.	X		
Case Management	Referrals, Services and Placements	Placements and Services	57846	The system must track what providers received a referral and did not accept the client for services.	X		
Case Management	Referrals, Services and Placements	Placements and Services	57847	The system must track when and the reasons a placement or service ends.	X		
Case Management	Referrals, Services and Placements	Placements and Services	57849	The system must track and automate when the change in placement is the end of the episode.	X		
Case Management	Referrals, Services and Placements	Placements and Services	57850	The system must treat an emergency placement that turns into a regular foster home placement as the same placement within an episode.	X		
Case Management	Referrals, Services and Placements	Placements and Services	57851	The system must not count a placement twice within an episode when the placement type changes but the child is physically still in the same home (e.g. unlicensed relative changes to relative placement, foster care changes to guardianship, etc).	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Referrals, Services and Placements	Maintain History	57865	The system shall maintain a history of the contents in the placement and service packet sent to providers.	X		
Case Management	Referrals, Services and Placements	Maintain History	57867	The system shall provide a status summary and history of all service authorizations and approvals.	X		
Case Management	Referrals, Services and Placements	Maintain History	57868	The system shall display a historical record of all services referred, provided and completed.	X		
Case Management	Referrals, Services and Placements	Maintain History	57872	The system must display a history of all placements, dates of placement, placement type, if the placement was authorized for payment, paid and non-paid.	X		
Case Management	Referrals, Services and Placements	Maintain History	57873	The system must track and maintain a history of where a child is placed when they are removed from his/her parents (or primary caretakers).	X		
Case Management	Referrals, Services and Placements	Maintain History	57874	The system must maintain an online history of determination of care process (DOC) and Assisted Care tools and the approved supplemental rates.		X	
Case Management	Referrals, Services and Placements	Ticklers and Alerts	57879	The system must generate a tickler to the users when a determination of care (DOC) process determination is about to expire.	X		
Case Management	Referrals, Services and Placements	Templates and Notices	57875	The system must allow a user to prefill, preview and print multiple types of referral placement and service packets	X		
Case Management	Referrals, Services and Placements	Templates and Notices	57876	The system shall be able to generate notification for the identified provider when a service or placement is authorized for payment.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Referrals, Services and Placements	Templates and Notices	57877	The system must allow a user to prefill, preview and print required documents related to when a child is AWOL.	X		
Case Management	Referrals, Services and Placements	Templates and Notices	57878	The system must allow a user to prefill, preview and print determination of care process (DOC) templates.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Guardianship	Potential Guardians	57427	The system shall provide a means for the user to document and track potential guardians for a child(ren).	X		
Case Management	Guardianship	Potential Guardians	57428	The system shall track multiple families requesting guardianship of the same child independently of each other.	X		
Case Management	Guardianship	Potential Guardians	57429	The system shall require the worker to make recommendations for guardianship for each family when there are competing families.	X		
Case Management	Guardianship	Potential Guardians	57434	The system shall allow a user to complete and track the date the worker completed the recommendation to deny request for juvenile guardianship.	X		
Case Management	Guardianship	Potential Guardians	57435	The system shall allow the user to document whether or not the court concurred with the Department's recommendation of a home study.	X		
Case Management	Guardianship	Guardianship Legal	57511	The system shall track whether or not a parental consent was granted for the guardianship.	X		
Case Management	Guardianship	Guardianship Legal	57512	The system shall track the signature date a Release of a Child form was signed by the parent and agency.		X	
Case Management	Guardianship	Guardianship Legal	57519	The system shall allow the user to record whether a request for appointment of a successor guardian exists.		X	
Case Management	Guardianship	Guardianship Legal	57529	The system shall support court ordered investigations of guardianships.		X	
Case Management	Guardianship	Michigan Children's Institute (MCI)	57459	The system shall automate the process by which a request to the Michigan Children's Institute (MCI) Superintendent can be made via the system for consent to guardianship for state wards.		X	
Case Management	Guardianship	Michigan Children's Institute (MCI)	57460	The system shall automatically refer the request for guardianship assistance to the DHS subsidy office concurrently with the Michigan Children's Institute (MCI) consent request.		X	
Case Management	Guardianship	Approval	57462	The system shall track the approval consent or denial date made by the Michigan Children's Institute (MCI) Superintendent for juvenile guardianship.		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Guardianship	Templates and Notices	57560	The system shall allow the user to prefill, print and preview all guardianship templates and notifications.	X		
Case Management	Adoption	General	57261	The system shall record information related to adoption.	X		
Case Management	Adoption	General	57264	The system shall provide a means for all siblings adopted by the same family to be tracked as one case under their new adoption identities.	X		
Case Management	Adoption	General	59532	The system must allow the user to report if the child has ever been adopted and the age the child was adopted.	X		
Case Management	Adoption	General	59534	The system must allow the user to report the Adoptive Parents Family Structure (e.g. married, unmarried couple, single female, single male).	X		
Case Management	Adoption	General	59535	The system must allow the user to report if the child is receiving financial subsidy and the amount received.	X		
Case Management	Adoption	Confidentiality of Records	57266	The system shall provide functionality to restrict access to active adoption cases and sealed adoption records to only the authorized users, when applicable	X		
Case Management	Adoption	Child Adoption Referral	57282	The system shall provide electronic editing to protect confidential information when the assessment is printed.		X	
Case Management	Adoption	Child Adoption Referral	57284	The system shall allow the user to document the child's progress towards adoption.	X		
Case Management	Adoption	Child Adoption Referral	57285	The system shall allow the user to document barriers and steps to remove the barriers to a child being adopted.	X		
Case Management	Adoption	Child Adoption Referral	57288	The system shall allow the user to document a projected date for adoption.		X	
Case Management	Adoption	Child Adoption Referral	57289	The system shall allow the user to document the child's attitude, preparation and readiness for adoption.		X	
Case Management	Adoption	Child Adoption Referral	57290	The system shall allow the user to document a child's special needs and type of adoptive family required to meet them.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Adoption	Child Adoption Referral	57294	The system shall track the date the child's adoptive assessment was shared with the prospective adoptive parents.	X		
Case Management	Adoption	Preliminary Adoptive Family Assessment	57295	The system shall support the completion of a preliminary adoptive family assessment of a family that expresses an interest in a child for the purposes of adoption.	X		
Case Management	Adoption	Preliminary Adoptive Family Assessment	57297	They system shall track the date the preliminary assessment was given to adoptive applicants.		X	
Case Management	Adoption	Adoptive Family Assessment	57298	The system shall allow users to enter contact information on references and reference feedback on potential adoption homes.	X		
Case Management	Adoption	Adoptive Family Assessment	57299	The system shall allow users to enter information obtained on the health and medical status on adoptive applicants.	X		
Case Management	Adoption	Adoptive Family Assessment	57301	The system shall record and track prospective adoptive parents previous adoptive experience (e.g., number of adoptions finalized, number disrupted/dissolved, number refused).		X	
Case Management	Adoption	Adoptive Family Assessment	57304	The system shall require the user to document the justification as to why a competing party for a potential adoptive placement was not chosen as most appropriate.		X	
Case Management	Adoption	Michigan Adoption Resource Exchange	57315	The system shall allow a user to document the need and reason(s) to place a child on "hold" when they are not ready for an adoptive placement.		X	
Case Management	Adoption	Michigan Adoption Resource Exchange	57317	The system must require a user to enter the reasons a child remains on "hold" and is not seeking adoptive home every six months.		X	
Case Management	Adoption	Adoption Matching	57305	The system shall allow the worker to designate whether or not there is an identified family for a child with the goal of adoption.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Adoption	Adoption Matching	57308	The system shall allow for the linking and recording of all potential adoptive resources for each child.	X		
Case Management	Adoption	Adoption Matching	57309	The system shall track the outcome of the adoption inquiry.	X		
Case Management	Adoption	Adoption Pre-Placement	57324	The system shall track the date the publication containing information on Michigan's Adoption Subsidy Program was provided to potential adoptive families		X	
Case Management	Adoption	Adoption Placement	57325	The system shall record the adoption type (e.g. In-State, Out of State, Out of Country, Public Agency, DHS placement, Child Placing Agency placement, in county, out of county, Private Agency, etc).	X		
Case Management	Adoption	Adoption Placement	57327	The system shall allow for the identification of a child who is brought to the United States from a foreign country for the purpose of an international adoption.		X	
Case Management	Adoption	Adoption Legal	57330	The system must display a summary of legal information related to adoptions.	X		
Case Management	Adoption	Adoption Legal	57331	The system shall support the completion of a consent packet to the Michigan Children's Institute (MCI).		X	
Case Management	Adoption	Adoption Legal	57337	The system shall identify legal requirements for each parental type pertaining to the availability of a child for adoption.	X		
Case Management	Adoption	Adoption Legal	57339	The system shall track and display whether the child is legally available for adoption and not yet in an adoptive placement.	X		
Case Management	Adoption	Adoption Legal	57343	The system shall associate dates related with the recorded adoption status.	X		
Case Management	Adoption	Adoption Legal	57344	The system shall provide a means for the user to document and track all information related to adoption dissolution.	X		
Case Management	Adoption	Adoption Closure	57347	The system shall record the new adoptive name of the child.	X		
Case Management	Adoption	Adoption Closure	57348	The system shall generate and track when the adoptive family was notified of closure.		X	
Case Management	Adoption	Post Adoptive Services	57349	The system shall support the provision of post adoption services.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Adoption	Post Adoptive Services	57352	The system shall support a Central Adoption Registry (CAR) to maintain former parents' and adult former siblings' statements giving consent to or denying release of identifying information.		X	
Case Management	Adoption	Post Adoptive Services	57354	The system shall allow the authorized user to document how requests for identifying information by the adult adoptee were handled.		X	
Case Management	Adoption	Adoption Disruption	57357	The system must track the date and reason an adoption disruption occurred.	X		
Case Management	Adoption	Adoption Disruption	57362	The system must allow an authorized user to re-associate a child into the child's original foster care case following an adoption disruption.	X		
Case Management	Adoption	Adoption Disruption	59489	The system must allow an authorized user to re-associate a child into the child's adoption case following an adoption dissolution.		X	
Case Management	Adoption	Approval	57363	The system shall require supervisory approval for consent requests made to Michigan Children's Institute (MCI).		X	
Case Management	Adoption	Approval	57365	The system shall allow the user to document the decision made by Michigan Children's Institute (MCI).		X	
Case Management	Adoption	Templates and Notices	57367	The system shall allow the user to prefill, preview and print templates and notifications required during, and as a result of the Adoption / Termination of Parental Rights (TPR).	X		
Case Management	Adoption	Templates and Notices	57372	The system must allow a user to prefill, preview and print Adoption related notifications and letters.	X		
Case Management	Adoption	Templates and Notices	57378	The system shall support the pre-fill, preview and printing of the Adoptive Placement Supervisory Report.	X		
Case Management	Adoption	Templates and Notices	57383	The system shall allow a user to the prefill, preview and print the Permanency Commitment form.	X		
Case Management	Adoption	Templates and Notices	57384	The system shall allow a user to prefill, preview and print the Verification of Adoptee's Information Provided to Adoptive Parent.	X		
Case Management	Subsidy and Agreements	Applications	59302	The system shall allow a user to add a new case for subsidy or assistance to the system without being transferred from another program.	X		
Case Management	Subsidy and Agreements	Applications	59332	The system must track and maintain a history of multiple types of applications for subsidy and assistance.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Subsidy and Agreements	Applications	59472	The system shall enforce DHS Policy, Federal and State required edits when entering in an application for subsidy and assistance.		X	
Case Management	Subsidy and Agreements	Applications	59305	The system shall support multiple types of subsidy applications concurrently for the same child.		X	
Case Management	Subsidy and Agreements	Applications	57548	The system must require one or more approvals when an application is ready for submission to the subsidy unit.	X		
Case Management	Subsidy and Agreements	Eligibility	59326	The system shall provide the means to support the determination of eligibility for adoption assistance, guardianship assistance, and adoption/guardianship medical subsidy.	X		
Case Management	Subsidy and Agreements	Eligibility	57439	The system shall automate DHS Policy, Federal and State required edits when performing eligibility for guardianship assistance, adoption assistance, and adoption guardianship subsidy.		X	
Case Management	Subsidy and Agreements	Eligibility	59309	The system shall support the preparation, tracking, and completion of the adoption assistance, guardianship assistance, and adoption/guardianship subsidy for eligibility determinations.	X		
Case Management	Subsidy and Agreements	Eligibility	59310	The system shall track the status of the subsidy and assistance eligibility determination/certification.	X		
Case Management	Subsidy and Agreements	Eligibility	57448	The system shall track the completion, approval or denial date for any subsidy or assistance decision.	X		
Case Management	Subsidy and Agreements	Eligibility	59328	The system shall provide a means to maintain the subsidy and assistance eligibility determination and re-determination.	X		
Case Management	Subsidy and Agreements	Eligibility	59312	The system shall record and maintain the qualifying characteristics of a special needs child that qualifies for subsidy and assistance.	X		
Case Management	Subsidy and Agreements	Eligibility	59375	The system shall determine a child eligible for Medicaid when the child has been determined eligible for Title IV-E Support Subsidy.	X		
Case Management	Subsidy and Agreements	Eligibility	59376	The system shall determine eligibility for TANF funding of subsidy payments based on the family size and income.	X		
Case Management	Subsidy and Agreements	Agreements	59330	The system shall record multiple types of subsidy and assistance agreements.	X		

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Case Management	Subsidy and Agreements	Agreements	59331	The system shall capture all data elements to support the multiple types of subsidy and assistance agreements.	X		
Case Management	Subsidy and Agreements	Agreements	59335	The system shall provide for an unsigned or inactive assistance/subsidy agreement.	X		
Case Management	Subsidy and Agreements	Agreements	59473	The system must track and maintain a history of all agreements.		X	
Case Management	Subsidy and Agreements	Agreements	57454	The system must perform DHS Policy, State and Federal edits when completing an agreement(s).		X	
Case Management	Subsidy and Agreements	Agreements	57456	The system shall require one or more approvals when generating an agreement.	X		
Case Management	Subsidy and Agreements	Agreements	57457	The system must track all required signatures and the signature dates associated to each agreement.		X	
Case Management	Subsidy and Agreements	Agreements	57470	The system shall display the maximum rate allowed per agreement which must include the Determination of Care and the base Foster Care Rate.		X	
Case Management	Subsidy and Agreements	Agreements	59351	The system shall allow a user to enter the rate amount which cannot exceed the maximum amount.		X	
Case Management	Subsidy and Agreements	Agreements	59359	The system shall prefill information from the application to the agreement to ensure all medical conditions and other demographics are displayed in the agreement.	X		
Case Management	Subsidy and Agreements	Agreements	57536	The system shall allow for amendments to agreements without requiring duplicate data entry.	X		
Case Management	Subsidy and Agreements	Annual Report	59342	The system shall provide a means for the subsidy data to be updated when the parent submits the Annual Report.	X		
Case Management	Subsidy and Agreements	Annual Report	59343	The system shall provide a means for the subsidy data to be automatically updated when the Annual Report is submitted via an "online" system (e.g. portal or website)		X	
Case Management	Subsidy and Agreements	Annual Report	59344	The system shall provide a mechanism to receive Annual Reports for subsidy information using an interactive voice response system (IVR)		X	
Case Management	Subsidy and Agreements	Annual Report	59462	The system shall generate an alert to the subsidy worker when changes are reported on the Annual Report submitted via the portal or interactive voice response system (phone).		X	
Case Management	Subsidy and Agreements	Payments	59324	The system shall automatically end assistance and subsidy at age 18 or at a predetermined age but not close the case.	X		

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Case Management	Subsidy and Agreements	Payments	59449	The system shall automatically end assistance and subsidy when the adoptive parents' parental rights are terminated in the system.		X	
Case Management	Subsidy and Agreements	Payments	59340	The system shall allow the assistance or subsidy agreement status to be open or active without payment occurring.	X		
Case Management	Subsidy and Agreements	Payments	57469	The system must allow the administrative rate to be paid to a child placing agency when the agency is supervising the case and the family is receiving guardianship assistance.		X	
Case Management	Subsidy and Agreements	Medicaid	59474	The system shall automate the seamless transition for Medicaid between case types (e.g. Subsidy uses HMO Medicaid and Foster care does not, etc.).	X		
Case Management	Subsidy and Agreements	Medicaid	59377	The system shall support a seamless transition from one Medicaid category of eligibility to another.	X		
Case Management	Subsidy and Agreements	Medical Subsidy	59362	The system must display services that are qualified for medical subsidy based on condition.		X	
Case Management	Subsidy and Agreements	Medical Subsidy	59475	The system must allow a user to update the medical subsidy list and conditions.	X		
Case Management	Subsidy and Agreements	Appeals	59318	The system shall provide a means for the user to track the adoption assistance and medical subsidy appeals process.	X		
Case Management	Subsidy and Agreements	Appeals	59319	The system shall track the date the adoption subsidy appeal was made.	X		
Case Management	Subsidy and Agreements	Appeals	59320	The system shall track the date the adoption subsidy appeal was reviewed.	X		
Case Management	Subsidy and Agreements	Appeals	59321	The system shall track the outcome of the adoption subsidy appeal.	X		
Case Management	Subsidy and Agreements	Ticklers and Alerts	59450	The system shall create an alert when payee or child death occurs and assistance and subsidy exists.	X		
Case Management	Subsidy and Agreements	Ticklers and Alerts	59451	The system shall flag an assistance and subsidy case when a child enters foster care or juvenile justice.	X		
Case Management	Subsidy and Agreements	Templates and Notices	59384	The system shall generate all forms, memos, documents and notices to support the guardianship assistance, adoption subsidy and medical subsidy programs.	X		
Case Management	Subsidy and Agreements	Templates and Notices	59437	The system shall allow a user to prefill, preview and print the Annual Report.	X		

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Case Management	Subsidy and Agreements	Templates and Notices	57573	The system shall prefill, preview and print all Agreements (e.g. guardianship assistance, adoption support, medical, non-recurring expenses [NRE]).	X		
Case Management	Subsidy and Agreements	Templates and Notices	59399	The system shall prefill, preview and print all subsidy Applications (e.g. adoption support, medical, non-recurring expenses [NRE]).	X		
Case Management	Subsidy and Agreements	Reports	59381	The system shall generate standardized reports for the guardianship assistance, adoption assistance and adoption/medical subsidy programs.	X		
Case Management	Subsidy and Agreements	Reports	59477	The system shall generate a standardized report on all children that come into custody who receives subsidy or assistance.	X		
Case Management	Subsidy and Agreements	Reports	59382	The system shall generate a standardized report on payments that were authorized but not made and the reason.	X		
Case Management	Subsidy and Agreements	Reports	59452	The system shall generate a standardized report that notifies subsidy unit when a child's foster care, adoption, and/or juvenile justice case type closed and an assistance or subsidy case type is active.	X		
Case Management	Subsidy and Agreements	Reports	59383	The system shall generate a standardized report on children who are turning age 18 who actively receives subsidy and assistance.	X		
Case Management	Subsidy and Agreements	Reports	57608	The system shall generate a standardized report on overdue annual reports for all assistance and subsidy.	X		
Case Management	Subsidy and Agreements	Reports	59476	The system must create a batch of reports and notifications that are sent to a central printer on a monthly basis to support subsidy and assistance program.	X		

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Case Management	Prevention	Referral	59082	The system shall allow the capability to reject or withdraw a referral for Prevention Services.	X		
Case Management	Prevention	Acceptance	59101	The system shall automate the estimated end date based on the referral date for Prevention Services.		X	
Case Management	Prevention	Acceptance	59103	The system must have the ability to request and document a Prevention case extension.		X	
Case Management	Prevention	Reports	59138	The system must generate and provide standardized management reports on Prevention.	X		
Case Management	Youth in Transition	Referral	57122	The system shall document independent living services provided to youth with open foster care cases to be in compliance with foster care policy.	X		
Case Management	Youth in Transition	Referral	57127	The system shall allow for the determination of eligibility for Youth in Transition (YIT) services for youth who are currently active in the foster care system.		X	
Case Management	Youth in Transition	Referral	57128	The system shall allow an application for Youth in Transition (YIT) services on former foster children whose case is closed.	X		
Case Management	Youth in Transition	Referral	57129	The system shall allow for the determination of eligibility for Youth in Transition (YIT) services on closed foster care youth.	X		
Case Management	Youth in Transition	Referral	57130	The system shall allow an application for participants who were former foster care children in another state.	X		
Case Management	Youth in Transition	Referral	57131	The system shall allow for the determination of eligibility for Youth in Transition (YIT) services for individual who were in the foster care system in another state.		X	
Case Management	Youth in Transition	Referral	57132	The system shall allow for the user to have the ability to document the Youth in Transition (YIT) services provided to a youth who were in the foster care system in another state.	X		
Case Management	Youth in Transition	YIT Assessment	57143	The system shall allow the authorized user to request an approval to allow Youth in Transition (YIT) services for youth 16 or 17 on a closed case.	X		
Case Management	Youth in Transition	YIT Services	57183	The system shall allow Michigan Youth Opportunity Initiative (MYOI) bank account information personal and IDA savings accounts.		X	
Case Management	Youth in Transition	YIT Services	57192	The system shall require all independent living related services funded by the Youth in Transition (YIT) fund source to be documented on the Services Youth Profile Report.		X	

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Case Management	Youth in Transition	YIT Services	57195	The system shall require the youth to be attending an institution of higher education as defined by the Higher Education Act of 1965 in order to receive an Education and Training Voucher Program (ETV).		X	
Case Management	Youth in Transition	YIT Services	57198	The system shall require a youth that attends higher education to earn at least a 2.0 grade point average to receive Education and Training Voucher (ETV) Program funds.		X	
Case Management	Youth in Transition	YIT Services	57200	The system shall track non-funded community services/activities/councils that the youth is involved in.	X		
Case Management	Youth in Transition	National Youth and Transition Database (NYTD)	57202	The system shall comply with National Youth in Transition Database (NYTD) reporting standards.	X		
Case Management	Youth in Transition	National Youth and Transition Database (NYTD)	57203	The system shall provide all required data to the National Youth in Transition Database (NYTD) in a format as defined by the National Youth in Transition Database (NYTD).	X		
Case Management	Youth in Transition	National Youth and Transition Database (NYTD)	57205	The system shall provide a means for authorized users to record National Youth in Transition information for a youth on a closed case.	X		
Case Management	Youth in Transition	National Youth and Transition Database (NYTD)	57135	The system shall allow youths to complete the NYTD survey via a portal.		X	
Case Management	Youth in Transition	National Youth and Transition Database (NYTD)	57232	The system shall track the method used to take each survey		X	
Case Management	Youth in Transition	Templates and Notices	57243	The system shall allow a user to prefill, preview and print the Services Youth Profile Report which includes all services provided to youth in transition.	X		
Case Management	Youth in Transition	Templates and Notices	57249	The system shall allow a user to prefill, preview and print surveys with demographic information to be sent to a youth that are designated as baseline, serviced and follow-up.	X		

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Case Management	Youth in Transition	Templates and Notices	57248	The system shall allow a user to prefill, preview and print the youth's Transitional Living Plan and 90 day discharge plan which is part of case plan assessments.	X		
Case Management	Youth in Transition	Templates and Notices	57253	The system shall allow a user to prefill, preview and print an authorization letter that contains the amounts and billing instructions that will be provided to the post-secondary institution (for the purpose of tuition payment), and a copy sent to the student.	X		
Case Management	Youth in Transition	Templates and Notices	57254	The system shall allow the user to prefill, preview and print notifications to the youth or young adult that they are in non-compliance with the Voluntary Service Agreement Interdependent Living Plan or scholarship eligibility guidelines as needed.	X		
Case Management	ICWA	Initial Inquiry	59141	The system shall support those cases, as defined by policy, which are identified as meeting the definition of ICWA.		X	
Case Management	ICWA	Initial Inquiry	59142	The system shall identify if the child is a member or eligible for membership in a tribe, whether federally recognized or not.		X	
Case Management	ICWA	Initial Inquiry	59143	The system shall capture whether a tribe is federally recognized.		X	
Case Management	ICWA	Initial Inquiry	59145	The system shall record whether the inquiry was made, if so the date the inquiry was made, to whom and the response obtained regarding the child's affiliation or membership information.		X	
Case Management	ICWA	Initial Inquiry	59147	The system shall record any tribal membership including enrollment number.		X	
Case Management	ICWA	Initial Inquiry	59148	The system shall be capable of recording one or more tribal affiliations for a child and child's enrollment history.		X	
Case Management	ICWA	Initial Inquiry	59152	The system shall record if the provider is an "Indian Custodian".		X	
Case Management	ICWA	Initial Inquiry	59153	The system must capture whether the American Indian child's domicile is on or off the reservation.		X	
Case Management	ICWA	Initial Inquiry	59154	The system shall record at a minimum the name of the tribe, tribal address, and phone number.		X	
Case Management	ICWA	Initial Inquiry	59156	The system shall provide the capability to document reasonable efforts to gather American Indian information on the child and his/her parents and family.		X	
Case Management	ICWA	Initial Inquiry	59157	The system shall provide the capability to record tribal verification "type" and date verification was received for the child.		X	

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Case Management	ICWA	Initial Inquiry	59158	The system shall capture whether a tribal identification card or tribal enrollment letter was obtained.		X	
Case Management	ICWA	Initial Inquiry	59163	The system shall capture data on the ICWA child's parents (e.g., birth mother, including maiden name, and names of the putative, biological or legal father and maternal and paternal grandparents' enrollment history, etc.).		X	
Case Management	ICWA	Initial Inquiry	59165	The system shall capture the name of the birth mother's mother, if the birth mother was adopted.		X	
Case Management	ICWA	Initial Inquiry	59128	The system shall record an indication that the tribe is eligible to receive IV-E funds.		X	
Case Management	ICWA	Initial Inquiry	59129	The system shall capture if the child is receiving any tribal funding or services.		X	
Case Management	ICWA	Tribal Notification	59184	The system shall notify Native American Affairs and Indian Outreach Services of any case identified as ICWA per policy.		X	
Case Management	ICWA	Tribal Notification	59185	The system shall track the tribal affiliation and generate a notice to the correct tribe when a child enters a state's child welfare system		X	
Case Management	ICWA	Tribal Notification	59186	The system shall capture the date the notice was sent and the date it was received per registered mail.		X	
Case Management	ICWA	Tribal Notification	59187	The system shall record all notices that are sent to the tribe, Bureau of Indian Affairs, biological parents and to the Indian Custodian, when applicable.		X	
Case Management	ICWA	Tribal Notification	59161	The system shall maintain information related to the date that the tribe intervened in the child's case, when applicable.		X	
Case Management	ICWA	Reports	59205	The system shall allow a user to generate standardized reports, templates and notices to comply with all ICWA requirements.	X		
Case Management	ICPC	General	57630	The system shall require the user to document if the interstate request is incoming or outgoing.	X		
Case Management	ICPC	General	57631	The system shall track if the interstate request is Interstate Compact on Placement of Children (ICPC), Interstate Compact for Juveniles (ICJ) or Interstate Compact on Adoption and Medical Assistance (ICAMA).	X		
Case Management	ICPC	General	57632	The system shall track the receiving and sending agency information.	X		
Case Management	ICPC	General	57633	The system shall track the receiving and sending agency contact.	X		

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Case Management	ICPC	General	57635	The system shall allow for the tracking of multiple states and counties associated with an individual's interstate case.	X		
Case Management	ICPC	General	57636	The system shall allow the authorized user to associate multiple types of interstate requests with one youth.	X		
Case Management	ICPC	General	57641	The system shall track if the interstate request involves an interstate runaway, escapee, extradition, or absconded.	X		
Case Management	ICPC	General	57643	The system shall track if the interstate case is a voluntary or involuntary return of a youth.	X		
Case Management	ICPC	General	57644	The system shall display if a youth is delinquent or non-delinquent.	X		
Case Management	ICPC	General	57645	The system shall display if a youth is a ward or non-ward.	X		
Case Management	ICPC	General	57647	The system shall display specific information on the child(ren) that are included in the Interstate Compact on Placement of Children (ICPC) request.	X		
Case Management	ICPC	General	57649	The system shall track the type of interstate regulation for case priority to include but not limited to regulation 1 and priority 7 placements.	X		
Case Management	ICPC	General	57650	The system shall track incomplete referrals for interstate requests to include but not limited to date received, date returned, reason for return.	X		
Case Management	ICPC	Outgoing Requests	57658	The system shall track the date the interstate referral is received by the MI state compact office.	X		
Case Management	ICPC	Outgoing Requests	57659	The system shall track the date the interstate referral is received by the receiving state.	X		
Case Management	ICPC	Outgoing Requests	57660	The system shall track and monitor due dates associated with the completion of the home study.	X		
Case Management	ICPC	Outgoing Requests	57661	The system shall track the date the home study is completed by the receiving state.	X		
Case Management	ICPC	Outgoing Requests	57662	The system shall track and indicate if the home study was approved or disapproved.	X		
Case Management	ICPC	Outgoing Requests	57663	The system shall track the decision date associated with the home study.	X		
Case Management	ICPC	Incoming Requests	57665	The system shall track the date the interstate request was initiated in the referring state.	X		

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Case Management	ICPC	Incoming Requests	57666	The system shall allow a user to record and track the receipt of an inbound interstate request by the MI Interstate Office.	X		
Case Management	ICPC	Incoming Requests	57668	The system shall track the decision made regarding the inbound referral.	X		
Case Management	ICPC	Incoming Requests	57669	The system shall track the inbound referral decision date associated with the home study completed.	X		
Case Management	ICPC	Placement	57628	The system shall extract and display the placement and all activities associated with the Interstate Compact on Placement of Children (ICPC) case in a case summary view.		X	
Case Management	ICPC	Placement	57629	The system shall allow for an authorized user to open an interstate case for supervision regardless of approval status of the placement.	X		
Case Management	ICPC	Placement	57674	The system shall track the issuance date of travel permits to juvenile probationers and parolees for Interstate Compact on Juvenile cases.		X	
Case Management	ICPC	Placement	57675	The system shall track the recommendation regarding the interstate placement.	X		
Case Management	ICPC	Placement	57676	The system shall track the date the placement is made, or a determination is made by the sending state or whether or not the interstate placement is still needed based on review of materials provided by the receiving state.	X		
Case Management	ICPC	Placement	57677	The system shall track the date the central interstate office concurred with the date of placement.	X		
Case Management	ICPC	Placement	57678	The system shall track if the placement was in violation of interstate compact.	X		
Case Management	ICPC	Placement	57679	The system must track when an Interstate Compact on Placement of Children (ICPC) placement is court ordered.		X	
Case Management	ICPC	Placement	57681	The system shall record and maintain a history of the child's IV-E eligibility for an interstate case that was conducted in another state.	X		
Case Management	ICPC	Placement	57686	The system shall allow the user to document the date the sending state's court terminated jurisdiction of the interstate case.	X		
Case Management	ICPC	Placement	57687	The system shall allow the user to document the date notification was received from the sending state to discharge the child from placement.	X		
Case Management	ICPC	Placement	57688	The system shall allow a user to document the date the interstate placement was ended.	X		

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Case Management	ICPC	Placement	57689	The system shall document the reason the interstate case was ended.	X		
Case Management	ICPC	Approval	57691	The system shall require the approval of the local authorized user for an out of state placement before a referral to the MI Interstate Office can be processed.		X	
Case Management	ICPC	Approval	57692	The system shall require the local county director to certify the need for an out of state residential placement before a referral to the MI Interstate Office can be processed.		X	
Case Management	ICPC	Approval	57694	The system must require an authorized user from Central Office to approve ICPC placements.		X	
Case Management	ICPC	Ticklers and Alerts	57732	The system shall notify the interstate central office and local office when an interstate case is added and is given a Regulation 1 or 7 status.		X	
Case Management	ICPC	Templates and Notices	57707	The system shall allow a user to prefill, preview and print required forms for interstate placement activities for all interstate programs.	X		
Case Management	ICPC	Templates and Notices	57708	The system shall record the data needed to fill all required forms for interstate activities.	X		
Case Management	ICPC	Templates and Notices	57710	The system shall allow a user to the prefill, preview and print the Interstate Compact Placement Request (100A).	X		
Case Management	ICPC	Templates and Notices	57711	The system shall allow a user to the prefill, preview and print the Interstate Compact Report on Child's Placement (100B).	X		
Case Management	ICPC	Templates and Notices	57713	The system shall allow a user to the prefill, preview and print the Interstate Compact Quarterly Statistical Report ICPC (100C).	X		
Case Management	ICPC	Templates and Notices	57714	The system shall allow a user to the prefill, preview and print the Interstate Compact Quarterly Statistical Report ICPC (100D).	X		
Case Management	ICPC	Templates and Notices	57726	The system shall allow a user to prefill, preview and print Title IV-E verification on the proposed out of state placement.	X		
Case Management	ICPC	Templates and Notices	57730	The system shall support the prefill, preview, and print ICPC101.	X		
Case Management	ICPC	Templates and Notices	57731	The system shall allow the user to complete and document quarterly status reports in the system to submit to the receiving state.	X		
Case Management	ICPC	Templates and Notices	59415	The system shall allow a user to prefill, preview and print an ICAMA Form.	X		
Case Management	ICPC	Reports	57695	The system shall generate standardized interstate reports.	X		

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Case Management	Juvenile Justice	General	59504	The system shall allow a user to document recommendations received from Juvenile Justice Assignment Unit (JJAU).	X		
Case Management	Juvenile Justice	General	59505	The system must track criminal information on a person which carries from case to case.	X		
Case Management	Juvenile Justice	General	59506	The system shall allow the user to track and maintain current and prior criminal record for the JJ youth.	X		
Case Management	Juvenile Justice	General	59507	The system shall allow the user to document details related to the offense for which the JJ youth is currently charged.	X		
Case Management	Juvenile Justice	General	59508	The system shall allow a user to list the victims of the offense, when applicable.		X	
Case Management	Juvenile Justice	General	59509	The system shall allow the user to document whether or not restitution was ordered.		X	
Case Management	Juvenile Justice	General	59510	The system shall track finger print date, location and reason it was performed.		X	
Case Management	Juvenile Justice	General	59511	The system shall allow the user to document the DNA profile of a youth adjudicated delinquent, when required.		X	
Case Management	Juvenile Justice	General	59512	The system must maintain all required entry and tracking to support all the laws regarding sex offender registration.		X	
Case Management	Juvenile Justice	General	59513	The system shall allow the user to select one or more JJ court outcome, action and discharge information.	X		
Case Management	Juvenile Justice	Ticklers and Alerts	59518	The system must provide an alert to a worker when placement changes re-registration of a sex offender is required.	X		
Case Management	Juvenile Justice	Templates and Notices	59519	The system shall allow a user to prefill, preview and print templates to support Juvenile Justice Cases.	X		

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Provider Management	Maintain Provider	General	57890	The system shall assign a unique identifier for each provider.	X		
Provider Management	Maintain Provider	General	57891	The system must record and display the date the provider was created.	X		
Provider Management	Maintain Provider	General	57894	The system must track and maintain data on all provider types.	X		
Provider Management	Maintain Provider	General	57896	The system shall track all potential foster care and adoptive homes.	X		
Provider Management	Maintain Provider	General	57897	The system shall support the collection and maintenance of foster care and adoptive home information.	X		
Provider Management	Maintain Provider	General	57898	The system must track and display the licensed number of beds, the capacity the placement provider can take, and the number of beds available.	X		
Provider Management	Maintain Provider	General	57899	The system shall allow the effective capacity to be less than the approved (licensed or contract) capacity if the provider is not willing to utilize their full capacity.	X		
Provider Management	Maintain Provider	General	57900	The system must allow for multiple service types to be associated to one provider.	X		
Provider Management	Maintain Provider	General	57901	The system must allow multiple counties, contracted providers or/and statewide to be associated to the provider's service type.		X	
Provider Management	Maintain Provider	General	57902	The system must display what funding sources the provider and service types are qualified to use.	X		
Provider Management	Maintain Provider	General	57903	The system must track the preference of the provider to receive paper or electronic remittance advice.	X		
Provider Management	Maintain Provider	General	57904	The system must maintain the Federal Tax ID exempt number or SSN.		X	
Provider Management	Maintain Provider	General	57905	The system must track if the provider is a not for profit agency.		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Provider Management	Maintain Provider	General	57907	The system must require BCAL to validate (approve) any change to the provider's licensing information before the changed information is made active in the system.	X		
Provider Management	Maintain Provider	Provider Demographic	57908	The system shall track all provider demographic information.	X		
Provider Management	Maintain Provider	Provider Demographic	57909	The system must record and display the name of the person (or system) that created the provider.		X	
Provider Management	Maintain Provider	Provider Demographic	57910	The system must track person(s) and contacts associated to the provider and their role.	X		
Provider Management	Maintain Provider	Provider Demographic	57911	The system must indicate which person associated to the provider is the primary contact person.	X		
Provider Management	Maintain Provider	Provider Demographic	57912	The system must be capable of tracking multiple phone numbers, fax numbers, email and addresses associated to the provider.	X		
Provider Management	Maintain Provider	Provider Demographic	57913	The system must be capable of tracking one primary physical location per placement provider and per facility.	X		
Provider Management	Maintain Provider	Provider Demographic	57914	The system must track and display the provider's licensing worker and affiliated agency (e.g. Child Placing Agency Name, DHS, etc).	X		
Provider Management	Maintain Provider	Provider Demographic	57915	The system shall maintain a history of all users assigned to maintain the provider (e.g. licensing worker).	X		
Provider Management	Maintain Provider	Provider Demographic	57916	The system must track any restrictions a provider may have.		X	
Provider Management	Maintain Provider	Provider Demographic	57917	The system must maintain which schools are available to the placement provider.		X	
Provider Management	Maintain Provider	Provider Demographic	57918	The system must indicate when a provider is also a DHS or contracted staff person.		X	
Provider Management	Maintain Provider	Provider Demographic	57919	The system shall maintain and display historical demographic information on providers.	X		
Provider Management	Maintain Provider	Provider Relationships/Business Affiliations	57921	The system must maintain information about the primary provider and its subordinate facilities.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Provider Management	Maintain Provider	Provider Relationships/Business Affiliations	57922	The system must track, display and maintain a history of business affiliations roles and relationships among providers.		X	
Provider Management	Maintain Provider	Provider Relationships/Business Affiliations	57924	The system must indicate when a provider is the recipient of payments or when the recipient is based on a business affiliation.	X		
Provider Management	Maintain Provider	Provider Relationships/Business Affiliations	57925	The system must have the ability to terminate a business affiliation/relationship between providers.	X		
Provider Management	Maintain Provider	Provider Relationships/Business Affiliations	57926	The system must allow a provider to change or terminate business affiliations without requiring a new provider identifier.	X		
Provider Management	Maintain Provider	Provider Preference and Capabilities	57928	The system must allow authorized users to select preference values that a provider will accept.	X		
Provider Management	Maintain Provider	Provider Preference and Capabilities	57929	The system must have configurable preference values.	X		
Provider Management	Maintain Provider	Provider Preference and Capabilities	57931	The system shall track provider's capabilities.	X		
Provider Management	Maintain Provider	Provider Preference and Capabilities	57932	The system must have configurable capabilities values.	X		
Provider Management	Maintain Provider	Provider Preference and Capabilities	57934	The system must provide an edit message when a user attempts to remove preferences or capabilities that may be required by contract.		X	
Provider Management	Maintain Provider	Provider Status	57935	The system must be able to assign a provider status value to a provider record (e.g. hold, pending, active, etc).	X		
Provider Management	Maintain Provider	Provider Status	57938	The system must have the capability to track the effective and end date of a provider status.	X		
Provider Management	Maintain Provider	Provider Status	57940	The system must have the capability to track the reason a provider was placed on hold.	X		
Provider Management	Maintain Provider	Provider Status	57942	The system must maintain and display a history of active and inactive providers.	X		
Provider Management	Recruitment	Recruitment	57943	The system must track foster care and adoption home recruitment efforts performed.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Provider Management	Recruitment	Recruitment	57944	The system must track all provider inquiries.	X		
Provider Management	Recruitment	Recruitment	57945	The system shall allow a user to track the reasons provided by a potential foster/adopt parent when they withdraw their inquiry.	X		
Provider Management	Recruitment	Recruitment	57948	The system shall track when the invitation letter and packet is sent to potential foster/adopt parent.	X		
Provider Management	Recruitment	Recruitment	57949	The system shall track attendance for orientation on potential foster/adopt parent(s).	X		
Provider Management	Recruitment	Recruitment	57950	The system must track if the potential foster/adopt parents are relatives of a foster child.		X	
Provider Management	Recruitment	Recruitment	57951	The system must track if a relative signed a waiver understanding that he or she is foregoing benefits which must include the exact amount of monetary benefits of licensure.		X	
Provider Management	Recruitment	Recruitment	57953	The system must track when a court ordered unlicensed provider is created.	X		
Provider Management	Licensing	Licensing	57963	The system shall track all completed activities to obtain a license for a foster/adopt/relative or guardianship home.	X		
Provider Management	Licensing	Licensing	57965	The system shall track licensing decisions.	X		
Provider Management	Licensing	Licensing	57966	The system must only allow certain providers to have more than one active license.	X		
Provider Management	Licensing	Licensing	57967	The system must allow for more than one license number per provider per program based on the provider/license type.		X	
Provider Management	Licensing	Licensing	57968	The system must maintain and display a history of the license number(s) for the provider.		X	
Provider Management	Licensing	Licensing	57969	The system must track licensure information on Child Placing Agencies.	X		
Provider Management	Licensing	Licensing	57970	The system must maintain the maximum duration for each license.	X		
Provider Management	Licensing	Licensing	57971	The system must provide the ability to track delays in the licensure process and the reason for the		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
				delay.			
Provider Management	Licensing	Application	57954	The system shall support foster care and adoption application process including capturing and maintaining application data.	X		
Provider Management	Licensing	Application	57955	The system shall allow a user to track the reasons provided by a potential foster/adopt parent when they withdraw their application.	X		
Provider Management	Licensing	Application	57956	The system shall be flexible enough to allow the different application and enrollment steps for foster care and adoption home licensing to be completed in any order.	X		
Provider Management	Licensing	Application	57962	The system shall track the date a completed application was received.	X		
Provider Management	Licensing	Training	57987	The system shall track training hours required for licensure.	X		
Provider Management	Licensing	Training	57988	The system shall record and maintain the licensing training information for relative and non relative potential foster care and adoptive homes.	X		
Provider Management	Licensing	Training	57989	The system shall maintain records on potential foster/relative/adoptive home training including attendance.	X		
Provider Management	Licensing	Training	57990	The system must track the training needs for each provider type including the individual unique training needs of each member.	X		
Provider Management	Licensing	Training	57991	The system must track pre-service and in-service foster parent training provided for licensure.	X		
Provider Management	Licensing	Background Checks	57980	The system must record all dates and results for all background check types (e.g. requested, received, resubmitted, etc).	X		
Provider Management	Licensing	Background Checks	57986	The system shall allow the user to record the result of multiple fingerprint/clearance inquiries.	X		
Provider Management	Licensing	Home Study	57972	The system must allow the user to record home studies and recommendations.	X		
Provider Management	Licensing	Home Study	57973	The system must record home study process, dates, and results.		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Provider Management	Licensing	Home Study	57977	The system shall provide the mechanism to select the type of home study being completed.	X		
Provider Management	Licensing	Home Study	57976	The system must support the completion of various types of home studies.		X	
Provider Management	Licensing	Home Study	57978	The system must allow a provider to have more than one home study (e.g. emergency home study, interim home study).		X	
Provider Management	Maintain Directory	General	57993	The system shall capture and maintain information on foster care and adoptive home providers to match the services provided with client needs.	X		
Provider Management	Maintain Directory	General	57994	The system shall track placement capabilities and preferences for placement matching.	X		
Provider Management	Maintain Directory	General	57996	The system must support the collection and maintenance of provider information in the resource directory.	X		
Provider Management	Maintain Directory	General	57997	The system must display all available providers and services in the resource directory.	X		
Provider Management	Maintain Directory	General	57998	The system must automatically send an update to the resource directory whenever a change occurs in the provider's status.	X		
Provider Management	Maintain Directory	General	57999	The system must automatically adjust placement vacancies when a change occurs in the provider's capacity.	X		
Provider Management	Maintain Directory	General	58000	The system shall support real-time tracking of service availability from providers.	X		
Provider Management	Maintain Directory	General	58001	The system shall be able to display the utilization rate of a facility/service provider.	X		
Provider Management	Maintain Directory	General	58002	The system must allow a user to enter and alter new events associated to the provider but not alter events received by BITS Bureau of Children and Adult Licensing System (BCAL) via the interface.		X	
Provider Management	Maintain Directory	General	58003	The system must allow a user to sort events by provider.	X		
Provider Management	Provider Search	Search	58007	The system shall allow the capability to search by provider.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Provider Management	Provider Search	Search	58008	The system must provide a Soundex-like proven capability for provider searching to find exact matches and close matches of all search parameters.	X		
Provider Management	Provider Search	Search	58009	The system must display the results of provider(s) that meet search criteria displaying exact matches first.	X		
Provider Management	Provider Search	Search	58010	The system must allow a user to locate providers by status type.	X		
Provider Management	Provider Merge	Merge	58055	The system must allow merging of a duplicate provider into a single active provider.	X		
Provider Management	Provider Merge	Merge	58004	The system must allow the user to select which data should be retained on the active provider.	X		
Provider Management	Provider Merge	Merge	58005	The system must associate all open services/placement to the active provider.	X		
Provider Management	Provider Merge	Merge	58006	The system must associate all contract information to the active provider.	X		
Provider Management	Provider Notes	Notes	58011	The system must have the capacity to add provider notes for contact documentation.		X	
Provider Management	Provider Notes	Notes	58012	The system must display when a provider contact note was entered and who completed the note.	X		
Provider Management	Provider Notes	Notes	58013	The system must provide a mechanism for the user to enter in the date of contact for when a provider note is being added.	X		
Provider Management	Provider Notes	Notes	58014	The system must allow the user to document who was contacted in a distinct field in the provider notes.	X		
Provider Management	Provider Notes	Notes	58015	The system shall support the ability to attach files to provider notes.	X		
Provider Management	Provider Notes	Notes	58017	The system must allow users to scroll through provider notes on line.	X		
Provider Management	Provider Notes	Notes	58018	The system must allow the user to print a selected provider note or series of provider notes.	X		
Provider Management	Provider Allegations/Licensi	Provider Central Registry (Findings)	59520	The system must support the DayCare/Central Registry match process and generate alerts to	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
	ng Issues			Child Day Care (CDC) to determine if the daycare center should be closed.			
Provider Management	Provider Allegations/Licensing Issues	Ticklers and Alerts	58226	The system must provide various alerts, notifications and/or emails to the Child Welfare Contract Compliance (CWCCU), Quality Assurance (QA), Residential Treatment and Transition Units when a provider experiences licensing issues, reported peer on peer restraint, physical restraints, and/or seclusion/isolation.	X		
Provider Management	Provider Allegations/Licensing Issues	Ticklers and Alerts	58227	The system must generate an alert to any workers assigned to the provider or child's case when a new complaint is received on a provider.	X		
Provider Management	Provider Allegations/Licensing Issues	Templates and Notices	58224	The system must allow authorized user to prefill, preview and print a "Special Investigation Record" template.	X		
Provider Management	Provider Allegations/Licensing Issues	Templates and Notices	58229	The system must generate standardized reports on provider investigation, licensing violations, contract violations and corrective action plans.	X		
Provider Management	Provider Allegations/Licensing Issues	Templates and Notices	58225	The system must allow a user to prefill, preview and print a corrective action plan.	X		
Provider Management	Provider Contracts	General	54161	The system shall support recording of provider contracts.	X		
Provider Management	Provider Contracts	General	54162	The system must allow multiple contract types for a provider.	X		
Provider Management	Provider Contracts	General	54163	The system must track the provider contract number.	X		
Provider Management	Provider Contracts	General	54164	The system must assign and display a system generated unique id for each contract and contract service line.		X	
Provider Management	Provider Contracts	General	54165	The system must record and display contracts that serve multiple counties and contracts that provide services statewide.		X	
Provider Management	Provider Contracts	General	54166	The system must assign all contract information to the active provider.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Provider Management	Provider Contracts	General	59490	The system must allow an authorized user to enter a provider and/or child specific exception agreement in order to set the authorization rate when no contact exists.	X		
Provider Management	Provider Contracts	General	54167	The system must record and track contract information which includes, at a minimum, service capacity, rates, population served, contract maximum, geographical area served and begin and end dates for the contract terms.		X	
Provider Management	Provider Contracts	General	54168	The system must allow multiple contract components or lines per contract.	X		
Provider Management	Provider Contracts	General	54169	The system must record contract service line details.	X		
Provider Management	Provider Contracts	General	54170	The system must record the proportion of the contractual rate that represents maintenance, medical services and administration.	X		
Provider Management	Provider Contracts	General	54171	The system shall support contract amendments and replacement by line or for the entire contract.	X		
Provider Management	Provider Contracts	General	54172	The system must support assignment of a service authorization or payment to a specific contract or contract line.	X		
Provider Management	Provider Contracts	General	54173	The system must support automated update of service authorizations and payments for contract amendments or renewals.	X		
Provider Management	Provider Contracts	General	54174	The system must support recording of subcontractors to the provider holding the primary contract.	X		
Provider Management	Provider Contracts	General	54176	The system must retain a detailed historical summary of all executed contracts and contract lines.	X		
Provider Management	Provider Contracts	General	54177	The system must track required business registry information for all contracts.		X	
Provider Management	Provider Contracts	General	54178	The system must support creation of multiple separate contracts with an existing provider.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Provider Management	Provider Contracts	General	54179	The system shall allow override(s) of required contracts by users with the appropriate security.		X	
Provider Management	Provider Contracts	General	54181	The system must allow the user to add specific rate information to each contract line.	X		
Provider Management	Provider Contracts	General	54183	The system must track the licensure information on all providers with contracts for services that require licenses.	X		
Provider Management	Provider Contracts	General	54184	The system must inactivate contract lines associated to licenses when licenses are terminated.		X	
Provider Management	Provider Contracts	General	54185	The system must allow authorized users to authorize payment for services delivered after license closure based on license eligibility periods.	X		
Provider Management	Provider Contracts	General	54186	The system must integrate contracts, payments, and claim data.	X		
Provider Management	Provider Contracts	General	54187	The system must post payments to a contract based on the service authorization assignment to a contract or manual assignment of the payment to a contract.	X		
Provider Management	Provider Contracts	General	54188	The system must support the ongoing financial monitoring of various types of contracts, agreements and payment types.	X		
Provider Management	Corrective Action	Plans	58205	The system must track corrective action plans for all provider types.	X		
Provider Management	Corrective Action	Plans	58206	The system shall allow users to document corrective action plans when licensing requirements are not met.	X		
Provider Management	Corrective Action	Plans	58207	The system must allow a user to document multiple areas of concern under one corrective action plan.	X		
Provider Management	Corrective Action	Plans	58208	The system must allow a user to document multiple expectations (tasks) under one corrective action plan.	X		
Provider Management	Corrective Action	Plans	58209	The system must allow a user to add expectations (tasks) to an open corrective action plan.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Provider Management	Corrective Action	Plans	58210	The system must allow for more than one open corrective action plans on providers that have more than one license, service type or service area.	X		
Provider Management	Corrective Action	Plans	58211	The system must provide a mechanism to associate the provider's license to the corrective action plan.		X	
Provider Management	Corrective Action	Plans	58212	The system must allow an authorized user to enter the outcomes made to fulfill the areas of concern identified in the corrective action plan.		X	
Provider Management	Corrective Action	Plans	58213	The system must track dates associated to each expectation (task).		X	
Provider Management	Corrective Action	Plans	58214	The system must track the date the corrective action plan was initiated and when it was closed.		X	
Provider Management	Corrective Action	Plans	58215	The system must track who signed the corrective action plan.		X	
Provider Management	Corrective Action	Plans	58216	The system shall provide a display of all corrective action plans associated to the provider.		X	
Provider Management	Corrective Action	Plans	58217	The system must require an approval for when an action plan is complete.		X	
Provider Management	Corrective Action	Plans	58219	The system must display and allow a user to update all information gathered on each expectation (task) until the entire corrective action plan is complete, approved and frozen.		X	
Provider Management	Approvals	Approvals	58020	The system must record BCAL approval for all providers that require licensure.	X		
Provider Management	Approvals	Approvals	58021	The system must require an approval before sending pending licensure information to BCAL.	X		
Provider Management	Approvals	Approvals	58022	The system must perform edits to ensure all licensing criteria is complete before displaying on the directory.	X		
Provider Management	Approvals	Approvals	58023	The system may require an approval for certain home studies (e.g. for relative, guardianship, fictive kin and out of state home study requests)	X		
Provider Management	Templates and Notices	Templates and Notices	58030	The system must generate an invitation letter and appropriate information packets to inquiries for	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
				potential foster parent/adopt parent recruitment.			
Provider Management	Templates and Notices	Templates and Notices	58031	The system must allow a user to prefill, preview and print a waiver for foregoing benefits when a relative does not want to seek licensure.	X		
Provider Management	Templates and Notices	Templates and Notices	58032	The system must allow a user to prefill, preview and print a home study form(s).	X		
Provider Management	Templates and Notices	Templates and Notices	58034	The system must generate a licensing application form prefilled with the information stored in SACWIS.	X		
Provider Management	Templates and Notices	Templates and Notices	58037	The system must allow a user prefill, preview and to print background check templates and notices.	X		
Provider Management	Reports	Reports	58038	The system shall contain all fields necessary to create comprehensive standardized provider reports.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Eligibility	Eligibility Determinations	Maintain Eligibility Standards	54253	The system shall maintain table driven income and asset maximum levels by family size.	X		
Eligibility	Eligibility Determinations	Maintain Eligibility Standards	54254	The system shall maintain sets of non-financial factors for each eligibility type, including the values that support an eligibility decision.	X		
Eligibility	Eligibility Determinations	Maintain Eligibility Standards	54255	The system shall support date specific eligibility standards and factors, indicating for which eligibility period the standards apply.	X		
Eligibility	Eligibility Determinations	Maintain Eligibility Standards	54256	The system shall maintain the required time frames for initial eligibility determinations and re-determinations.	X		
Eligibility	Eligibility Determinations	Maintain Eligibility Standards	54257	The system shall allow authorized users to update standards when policy changes.	X		
Eligibility	Eligibility Determinations	Maintain Eligibility Standards	54258	The system shall support use of an unlimited number of eligibility codes and reason codes that are configurable by DHS.		X	
Eligibility	Eligibility Determinations	Set-up and Assignments	54259	The system shall allow access to eligibility records by staff designated as substitutes or proxy for the assigned specialist.	X		
Eligibility	Eligibility Determinations	Set-up and Assignments	54260	The system shall allow authorized users to update eligibility dates.		X	
Eligibility	Eligibility Determinations	Set-up and Assignments	54261	The system shall support automatic assignment of eligibility staff to cases based on unit assignment.		X	
Eligibility	Eligibility Determinations	Set-up and Assignments	54262	The system shall notify the appropriate assigned eligibility staff when an eligibility determination or re-determination is required.	X		
Eligibility	Eligibility Determinations	Set-up and Assignments	59491	The system shall not require a specific case assignment in order for eligibility staff to complete an eligibility determination.	X		
Eligibility	Eligibility Determinations	Collect and Assess Data	54264	The system shall maintain all data for an individual that represents a financial and/or non-financial eligibility factor.	X		
Eligibility	Eligibility Determinations	Collect and Assess Data	54265	The system shall record income information for each member of the eligibility unit.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Eligibility	Eligibility Determinations	Collect and Assess Data	54266	The system shall record resource information for each member of the eligibility unit.	X		
Eligibility	Eligibility Determinations	Collect and Assess Data	54267	The system shall maintain a history of income and resources for each member of the eligibility unit.	X		
Eligibility	Eligibility Determinations	Collect and Assess Data	54268	The system shall read and display the child's living arrangement at the time of removal.	X		
Eligibility	Eligibility Determinations	Collect and Assess Data	54269	The system shall record the living arrangements with the parents prior to the removal date as needed.	X		
Eligibility	Eligibility Determinations	Collect and Assess Data	54270	The system shall read and display the citizenship status of the member.	X		
Eligibility	Eligibility Determinations	Collect and Assess Data	54271	The system shall read and display the sources of citizenship data.	X		
Eligibility	Eligibility Determinations	Collect and Assess Data	54272	The system shall read and display judicial findings pertinent to eligibility determination.	X		
Eligibility	Eligibility Determinations	Collect and Assess Data	54273	The system shall read and display a history of each child's governmental benefits on a real time basis.	X		
Eligibility	Eligibility Determinations	Collect and Assess Data	54274	The system shall read and display Title IV-D (Child Support) judgments and receipt of funds as unearned income.	X		
Eligibility	Eligibility Determinations	Collect and Assess Data	54275	The system shall read and display the child's school enrollment and attendance in the eligibility determination.		X	
Eligibility	Eligibility Determinations	Collect and Assess Data	54276	The System shall read and display expected date of graduation on the eligibility determination.		X	
Eligibility	Eligibility Determinations	Collect and Assess Data	54277	The system shall read and display the earned and unearned income of each member of the eligibility unit on the eligibility determination page.	X		
Eligibility	Eligibility Determinations	Collect and Assess Data	54278	The system shall maintain and display all begin and end dates that apply to all eligibility factors for each individual.	X		
Eligibility	Eligibility Determinations	Collect and Assess Data	54279	The system shall maintain and display parental deprivation factors for each child.	X		
Eligibility	Eligibility Determinations	Collect and Assess Data	54280	The system must provide additional security for SSA data which must be protected.		X	
Eligibility	Eligibility Determinations	Collect and Assess Data	54281	The system shall link records of court documents to the appropriate eligibility determination record.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Eligibility	Eligibility Determinations	Define Eligibility Data Set	54284	The system shall allow the user to select an individual's incomes and resources records to include in the eligibility unit's income for the IV-E eligibility being determined.	X		
Eligibility	Eligibility Determinations	Define Eligibility Data Set	54285	The system shall edit inclusions and exclusions from eligibility unit based on the date of determination and family relationships.	X		
Eligibility	Eligibility Determinations	Define Eligibility Data Set	54286	The system shall allow the user to select non-financial eligibility factors in the determination.	X		
Eligibility	Eligibility Determinations	Define Eligibility Data Set	54287	The system shall share the information necessary to determine eligibility under all eligibility titles.	X		
Eligibility	Eligibility Determinations	Define Eligibility Data Set	54288	The system shall allow the user to include or exclude individuals in eligibility units.	X		
Eligibility	Eligibility Determinations	Test Determinations	54289	The system shall support test determinations, display the results, and not store test determinations on the client records.	X		
Eligibility	Eligibility Determinations	Determine Eligibility	54292	The system shall apply the correct eligibility criteria to the specified eligibility determination.	X		
Eligibility	Eligibility Determinations	Determine Eligibility	54293	The system shall determine eligibility based on the client data and eligibility standards in effect during specified retroactive periods for which eligibility is being determined.	X		
Eligibility	Eligibility Determinations	Determine Eligibility	54294	The system shall identify missing eligibility determination data for each eligibility determination.		X	
Eligibility	Eligibility Determinations	Determine Eligibility	54295	The system shall update the client's record with all known information relating to the client's IV-A status.		X	
Eligibility	Eligibility Determinations	Determine Eligibility	54296	The system shall allow authorized users to insert eligibility records and assign reason codes to explain the action for all eligibility records.		X	
Eligibility	Eligibility Determinations	Determine Eligibility	54297	The system shall record and date the decision of the eligibility determination.	X		
Eligibility	Eligibility Determinations	Determine Eligibility	54299	The system shall display a full history of reimbursibility for each child.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Eligibility	Eligibility Determinations	Determine Eligibility	54300	The system shall display a full history of eligibility for each child.	X		
Eligibility	Eligibility Determinations	Determine Eligibility	54301	The system shall freeze the determination record after completion and approval according to business rules.		X	
Eligibility	Eligibility Determinations	Determine Eligibility	54302	The system shall record and display all data elements required to complete a Title IV-E application.	X		
Eligibility	Eligibility Determinations	Determine Eligibility	54303	The system shall record and display the date that findings of reasonable efforts are made.	X		
Eligibility	Eligibility Determinations	Determine Eligibility	54304	The system must record and display the "contrary to the welfare findings" date.	X		
Eligibility	Eligibility Determinations	Determine Eligibility	54305	The system must read and display why the child was actually taken into custody after a protective custody order.	X		
Eligibility	Eligibility Determinations	Determine Eligibility	54306	The system must read and display the expiration date of the protective custody order.	X		
Eligibility	Eligibility Determinations	Determine Eligibility	54307	The system shall read and display the type of efforts made when reasonable efforts to prevent are established and the date of the court order.	X		
Eligibility	Eligibility Determinations	Determine Eligibility	59492	The system shall read and display the reasonable efforts to finalize the permanency plan and the date of the court order.	X		
Eligibility	Eligibility Determinations	Determine Eligibility	54308	The system shall record and display the placement status in effect at the time of determination.	X		
Eligibility	Eligibility Determinations	Determine Eligibility	54310	The system shall maintain child eligibility for Title IV-E separately from reimbursibility of a particular placement.	X		
Eligibility	Eligibility Determinations	Determine Eligibility	54311	The system shall continue to maintain IV-E status when pending an IV-E appeal.		X	
Eligibility	Eligibility Determinations	Determine Eligibility	54312	The system shall record and display the date of appeals and continue payments in accord with DHS policy.		X	
Eligibility	Eligibility Determinations	Determine Eligibility	54313	The system must record and track if the appeal decision upholds denial of eligibility.		X	
Eligibility	Eligibility Determinations	Determine Eligibility	54314	The system must revert the date of ineligibility to the original determination date when an appeal upholds the ineligible determination.		X	
Eligibility	Eligibility Determinations	Determine Eligibility	54315	The system must read and display the age of the child for IV-E determination.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Eligibility	Eligibility Determinations	Determine Eligibility	54316	The system shall read and display family relationships for IV-E determinations.	X		
Eligibility	Eligibility Determinations	Determine Eligibility	54317	The system must identify all siblings and their eligibility when completing an eligibility determination for adoption and juvenile guardianship assistance.		X	
Eligibility	Eligibility Determinations	Determine Eligibility	54318	The system must record and display the length of time in care when completing an eligibility determination for adoption and juvenile guardianship assistance.		X	
Eligibility	Eligibility Determinations	Determine Eligibility	59493	The system must record and display the length of time in current placement when completing an eligibility determination for juvenile guardianship assistance.		X	
Eligibility	Eligibility Determinations	Determine Eligibility	54319	The system shall use age and sibling eligibility when determining eligibility for adoption and juvenile guardianship assistance.	X		
Eligibility	Eligibility Determinations	Determine Eligibility	54320	The system shall require the entry of all data required to comply with Title IV-E Adoption and juvenile guardianship assistance applications.		X	
Eligibility	Eligibility Determinations	Re-Determination	54321	The system shall automatically re-determine reimbursable placements when either provider or placement data changes.		X	
Eligibility	Eligibility Determinations	Re-Determination	54322	The system shall initiate re-determinations based on eligibility codes and/or reason codes.	X		
Eligibility	Eligibility Determinations	Re-Determination	54323	The system shall identify and display children who require a re-determination based on timeframes or data changes.		X	
Eligibility	Eligibility Determinations	Re-Determination	54324	The system shall re-evaluate eligibility when data that affects the eligibility changes.	X		
Eligibility	Eligibility Determinations	Re-Determination	54325	The system shall automatically notify eligibility staff of required re-determinations and need to review eligibility status.	X		
Eligibility	Eligibility Determinations	Re-Determination	54326	The system shall allow the user to specify a review date sooner than the date allowed by DHS rule for any of their cases.	X		
Eligibility	Eligibility Determinations	Re-Determination	54327	The system shall allow authorized users to void (correct) any eligibility record and assign reason codes to explain the action, for all eligibility types.	X		
Eligibility	Eligibility Determinations	Re-Determination	54328	The system shall automatically authorize or deny any eligibility through the re-determination process.		X	
Eligibility	Eligibility Determinations	Re-Determination	54329	The system shall document reasons and approval for extending funding eligible services for a predetermined age based on DHS		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
				policy.			
Eligibility	Eligibility Determinations	Re-Determination	54331	The system shall continue funding eligibility after a predetermined age based on DHS policy only when reasons for extension of benefits is documented for a reason that complies with funding standards.	X		
Eligibility	Eligibility Determinations	Reports	54332	The system shall generate notice of denial of any eligibility determination, stating all reasons for denial.	X		
Eligibility	Eligibility Determinations	Reports	54333	The system shall generate standardized eligibility reports.	X		
Eligibility	Eligibility Determinations	Reports	54334	The system shall generate standardized reports on all children with due and past due eligibility determinations.	X		
Eligibility	Eligibility Determinations	Reports	54336	The system shall generate standardized reports on eligibility cases with additional information required.	X		
Eligibility	IV-E Case Review	Child Eligibility	54339	The system shall provide an on-line checklist of documentation required in the case for funding Case Reviews.		X	
Eligibility	IV-E Case Review	Child Eligibility	54340	The system shall ensure that funding determinations and re-determinations meet all federal and state requirements.		X	
Eligibility	IV-E Case Review	Child Eligibility	54342	The system shall record and display compliance with all judicial findings required for funding eligibility.		X	
Eligibility	IV-E Case Review	Child Eligibility	54343	The system shall require evidence of review and approval of all judicial documents prior to approving funding determinations and re-determinations.	X		
Eligibility	IV-E Case Review	Child Eligibility	54348	The system must read and display DHS care and custody of children.	X		
Eligibility	IV-E Case Review	Child Eligibility	54350	The system shall maintain standard letters and notifications that comply with funding Requirements	X		
Eligibility	IV-E Case Review	Child Eligibility	54351	The system shall provide automated notices to all caseworkers of children subject to upcoming funding reviews as required by DHS.	X		
Eligibility	IV-E Case Review	Provider Eligibility	54352	The system shall document provider reimbursibility under each funding source.	X		
Eligibility	IV-E Case Review	Provider Eligibility	54354	The system shall document provider licenses and eligibility periods as part of funding reimbursibility determination.	X		
Eligibility	IV-E Case Review	Provider Eligibility	54356	The system shall provide a complete history of provider licensing status and reimbursibility.	X		

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Eligibility	IV-E Case Review	Provider Eligibility	54357	The system shall terminate Title IV-E provider reimbursibility when license is terminated.	X		
Eligibility	IV-E Case Review	Provider Eligibility	54358	The system shall support retroactive reinstatement of reimbursibility when licenses are retroactively documented.	X		
Eligibility	IV-E Case Review	Payments and Rates	54359	The system shall allow recording of reimbursement rates for maintenance, medical and administrative costs on provider service records.	X		
Eligibility	IV-E Case Review	Payments and Rates	54365	The system shall include the federal share of every payment on the client payment history.	X		
Eligibility	IV-E Case Review	Reports	54368	The system shall report known potential errors in cases subject to funding Case Reviews.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Fiscal	Open Services	Service Definitions	54369	The system shall support the in-house maintenance of the service master which must specify all services available for Child Welfare Clients and record service specific information (e.g. service type, service name, description of the service, licenses and certifications required to provide the service, client conditions required to receive the service, etc).	X		
Fiscal	Open Services	Service Definitions	54370	The system shall maintain the role or level of the staff person required to approve each service type.	X		
Fiscal	Open Services	Service Definitions	54371	The system shall require that Service Definition records be date sensitive.	X		
Fiscal	Open Services	Service Definitions	54372	The system shall maintain a full history on Service Definitions records.	X		
Fiscal	Open Services	Service Definitions	54373	The system shall require appropriate security to update service records on-line.	X		
Fiscal	Open Services	Service Definitions	54374	The system shall maintain standard rate information for services defined in SACWIS where appropriate.	X		
Fiscal	Open Services	Service Definitions	54375	The system must maintain standard rates as service date specific and specify the service period during which the rates must be used.	X		
Fiscal	Open Services	Service Definitions	54376	The system shall support services that have no standard rates and are manually priced for each expenditure.	X		
Fiscal	Open Services	Service Definitions	54377	The system shall maintain a record of all service components that can be added to a basic service which must include units of measure, limits and rate ranges for the components.	X		
Fiscal	Open Services	Service Definitions	54378	The system must maintain a full history of service component records.	X		
Fiscal	Open Services	Service Definitions	54379	The system must provide for date sensitive service components and identify the service period to which the components apply.	X		
Fiscal	Open Services	Service Definitions	54380	The system shall use Michigan rules to specify whether the day a child leaves paid placement is included in the service period.	X		
Fiscal	Open Services	Service Definitions	54381	The system shall maintain and display a record of all evaluations required to support authorization of a service or service component.	X		

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Fiscal	Open Services	Service Definitions	54382	The system shall maintain records of which services can be paid during temporary absences and which approvals, if any, are required for payment during the absence.	X		
Fiscal	Open Services	Service Definitions	54383	The system shall maintain records of which services can be funded by each funding source which must include county, State and Federal sources.	X		
Fiscal	Open Services	Service Definitions	54384	The system shall maintain a record of which services are compatible and may be provided concurrently and which services conflict and may not be provided concurrently (e.g. a group home and foster care are not compatible at the same point in time, Institutional care with a counseling component may not be compatible with individual counseling services without specific approval, etc).	X		
Fiscal	Open Services	Service Definitions	54385	The system shall calculate the correct rates from a standard rate table when age changes based on date of birth, for services with age defined rate, even when a service period falls into two age periods.	X		
Fiscal	Open Services	Service Definitions	54387	The system must support age based and geographic differences in rates without unnecessary replication of service types.	X		
Fiscal	Open Services	Service Definitions	54388	The system shall maintain data on how each service may be authorized and billed (e.g. which services must be paid through generated invoices and which may be billed on vouchers, other medical payments, etc).	X		
Fiscal	Open Services	Service Definitions	54389	The system shall support definition of standard authorization limits for each service or component, including limits on rate, cost, duration, total units or service frequency.	X		
Fiscal	Open Services	Service Definitions	54392	The system shall maintain all approvals required for services and special rates, as well as the staff role required for each approval.	X		
Fiscal	Open Services	Service Definitions	54393	The system must identify which services require a contract or may be provided through a contract when a contract is not required.	X		
Fiscal	Open Services	Vouchers and Purchase Orders	54499	The system shall support recording of vouchers and purchase orders, including at a minimum, the provider, the client, goods or service to be purchased, date of issue, effective end date, and maximum amount of the voucher or purchase order.	X		
Fiscal	Open Services	Vouchers and	54500	The system shall support printing of vouchers and purchase orders.	X		

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		Purchase Orders					
Fiscal	Open Services	Vouchers and Purchase Orders	54501	The system shall support automatic routing of all electronic purchase orders/vouchers to providers and staff as required by DHS.	X		
Fiscal	Open Services	Vouchers and Purchase Orders	54502	The system shall ensure that only services that are allowed to be paid by voucher or purchase order under DHS policy are included on each vouchers or purchase order.	X		
Fiscal	Open Services	Vouchers and Purchase Orders	54503	The system shall ensure that purchase orders and vouchers can be cancelled by the office that created them before they are paid.	X		
Fiscal	Open Services	Vouchers and Purchase Orders	54504	The system shall support generation and entry of list vouchers and list invoices that allow a provider to bill for multiple services on one invoice.	X		
Fiscal	Open Services	Vouchers and Purchase Orders	54506	The system shall support full tracking of vouchers and purchase orders from issuance to payment.	X		
Fiscal	Open Services	Vouchers and Purchase Orders	54507	The system shall be able to differentiate final purchase order bills and final voucher bills from interim billings.	X		
Fiscal	Open Services	Vouchers and Purchase Orders	54508	The System shall support creation of invoices from vouchers and purchase orders used to obtain goods and services for children.	X		
Fiscal	Open Services	Vouchers and Purchase Orders	54509	The system shall create electronic and paper vouchers for services as designated by DHS.	X		
Fiscal	Open Services	Vouchers and Purchase	54511	The system shall support logical but not physical deletion of purchase orders and vouchers after their creation with a full audit trail of deletions.	X		

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		Orders					
Fiscal	Open Services	Vouchers and Purchase Orders	54512	The system shall provide the ability for staff with appropriate authority to enter voucher information into SACWIS.	X		
Fiscal	Open Services	Vouchers and Purchase Orders	54513	The system shall provide security so the access of providers or their designated representatives to invoices on the Web portal shall be limited to their own invoices or invoices of providers for whom they have billing authority.	X		
Fiscal	Open Services	Vouchers and Purchase Orders	54516	The system shall be able to display vouchers and purchase orders outstanding older than a user selected time period, such as 90 days.	X		
Fiscal	Payments	Generate Invoices	54395	The system shall create and generate invoices based on approved service authorizations in accordance with DHS policies.(e.g. all funds sources including county child care funds)	X		
Fiscal	Payments	Generate Invoices	54396	The system shall generate invoices for specified type of authorization on a table or rules engine driven schedule specified by DHS users.	X		
Fiscal	Payments	Generate Invoices	54397	The system shall support generation and entry of list invoices that allow a provider to bill for multiple services on one invoice.	X		
Fiscal	Payments	Generate Invoices	54400	The system shall support printing and mailing of paper invoices in accordance with the type of service being paid.		X	
Fiscal	Payments	Generate Invoices	54401	The system shall support on-line modification of invoices, with a full audit trail of changes.	X		
Fiscal	Payments	Generate Invoices	54402	The system shall support logical but not physical deletion of invoices after their creation with a full audit trail of deletions.	X		
Fiscal	Payments	Generate Invoices	54405	The system shall provide the ability for staff with appropriate authority to enter invoice information into SACWIS.	X		
Fiscal	Payments	Generate Invoices	54408	The system must maintain budget lines used to pay for services as table driven or rules engine driven rather than hard coded.	X		
Fiscal	Payments	Generate Invoices	54409	The system shall allow users with appropriate security to change Program Cost Accounts (PCA) as required.	X		
Fiscal	Payments	Generate Invoices	54411	The system shall support the receipt and entry of paper invoices that are completed and returned by providers.	X		

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Fiscal	Payments	Generate Invoices	54413	The system shall allow for authorizations of payments for services provided.	X		
Fiscal	Payments	Generate Invoices	54414	They system shall allow for payment exceptions through approval of a user with appropriate roles and security.		X	
Fiscal	Payments	Receive Claims	54416	The system shall support logging all claims received.	X		
Fiscal	Payments	Receive Claims	54419	The system shall provide the ability to record and justify all expenditures, with justification recorded in a memo field.	X		
Fiscal	Payments	Receive Claims	59479	The system must provide an indication when a claim is received on a person that has private insurance.	X		
Fiscal	Payments	Receive Claims	54421	The system shall support receipt of billing for services paid through vouchers, invoices and purchase orders.	X		
Fiscal	Payments	Receive Claims	54422	The system shall support scanning all attachments and associate them to the correct claim.	X		
Fiscal	Payments	Receive Claims	54423	The system shall ensure claims received be verified against an authorization, voucher or purchase order and linked to that document in SACWIS.	X		
Fiscal	Payments	Receive Claims	54424	The system shall ensure that claims that are suspended and routed for manual review when claims cannot be linked to an authorization, voucher or purchase order.		X	
Fiscal	Payments	Receive Claims	54426	The system shall allow payment invoice information to be recorded in the system by authorized users.	X		
Fiscal	Payments	Receive Claims	54427	The system shall perform field level edits as claims are entered into SACWIS.	X		
Fiscal	Payments	Receive Claims	54428	The system shall support receipt and routing of claims with a workflow management system.	X		
Fiscal	Payments	Edit/Audit Claims	54429	The system shall allow edits and audits to be user defined.		X	
Fiscal	Payments	Edit/Audit Claims	54430	The system shall allow edits and audits to be table driven and configurable without system coding.		X	
Fiscal	Payments	Edit/Audit Claims	54431	The system shall ensure that claim dispositions be based on edits and audits, and shall be table driven and configurable without system coding.		X	
Fiscal	Payments	Edit/Audit Claims	54432	The system shall perform edits that ensure that all required and appropriate data is present prior to processing and/or authorizing payment.	X		

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Fiscal	Payments	Edit/Audit Claims	54433	The system shall perform all possible edits and audits at each pass to the extent that continuing is reasonable.	X		
Fiscal	Payments	Edit/Audit Claims	54434	The system shall audit all claims to ensure that no duplicate claims are paid.	X		
Fiscal	Payments	Edit/Audit Claims	54435	The system shall audit all claims to ensure that that services paid do not exceed service limits.	X		
Fiscal	Payments	Edit/Audit Claims	54436	The system shall edit all claims to ensure that payments are consistent with DHS policy.		X	
Fiscal	Payments	Pricing	54440	The system shall provide the ability to calculate payments based on the number of service units the client received.	X		
Fiscal	Payments	Pricing	54441	The system shall maintain special allowance tables for all expenses.	X		
Fiscal	Payments	Pricing	54442	The system shall support pricing of services using rates specified in the service authorization or contract.	X		
Fiscal	Payments	Pricing	54443	The system shall default standard rates to price a service if no rates are specified in the authorization or contract.	X		
Fiscal	Payments	Pricing	54444	The system shall support use of rate effective dates to price services based on service delivery dates.	X		
Fiscal	Payments	Pricing	54445	The system shall be able to link each instance of an augmented rate with a specific child and service provider.	X		
Fiscal	Payments	Pricing	54446	The system shall maintain a set of rate tables or rules engines that are user maintained and updatable.	X		
Fiscal	Payments	Pricing	59494	The system shall maintain a history by dates of all rates set for each service, contract and agreement.	X		
Fiscal	Payments	Pricing	54448	The system shall support rate differentials paid by age, service area or location.	X		
Fiscal	Payments	Payment	54450	The system shall have the capability to make one time special payments according to DHS policy.	X		
Fiscal	Payments	Payment	54451	The system shall provide ability to adjust a previous period's payment.	X		
Fiscal	Payments	Payment	54452	The system must allow retroactive rate adjustments to provider administrative rates.	X		
Fiscal	Payments	Payment	54454	The system shall not allow payment for services unless all required approvals have been received.	X		
Fiscal	Payments	Payment	59478	The system shall pay normal DHS rate minus any third party payments that are reported on the invoice.	X		

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Fiscal	Payments	Payment	54455	The system shall allow authorized users to "Pend" or "Release" specific payments from a payables cycle.	X		
Fiscal	Payments	Payment	54456	The system shall allow viewing online real time payment information by client and provider to be available to users with appropriate security for inquiries regarding the status of payments.	X		
Fiscal	Payments	Payment	54458	The system shall allow authorized users to cancel previously entered authorization.	X		
Fiscal	Payments	Payment	54459	The system must allow services delivered prior to the notice of cancellation to be paid if an authorization is cancelled.	X		
Fiscal	Payments	Payment	54460	The system shall support multiple methods of payment including, at a minimum, checks, electronic funds transfer (EFT), and interagency transfer.	X		
Fiscal	Payments	Payment	54461	The system must match invoice to authorization when authorization is required and must only create payment when a valid service authorization is found for the invoice.	X		
Fiscal	Payments	Payment	54462	The system must provide a history of a provider's authorization, invoices, payments, and adjustments.	X		
Fiscal	Payments	Payment	54463	The system shall provide traceability and history of payment replacement check data.	X		
Fiscal	Payments	Payment	54464	The system shall provide the capability to generate a "trial" payment processing report showing the amount of providers' payments, the client and the services for which payments are being made.	X		
Fiscal	Payments	Payment	54465	The system shall provide the capability to view the balance outstanding for an authorized service in both units remaining and the dollar value of units remaining.	X		
Fiscal	Payments	Payment	54466	The system shall support varying payment dates by payment method - invoiced or automatic payment.	X		
Fiscal	Payments	Payment	54467	The system must allow valid payment dates to be established online by users that have appropriate security without additional coding.	X		
Fiscal	Payments	Payment	54468	The system shall support the advance payment to providers.	X		
Fiscal	Payments	Payment	54469	The system shall be able to recover advance payments to providers through a payment offset process.	X		

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Fiscal	Payments	Payment	54470	The system shall provide authorized "Online" functionality to split a payment between payees based on business rules but maintain history of entire payment as one payment (e.g. split payments and route them to different payment locations or bank accounts as indicated by the payee).		X	
Fiscal	Payments	Payment	54471	The system shall store all information regarding payments generated to a provider including check/EFT numbers.	X		
Fiscal	Payments	Payment	54472	The system shall provide a payment (Check and EFT) register.		X	
Fiscal	Payments	Payment	54473	The system shall support recording and reporting of emergency provider checks prepared outside of the normal cycle payment processing.	X		
Fiscal	Payments	Payment	54474	The system shall provide control reports of direct deposit or electronic fund transfers.	X		
Fiscal	Payments	Payment	54475	The system shall provide authorized "online" capability for users to correct "post check run" information changing status of check payments and to correct accounting information in SACWIS.	X		
Fiscal	Payments	Payment	54476	The system must contain an online view of any changes to check data.		X	
Fiscal	Payments	Payment	54477	The system shall provide all required data to support County/State reconciliation processes.	X		
Fiscal	Payments	Payment	54478	The system shall make payments to clients as appropriate, including children in independent living.	X		
Fiscal	Payments	Payment	58726	The system shall provide the ability to search for invoices and claims based on multiple criteria, at a minimum, by county, office, client, provider, program/service component, service date span, and Purchase Order or voucher number	X		
Fiscal	Payments	Payment	58727	The system shall provide the ability to search for payments based on multiple criteria, at a minimum, by location, person, provider, program, service type, status, payment method, budget category, funding source, payment dates, service date span, Check/EFT numbers, voucher number and check/EFT disposition).		X	
Fiscal	Payments	Accounting	54479	The system shall record and utilize multiple accounting structures.		X	
Fiscal	Payments	Accounting	54480	The system shall produce remittance advice for providers stating the disposition of all invoices and claims after each payment run.	X		

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Fiscal	Payments	Reports	54487	The system shall provide standardized required payments reporting.	X		
Fiscal	Payments	Reports	54488	The system shall allow a user to preview a standardized report of payments preview prior to the actual generation of payments and the status of each payment.	X		
Fiscal	Payments	Reports	54491	The system shall generate a standardized report pended claims and the reason for pending status.	X		
Fiscal	Payments	Reports	54492	The system shall provide remittance advice for each payment record, including zero payment records where the payment amount was completely offset by a receivable.	X		
Fiscal	Payments	Reports	54493	The system shall report payments actually made for each payment run.	X		
Fiscal	Payments	Reports	54495	The system shall report fatal errors for payments.	X		
Fiscal	Payments	Reports	54496	The system shall report children's government benefit funds expenditures by source of funds.	X		
Fiscal	Payments	Reports	54497	The system shall provide standardized reports required to reconcile children's government benefit fund transactions and balance with banking records.	X		
Fiscal	Receivables	Adjustments	54522	The system shall reprocess payments when any data that retroactively affects payments, such as retroactive changes in eligibility, rates, age, service dates, service units or account coding is modified.		X	
Fiscal	Receivables	Adjustments	54523	The system shall identify any overpayments or underpayments that result from re-processing.		X	
Fiscal	Receivables	Adjustments	54524	The system shall allow authorized users to make manual adjustments to payments.	X		
Fiscal	Receivables	Adjustments	54525	The system shall use a void and repayment strategy for processing adjustments rather than modifying existing payments.	X		
Fiscal	Receivables	Adjustments	54526	The system shall provide the capability to identify, track, and offset overpayments to a provider.	X		
Fiscal	Receivables	Adjustments	54527	The system shall automatically create receivables from overpayment records.	X		
Fiscal	Receivables	Adjustments	54528	The system shall create payments for any underpayments that result from payment adjustments.	X		

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Fiscal	Receivables	Adjustments	54529	The system shall ensure that if an overpayment is reversed by a subsequent adjustment the AR created from the first adjustment must be reversed before additional payments are made.	X		
Fiscal	Receivables	Adjustments	54530	The system shall display and report all service payments for a cancelled or stopped check, and must re-issue part or all of the payments as directed by an authorized user.		X	
Fiscal	Receivables	Adjustments	54531	The system shall produce Financial Reports on Provider overpayments, recovery status, and returned payments (e.g. checks, EBT, EFT).	X		
Fiscal	Receivables	Adjustments	54532	The system shall automatically identify adjustments from changes in eligibility and create automatic adjustment of federal claims.	X		
Fiscal	Receivables	Adjustments	54533	The system shall include receivables functionality that includes a directory that displays receipts against the receivable		X	
Fiscal	Receivables	Adjustments	54534	The system shall allow the User to be able to search the list of receivables by any of the fields in the records using strings and partial strings with wild cards.		X	
Fiscal	Receivables	Adjustments	54535	The system shall provide a directory that displays high level data for the receivables that meet the search criteria, and an ability to drill down to greater detail on the individual receivable records.		X	
Fiscal	Receivables	Adjustments	54536	The system shall provide the capability for adjustments to maintain the service period, original processing dates, adjustment dates and funding source period.	X		
Fiscal	Receivables	Adjustments	54537	The system shall provide the capability for the period for which funding was paid to remain unchanged because of an adjustment.	X		
Fiscal	Receivables	Manage Receivable Accounts	54538	The system shall provide "online" functionality to inquire on provider pending receivables, history, associated voids, adjustments and payments by provider.	X		
Fiscal	Receivables	Manage Receivable Accounts	54539	The system shall provide "Online" user functionality for authorized users to adjust a receivable.	X		
Fiscal	Receivables	Manage Receivable Accounts	54540	The system shall provide "Online" user functionality to monitor, query and report status on open receivables and recoupment.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Fiscal	Receivables	Manage Receivable Accounts	54541	The system shall ensure that providers with multiple types or records must be linked for purposes of collections. (e.g., if a foster parent is also an adoptive parent with a different ID, the IDs must be linked for collection so that payments for one can be collected against the payment of the other.)		X	
Fiscal	Receivables	Manage Receivable Accounts	54542	The system shall maintain a status for each receivable which indicates whether the receivable is new, adjusted, paid, etc.		X	
Fiscal	Receivables	Manage Receivable Accounts	54543	The system shall include receivable status values as reference data.	X		
Fiscal	Receivables	Manage Receivable Accounts	54544	The system shall support reversal of all or part of automatic collections.	X		
Fiscal	Receivables	Manage Receivable Accounts	54545	The system shall support the use of reason codes to indicate why Accounts Receivables are adjusted or voided.		X	
Fiscal	Receivables	Manage Receivable Accounts	54546	The system shall support multiple Accounts Receivables for a given provider.	X		
Fiscal	Receivables	Manage Receivable Accounts	54547	The system shall include the ability to prioritize application of receipts to outstanding receivables.	X		
Fiscal	Receivables	Manage Receivable Accounts	54548	The system shall allow users with appropriate security to override the standard priority to apply receipts to specific receivables.		X	
Fiscal	Receivables	Manage Receivable Accounts	54549	The system shall support entry of a repayment schedule stating the amount or percent of a provider's payments to be recovered from a provider's payments per payment period to satisfy a receivable.	X		
Fiscal	Receivables	Manage Receivable Accounts	54550	The system shall automatically recoup previously established receivables from active provider payments based on recovery rules entered by authorized users and according to the payment schedule established.	X		
Fiscal	Receivables	Manage Receivable	54551	The system shall allow users to determine the recovery process and to initiate recoupments.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
		Accounts					
Fiscal	Receivables	Manage Receivable Accounts	54552	The system shall age receivables and automatically propose transfer to Income Tax Offset based on age of the receivable or status of the provider.		X	
Fiscal	Receivables	Manage Receivable Accounts	54553	The system shall support monthly reporting of overpayments identified.	X		
Fiscal	Receivables	Receipts	54554	The system shall have the ability to record payments in cash, checks and automatic recoupments, including, at a minimum the date, check or transaction number, source and amount of payment.	X		
Fiscal	Receivables	Receipts	54556	The system shall record and provide online history of adjustment and collection transactions that debit or credit an overpayment claim.	X		
Fiscal	Receivables	Receipts	54557	The system shall record and date the amount expected to be received.	X		
Fiscal	Receivables	Receipts	54558	The system shall provide "online" user functionality for authorized users to make adjustment to receipt information.	X		
Fiscal	Receivables	Receipts	54559	The system shall track information on all incoming payments based on business accounting rules.		X	
Fiscal	Receivables	Receipts	54562	The system shall provide the capability to monitor and track, by funding source, the receipt of recoveries for services billed to federal programs.	X		
Fiscal	Receivables	Receipts	54563	The system shall support scanning of documents related to Accounts Receivable attaching the image to the correct receivable record.		X	
Fiscal	Receivables	Receipts	54564	The system shall have the ability to allocate payments across one or more receivables.		X	
Fiscal	Receivables	Receipts	54566	The system shall reverse receipts when checks or other payments fail to clear.		X	
Fiscal	Receivables	Receipts	54567	The system shall be able to print a receipt for payments received.	X		
Fiscal	Receivables	Reports	54570	The system shall generate standardized reports for adjustments (e.g. adjustments to receivables including write offs, reason for adjustment, etc).	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Fiscal	Receivables	Reports	54571	The system shall report adjustments data by county and statewide.	X		
Fiscal	Receivables	Reports	54574	The system shall provide standardized reports on all required Accounts Receivables.	X		
Fiscal	Receivables	Reports	54575	The system shall report Accounts Receivable by provider.	X		
Fiscal	Reimbursement	Assign Funding Sources	54578	The system shall maintain a table with data on State defined funding sources for child welfare expenditures	X		
Fiscal	Reimbursement	Assign Funding Sources	54579	The system shall allow updating of funding sources by authorized users based on rules engines or table driven design.	X		
Fiscal	Reimbursement	Assign Funding Sources	54580	The system shall read the record of all client eligibilities for funding, including begin and end dates and a full history of former eligibilities in determining funding source.	X		
Fiscal	Reimbursement	Assign Funding Sources	54581	The system shall assign funding sources at the time of payment or adjustment from the most recent data on client, provider and service funding eligibility	X		
Fiscal	Reimbursement	Assign Funding Sources	54582	The system shall maintain a record of all provider reimbursibility for federal or insurance funding, including begin and end dates and a full history of former reimbursibility.	X		
Fiscal	Reimbursement	Assign Funding Sources	54583	The system shall maintain a record of all service reimbursibility for federal or insurance funding, including begin and end dates and a full history of former eligibilities.	X		
Fiscal	Reimbursement	Assign Funding Sources	54584	The system shall read the record of service reimbursibility for funding for the service period in determining reimbursement.	X		
Fiscal	Reimbursement	Assign Funding Sources	54585	The system shall assign funding sources based on a hierarchy of available funding sources.	X		
Fiscal	Reimbursement	Assign Funding Sources	54586	The system shall apply the funding hierarchy based on the eligibility for funding of the client, service and provider.	X		
Fiscal	Reimbursement	Assign Funding Sources	54587	The system shall support a table driven hierarchy of funding sources that is user maintained.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Fiscal	Reimbursement	Assign Funding Sources	54588	The system shall support funding one payment from multiple sources based on proportionate funding tables defined by service and provider per DHS policy.	X		
Fiscal	Reimbursement	Assign Funding Sources	58725	The system shall be able to fund a single service from multiple funding sources.	X		
Fiscal	Reimbursement	Assign Funding Sources	54590	The system shall support adjustment of claims when retroactive eligibility is entered by reprocessing any payments potentially affected by the eligibility change to modify funding sources.	X		
Fiscal	Reimbursement	Assign Funding Sources	54592	The system shall provide for separate claiming for maintenance, medical and administrative costs.	X		
Fiscal	Reimbursement	Assign Funding Sources	54593	The system shall select the most favorable revenue source for expenditure when a child is both IV-E and SSI eligible.	X		
Fiscal	Reimbursement	Assign Funding Sources	54595	The system shall support a County and State reconciliation process by child and funding source.	X		
Fiscal	Reimbursement	Assign Funding Sources	54596	The system shall provide reconciliation at a transaction level for County and State payments.	X		
Fiscal	Reimbursement	Reports	54597	The system shall generate standardized reimbursement reports for individual payments.	X		
Fiscal	Reimbursement	Reports	54598	The system shall report overall reimbursement rates for child welfare expenditures by funding source.	X		
Fiscal	Reimbursement	Reports	54599	The system shall report detailed expenditures and reimbursement by child for user specified periods	X		
Fiscal	SSI Receipts and Accounting	General	54604	The system shall maintain a complete record of SSI, RSDI, Veterans, Black Lung and RR Retirement, Legal settlements and other benefits.	X		
Fiscal	SSI Receipts and Accounting	General	54605	The system shall be able to establish and maintain individual accounts for each client.	X		
Fiscal	SSI Receipts and Accounting	General	54606	The system shall allow users to maintain benefit source types in a table that is updatable on-line.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Fiscal	SSI Receipts and Accounting	General	54607	The system shall record multiple benefit sources and types of benefits for each child's account.	X		
Fiscal	SSI Receipts and Accounting	General	54608	The system shall support manual entry of benefits from any benefit source.	X		
Fiscal	SSI Receipts and Accounting	General	54609	The system shall support auto posting of receipts and credits to children's accounts.	X		
Fiscal	SSI Receipts and Accounting	General	54610	The system shall map each benefit source and type of funding to the appropriate children's account type such as interest bearing or maintenance accounts.	X		
Fiscal	SSI Receipts and Accounting	General	54611	The system shall maintain an 18 year history of all benefits a child is approved to receive whether or not funding is actually received.	X		
Fiscal	SSI Receipts and Accounting	General	54612	The system shall allow a child to have multiple income sources with an account to manage different types of funds received.	X		
Fiscal	SSI Receipts and Accounting	General	54613	The system shall display consolidated balances for children that have multiple accounts.	X		
Fiscal	SSI Receipts and Accounting	General	54614	The system shall allow users to enter the amount of benefits expected from a specific source on-line.	X		
Fiscal	SSI Receipts and Accounting	Apply for Benefits	54615	The system shall automatically identify clients with potential children's benefits from person data maintained by SACWIS.	X		
Fiscal	SSI Receipts and Accounting	Apply for Benefits	54616	The system shall notify DHS local office and state staff of any children identified with potential benefits.	X		
Fiscal	SSI Receipts and Accounting	Apply for Benefits	54618	The system shall identify a set of data elements and values for the elements throughout SACWIS that must cause the client to be included in the listing of potentially eligible clients.	X		
Fiscal	SSI Receipts and Accounting	Apply for Benefits	54619	The system shall allow users to view children with potential benefits in a directory and drill down to the detailed data that suggests benefits may be available.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Fiscal	SSI Receipts and Accounting	Apply for Benefits	54620	The system shall report clients with potential government benefits fund eligibility which must show those children with potential benefits and those with completed applications.	X		
Fiscal	SSI Receipts and Accounting	Apply for Benefits	54621	The system shall allow an authorized user to stop receiving potential benefit indications for a child when they have examined the data and determined that the child is not eligible for additional benefits.	X		
Fiscal	SSI Receipts and Accounting	Apply for Benefits	54622	The system shall report those children who potentially have benefits whose case manager declines to complete application data forms.	X		
Fiscal	SSI Receipts and Accounting	Apply for Benefits	54623	The system shall allow a user to enter a reason for declining to complete benefit applications for a child.	X		
Fiscal	SSI Receipts and Accounting	Apply for Benefits	54627	The system shall maintain a history of all applications for benefits generated.	X		
Fiscal	SSI Receipts and Accounting	Apply for Benefits	54628	The system shall track the disposition of benefits applications and the date of the disposition.	X		
Fiscal	SSI Receipts and Accounting	Apply for Benefits	54630	The system shall generate an alert to the Reconciliation & Recoupment Unit (R& R) and any other appropriate unit any time an application for benefits is recorded by SACWIS.	X		
Fiscal	SSI Receipts and Accounting	Apply for Benefits	54631	The system shall provide note/text fields related to the application for children's benefits to record concerns or qualification on the part of staff completing the application.		X	
Fiscal	SSI Receipts and Accounting	Governmental Benefit Fund Accounting	54635	The system shall support the receipt of funds to children's accounts from all sources.	X		
Fiscal	SSI Receipts and Accounting	Governmental Benefit Fund Accounting	54636	The system shall post monthly interest deposits for governmental benefits accounts held by DHS.		X	
Fiscal	SSI Receipts and Accounting	Governmental Benefit Fund	54638	The system shall provide deposit exception reporting when a deposit fails to post correctly.		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
		Accounting					
Fiscal	SSI Receipts and Accounting	Governmental Benefit Fund Accounting	54639	The system shall provide automatic accounting and tracking of government benefit payments.		X	
Fiscal	SSI Receipts and Accounting	Governmental Benefit Fund Accounting	54640	The system shall track and manage governmental receipts and disbursements and other receipts and disbursements for children in custody.	X		
Fiscal	SSI Receipts and Accounting	Governmental Benefit Fund Accounting	54642	The system shall support reporting of adjustments to client governmental benefit accounts adjustments including a full history of adjustment transactions.	X		
Fiscal	SSI Receipts and Accounting	Governmental Benefit Fund Accounting	54643	The system shall create payments to refund overpayments and conserved funds to social security.	X		
Fiscal	SSI Receipts and Accounting	Governmental Benefit Fund Accounting	54644	The system shall be able to track the source of funding for each deposit transaction.	X		
Fiscal	SSI Receipts and Accounting	Governmental Benefit Fund Accounting	54645	The system shall support transfer of monies between all accounts including the maintenance and interest bearing accounts, per business rules without check writing.	X		
Fiscal	SSI Receipts and Accounting	Governmental Benefit Fund Accounting	54647	The system shall process lump sum disbursements and create the data required to recover state, county and federal funds used to pay for services provided to the child during the months covered by the lump sum.		X	
Fiscal	SSI Receipts and Accounting	Governmental Benefit Fund Accounting	54648	The system shall ensure that children's accounts can display a history of all receipts, expenditures, application of funds, and adjustments with a running balance for a user selected period of time.	X		
Fiscal	SSI Receipts and Accounting	Governmental Benefit Fund Accounting	54649	The system shall allow authorized users to balance children's accounts on-line to ensure that beginning balance, plus receipts, less expenditures equal ending balance when SACWIS cannot automatically balance the funds.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Fiscal	SSI Receipts and Accounting	Government Benefit Payments	54651	The system shall include a children's fund disbursement process.	X		
Fiscal	SSI Receipts and Accounting	Government Benefit Payments	54652	The system shall integrate children's fund accounting, payments, adjustments, accounts receivable and federal claiming.	X		
Fiscal	SSI Receipts and Accounting	Government Benefit Payments	54653	The system shall report all financial transactions - payments, adjustments, accounts receivable - by funding source of all transactions.	X		
Fiscal	SSI Receipts and Accounting	Government Benefit Payments	54654	The system must calculate funds available to DHS without pro-rating for partial months. The first day in care entitles DHS to full month.	X		
Fiscal	SSI Receipts and Accounting	Government Benefit Payments	54655	The system shall support "online" authorized entry for application of funds to purchases from a client's Income sources.	X		
Fiscal	SSI Receipts and Accounting	Government Benefit Payments	54656	The system shall identify which services can be covered by each government benefits funding source.	X		
Fiscal	SSI Receipts and Accounting	Government Benefit Payments	54657	The system shall allow user to have access to secure records for financial purposes even if case information is confidential.	X		
Fiscal	SSI Receipts and Accounting	Government Benefit Payments	54658	The system shall reverse the applications of children's accounts for any payment voids or adjustments as appropriate.	X		
Fiscal	SSI Receipts and Accounting	Government Benefit Payments	54659	The system shall support user application of funds and re-application of funds on line.	X		
Fiscal	SSI Receipts and Accounting	Government Benefit Payments	54660	The system shall maintain funding records for services including a history of funding sources used for payment.	X		
Fiscal	SSI Receipts and Accounting	Government Benefit Payments	54661	The system shall edit application of children's funds to ensure that the service funded is compatible with the funding source.	X		
Fiscal	SSI Receipts and Accounting	Government Benefit Payments	54662	The system shall support an on-line children's disbursement voucher purchase order for application of children's funds.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Fiscal	SSI Receipts and Accounting	Government Benefit Payments	54663	The system shall track the history of eligibility applied to payment transactions.	X		
Fiscal	SSI Receipts and Accounting	Government Benefit Payments	54664	The system shall maintain the service period, original processing dates, adjustment dates and funding source period when making adjustments to children's funds payments.	X		
Fiscal	SSI Receipts and Accounting	Government Benefit Payments	54666	The system shall automatically re-process paid claims that are eligible for funding by governmental benefit funds whenever governmental benefit funds become available for prior payment periods.	X		
Fiscal	SSI Receipts and Accounting	Government Benefit Payments	54667	The system shall support assignment of governmental benefit funds as the funding source both automatically during payment processing and on line as users request funding.	X		
Fiscal	SSI Receipts and Accounting	Government Benefit Payments	54668	The system shall support tracking of government benefits account balances to identify potential accumulation of excessive funds.	X		
Fiscal	SSI Receipts and Accounting	Government Benefit Payments	54669	The system shall support user application of governmental benefit funds to specific payments on line.	X		
Fiscal	SSI Receipts and Accounting	Government Benefit Payments	54671	The system shall allow users to enter restrictions for use of funds from a specific government benefit fund.	X		
Fiscal	SSI Receipts and Accounting	Government Benefit Payments	54672	The system shall require approval for the use of governmental benefit funds to purchase special products or services.	X		
Fiscal	SSI Receipts and Accounting	Close Children's Accounts	54673	The system shall be able to create payment back to SSA for overpayments or conserved funds.		X	
Fiscal	SSI Receipts and Accounting	Close Children's Accounts	54674	The system shall allow users to re-open children's accounts when a child returns.	X		
Fiscal	SSI Receipts and Accounting	Reports	54675	The system shall report children's fund data by county and statewide.	X		
Fiscal	SSI Receipts and	Reports	54676	The system shall report on the number and current balances of government fund accounts by child.	X		

Domain	Function	Subject Line	Key	Functional Requirements	Currently met by the solution presented	Will be met with the solution presented	Will be met with COTS
	Accounting						
Fiscal	SSI Receipts and Accounting	Reports	54677	The system shall report benefits received and benefits applied for each child.	X		
Fiscal	SSI Receipts and Accounting	Reports	54681	The system shall provide reports required to reconcile children's fund transactions and balance with banking records.	X		
Fiscal	SSI Receipts and Accounting	Reports	54682	The system shall be able to generate payee reports to the Social Security Administration for SSI and SS recipients.	X		

Domain	Function	Subject Line	Key	Functional Requirements	Currently met by the solution presented	Will be met with the solution presented	Will be met with COTS
Child Care Institutions (CCI)	CCI Portal	Seclusion/Isolation and Restraints	59464	The system shall allow child care institutions (CCI) to access SACWIS using a Portal to record seclusions/isolation and restraint data.		X	
Child Care Institutions (CCI)	CCI Portal	Seclusion/Isolation and Restraints	59465	The system shall prefill children that reside in the child care institutions (CCI) based on User ID when recording incidents on seclusion/isolation and restraints.		X	
Child Care Institutions (CCI)	CCI Portal	Seclusion/Isolation and Restraints	59466	The system shall allow a user to select which child was involved in the seclusion/isolation and/or restraint.		X	
Child Care Institutions (CCI)	CCI Portal	Seclusion/Isolation and Restraints	59467	The system shall allow the child care institutions (CCI) user to create a new child that is not known to SACWIS or Bridges.		X	
Child Care Institutions (CCI)	CCI Portal	Seclusion/Isolation and Restraints	59468	The system shall prefill provider demographics for the child care institutions (CCI) based on User ID when recording incidents on seclusion/isolation and restraints.		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Child Care Institutions (CCI)	CCI Portal	Seclusion/Isolation and Restraints	59469	The system shall allow the child care institutions (CCI) user to enter basic information about the event (e.g. who ordered the restraint, child's name, date of incident, etc).		X	

INTERFACE REQUIREMENTS

DOMAIN	FUNCTION	SUBJECT LINE	KEY	INTERFACE REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Interfaces	General		55179	The system shall support electronic links and interfaces between Michigan's SACWIS and other systems to receive, transmit and verify client and case information.		X	
Interfaces	General		55180	The system must provide all other data interfaces currently existing with the legacy systems.		X	
Interfaces	Mandatory Federal	Child Support (Title IV-D) - MiCSES	55181	The system must provide an interface to Michigan Child Support Enforcement System (MiCSES) for the exchange of data related to child support for children in the care and custody of DHS.		X	
Interfaces	Mandatory Federal	Child Support (Title IV-D) - MiCSES	55182	The system must receive data on parental support from Michigan Child Support Enforcement System (MiCSES) which must include, at a minimum, the amount of support ordered for each child, dates covered by the order and the parent ordered to pay support for each payment order.		X	
Interfaces	Mandatory Federal	Child Support (Title IV-D) - MiCSES	55183	The system must send Michigan Child Support Enforcement System (MiCSES) the necessary data to identify whether child support funds are being paid to the State agency on behalf of the child.		X	
Interfaces	Mandatory Federal	Child Support (Title IV-D) - MiCSES	55184	The system must provide an interface to Michigan Child Support Enforcement System (MiCSES) to send information about current payments made for the child.		X	
Interfaces	Mandatory Federal	Child Support (Title IV-D) - MiCSES	55185	The system shall provide an interface with Michigan Child Support Enforcement System (MiCSES) to identify and retrieve non-custodial parents including but not limited to Parent Locator Service, Quarterly Wage and New Hire.		X	
Interfaces	Mandatory Federal	Child Support (Title IV-D) - MiCSES	55186	The system must update Michigan Child Support Enforcement System (MiCSES) when specific fields as identified by the State change (e.g. funding source changes include the funding source and the effective date of the funding source).		X	
Interfaces	Mandatory Federal	Child Support (Title IV-D) - MiCSES	55187	The system shall support an interface with the Michigan Child Support Enforcement System (MiCSES) to provide information on cost of care and to receive expenses that were reimbursed with parental support funds.		X	
Interfaces	Mandatory Federal	Bridges Eligibility (IV-E, XIX, TANF and SSA)	55191	The system shall provide an interface with Bridges to allow automated inquiry into eligibility status of SACWIS clients and their families.		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	INTERFACE REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Interfaces	Mandatory Federal	Bridges Eligibility (IV-E, XIX, TANF and SSA)	55192	The system interface to Bridges shall identify and view income and assets for children as part of the IV-E determination.		X	
Interfaces	Mandatory Federal	Bridges Eligibility (IV-E, XIX, TANF and SSA)	55193	The system shall automatically retrieve case data, family relationships, eligibility, income and asset data for SACWIS clients from the Bridges system.		X	
Interfaces	Mandatory Federal	Bridges Eligibility (IV-E, XIX, TANF and SSA)	55194	The system shall allow authorized users to view cases and case members on Bridges systems.		X	
Interfaces	Mandatory Federal	Bridges Eligibility (IV-E, XIX, TANF and SSA)	55197	The system shall record the level of benefits approved by SSA when verification of SS number is verified.		X	
Interfaces	Mandatory Federal	Bridges Eligibility (IV-E, XIX, TANF and SSA)	55198	The system shall update the level of benefits approved by SSA when updates to the record are sent to Michigan.		X	
Interfaces	Mandatory Federal	Bridges Eligibility (IV-E, XIX, TANF and SSA)	55199	The system shall notify Bridges systems of IV-E eligibility determinations.		X	
Interfaces	Mandatory Federal	Bridges Eligibility (IV-E, XIX, TANF and SSA)	55200	The system shall inform Bridges systems of children's removal from the home.		X	
Interfaces	Mandatory Federal	Bridges Eligibility (IV-E, XIX, TANF and SSA)	55201	The system shall receive TANF and Title XIX eligibility from Bridges for children who are in DHS custody.		X	
Interfaces	Mandatory Federal	Bridges Eligibility (IV-E, XIX, TANF and SSA)	55202	The system shall receive the results of TANF and Title XIX eligibility determinations sent from Bridges.		X	
Interfaces	Mandatory Federal	Bridges Eligibility (IV-	55203	The system shall trigger emergency assistance eligibility determinations in Bridges when a child enters an open case.		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	INTERFACE REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
		E, XIX, TANF and SSA)					
Interfaces	Mandatory Federal	Bridges Eligibility (IV-E, XIX, TANF and SSA)	55204	The system shall send notification to Bridges when a child is adopted.		X	
Interfaces	Mandatory Federal	Bridges Eligibility (IV-E, XIX, TANF and SSA)	55205	The system shall send notification to Bridges when a child returns home.		X	
Interfaces	Mandatory Federal	Bridges Eligibility (IV-E, XIX, TANF and SSA)	55206	The system shall send notification to Bridges when any parental rights to a child are terminated.		X	
Interfaces	Mandatory Federal	Bridges Eligibility (IV-E, XIX, TANF and SSA)	55207	The system shall provide notification to Bridges of provider and child deaths.		X	
Interfaces	Mandatory Federal	Bridges Eligibility (IV-E, XIX, TANF and SSA)	55209	The system shall trigger issuance of an emergency Medical Card when a child enters DHS custody.		X	
Interfaces	Mandatory Federal	Bridges Eligibility (IV-E, XIX, TANF and SSA)	55210	The system shall trigger Title XIX determinations in Bridges when a child leaves DHS custody.		X	
Interfaces	Mandatory Federal	Bridges Eligibility (IV-E, XIX, TANF and SSA)	55212	The system must determine if the child is categorically eligible for Title XIX (Medicaid) prior to sending a Medicaid opening request (preliminary determination).		X	
Interfaces	Mandatory Federal	Bridges Eligibility (IV-E, XIX, TANF and SSA)	55213	The system must provide the capacity to request a closure to Title XIX (Medicaid).		X	
Interfaces	Mandatory Federal	Bridges Eligibility (IV-E, XIX, TANF and SSA)	55214	The system must track the open and closure request dates to Title XIX (Medicaid).		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	INTERFACE REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Interfaces	Mandatory Federal	Bridges Eligibility (IV-E, XIX, TANF and SSA)	55215	The system must track the recipients Title XIX (Medicaid) status.		X	
Interfaces	Mandatory Federal	Bridges Eligibility (IV-E, XIX, TANF and SSA)	55217	The system must provide the mechanism to request a replacement Medical (Medicaid) card		X	
Interfaces	Mandatory Federal	Bridges Eligibility (IV-E, XIX, TANF and SSA)	55218	The system must track when the user provided the Medical (Medicaid) card to the caretaker.		X	
Interfaces	Mandatory Federal	Bridges Eligibility (IV-E, XIX, TANF and SSA)	55219	The system must track that Medical cards and account numbers are provided to the caregiver within 30 days of the child's entry into foster care, and for any subsequent placements.		X	
Interfaces	Mandatory Federal	Bridges Eligibility (IV-E, XIX, TANF and SSA)	55220	The system interface shall update MMIS, through Bridges, when client data held by both SACWIS and MMIS changes in the SACWIS system.		X	
Interfaces	Mandatory Federal	Bridges Eligibility (IV-E, XIX, TANF and SSA)	55221	The system shall interface with Bridges to retrieve the Health Plan Enrollment information for clients in the SACWIS.		X	
Interfaces	Optional Interfaces	Bridges Client Index (CI)	55222	The system shall access the Master Client Index to create new clients or return information on known clients.		X	
Interfaces	Optional Interfaces	Bridges Client Index (CI)	55223	The system's interface with Bridges Client Index must allow for the automatic exchange of common and/or relevant data between the two systems.		X	
Interfaces	Optional Interfaces	Bridges Client Index (CI)	55224	The system must have the ability to conduct searches in Bridges Client Index from SACWIS.		X	
Interfaces	Optional Interfaces	Bridges Client Index (CI)	55225	The system must have the ability to select and retrieve households from Bridges Client Index.		X	
Interfaces	Optional Interfaces	Bridges Client Index (CI)	55226	The system interface shall update Bridges Client Index with Child Welfare client data.		X	
Interfaces	Optional Interfaces	Bridges Client Index (CI)	55227	The system shall select and retrieve data on Child Welfare clients known to Bridges Client Index.		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	INTERFACE REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Interfaces	Optional Interfaces	Bridges Client Index (CI)	55228	The system must automatically search both the SACWIS system and Client Master File (Client Index) when a new person record is saved and display duplicates.		X	
Interfaces	Optional Interfaces	Bridges Client Index (CI)	55230	The system interface shall automatically query the Bridges Client Index when a person or key person data, such as SSN, is added.		X	
Interfaces	Optional Interfaces	Bridges Client Index (CI)	55231	The system must retrieve SSN verification information from Bridges.		X	
Interfaces	Optional Interfaces	Bridges Client Index (CI)	59460	The system shall prefill the name of the FIP/FAP Worker from the interface with Bridges.		X	
Interfaces	Optional Interfaces	Provider Management (Bridges and BITS)	55266	The system shall provide an interface between Bridges and SACWIS to coordinate Provider data.		X	
Interfaces	Optional Interfaces	Provider Management (Bridges and BITS)	55267	The system interface shall update Bridges with Child Welfare Provider data.		X	
Interfaces	Optional Interfaces	Provider Management (Bridges and BITS)	55268	The system shall receive and display provider licensure and the Provider Identifier from Bridges.		X	
Interfaces	Optional Interfaces	Provider Management (Bridges and BITS)	55269	The system interface must match SACWIS providers to Bridges enrolled providers and obtain the Provider ID		X	
Interfaces	Optional Interfaces	Provider Management (Bridges and BITS)	55270	The system shall match provider data via the Bridges and BITS interfaces and place any near matches on hold for manual review and load.		X	
Interfaces	Optional Interfaces	Provider Management (Bridges and BITS)	55271	The system must maintain a table of unique provider identifiers from Bridges, BITS Bureau of Children and Adult Licensing System (BCAL), and SACWIS.		X	
Interfaces	Optional Interfaces	Provider Management (Bridges and BITS)	55272	The system shall have a two way real time interface with BITS which is the Bureau of Children and Adult Licensing (BCAL) system.		X	

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Interfaces	Optional Interfaces	Provider Management (Bridges and BITS)	57892	The system must support real time entry and access of provider information.	X		
Interfaces	Optional Interfaces	Provider Management (Bridges and BITS)	55274	The system shall send and receive data from BITS Bureau of Children and Adult Licensing System (BCAL) (e.g., provider updates, applications, home studies, licensing, background checks, etc).		X	
Interfaces	Optional Interfaces	Provider Management (Bridges and BITS)	55275	The system shall send provider applications data to BITS Bureau of Children and Adult Licensing System (BCAL).		X	
Interfaces	Optional Interfaces	Provider Management (Bridges and BITS)	55276	The system shall track when the provider application is complete and when it's sent to BITS Bureau of Children and Adult Licensing System (BCAL).		X	
Interfaces	Optional Interfaces	Provider Management (Bridges and BITS)	55277	The system must capture the licensing information received from BITS Bureau of Children and Adult Licensing System (BCAL).		X	
Interfaces	Optional Interfaces	Provider Management (Bridges and BITS)	55278	The system shall track when the provider licensing information was received from BITS Bureau of Children and Adult Licensing System (BCAL).		X	
Interfaces	Optional Interfaces	Provider Management (Bridges and BITS)	55279	The system must extract, load and display business affiliations/relationships from BITS Bureau of Children and Adult Licensing System (BCAL).		X	
Interfaces	Optional Interfaces	Provider Management (Bridges and BITS)	55280	The system shall record the date the fingerprint or/and clearance type was submitted to BITS Bureau of Children and Adult Licensing System (BCAL).		X	
Interfaces	Optional Interfaces	Provider Management (Bridges and BITS)	55281	The system shall record the date the fingerprint or/and clearance type results were received from BITS Bureau of Children and Adult Licensing System (BCAL).	X		
Interfaces	Optional Interfaces	Provider Management	55282	The system must maintain and display a history of all BITS Bureau of Children and Adult Licensing System (BCAL) events		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	INTERFACE REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
		(Bridges and BITS)		associated to a provider.			
Interfaces	Optional Interfaces	Provider Management (Bridges and BITS)	55283	The system must translate BITS Bureau of Children and Adult Licensing System (BCAL) event codes in "Plain English".		X	
Interfaces	Optional Interfaces	Provider Management (Bridges and BITS)	55284	The system must require approval when any updates to BITS Bureau of Children and Adult Licensing System (BCAL) information is completed in SACWIS.		X	
Interfaces	Optional Interfaces	Provider Management (Bridges and BITS)	55285	The system must allow a user to generate an online referral to BITS Bureau of Children and Adult Licensing (BCAL) for all licensed provider intake types.	X		
Interfaces	Optional Interfaces	Provider Management (Bridges and BITS)	55287	The system shall generate a file of central registry perpetrators for Bureau of Children and Adult Licensing (BCAL).	X		
Interfaces	Optional Interfaces	Provider Management (Bridges and BITS)	55288	The system shall extract and display all events related to appeals from BITS Bureau of Children and Adult Licensing (BCAL).		X	
Interfaces	Optional Interfaces	Provider Management (Bridges and BITS)	55289	The system must allow for the recording of Bureau of Children and Adult Licensing (BCAL) decision regarding any licensing violations.		X	
Interfaces	Optional Interfaces	Provider Management (Bridges and BITS)	55290	The system must allow authorized users to generate a "Special Investigation Record" and transmit this online to Bureau of Children and Adult Licensing (BCAL).		X	
Interfaces	Optional Interfaces	Provider Management (Bridges and BITS)	55291	The system must generate an exception request notice to BITS Bureau of Children and Adult Licensing System (BCAL) when an increase to the licensing capacity is needed.	X		
Interfaces	Optional Interfaces	Provider Management (Bridges and BITS)	55292	The system must track the BITS Bureau of Children and Adult Licensing System (BCAL) response to an exception request when an increase to licensing capacity is accepted or denied.		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	INTERFACE REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Interfaces	Optional Interfaces	State Financial System (MAIN)	55293	The system interface shall submit data for accounts receivables changes to MAIN (e.g. write-offs, adjustments, etc).		X	
Interfaces	Optional Interfaces	State Financial System (MAIN)	55294	The system shall validate and reconcile accounting codes as used by MAIN.		X	
Interfaces	Optional Interfaces	State Financial System (MAIN)	55295	The system shall interface with MAIN Table profiles to share table codes for selection "online" screen drop downs.		X	
Interfaces	Optional Interfaces	State Financial System (MAIN)	55301	The system shall use accounting codes that align with MAIN codes without cross reference or interpretation.		X	
Interfaces	Optional Interfaces	State Financial System (MAIN)	55296	The system interface shall send detailed financial data to MAIN and will receive summary and detail exception report.		X	
Interfaces	Optional Interfaces	State Financial System (MAIN)	55297	The system interface shall receive financial transaction confirmation of acceptance or rejection.		X	
Interfaces	Optional Interfaces	State Financial System (MAIN)	55298	The system interface shall submit accounts receivable to MAIN.		X	
Interfaces	Optional Interfaces	State Financial System (MAIN)	55299	The system interface to MAIN shall provide reporting of retroactive changes to financials.		X	
Interfaces	Optional Interfaces	State Financial System (MAIN)	55302	The system interface shall support periodic reconciliation of SACWIS and MAIN data.		X	
Interfaces	Optional Interfaces	State Financial	55314	The system shall support reconciliation SACWIS receivables to MAIN accounts as required.		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	INTERFACE REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
		System (MAIN)					
Interfaces	Optional Interfaces	State Financial System (MAIN)	55315	The system interface shall receive payment status information from MAIN.		X	
Interfaces	Optional Interfaces	State Financial System (MAIN)	55303	The system interface shall submit adjustments to MAIN.		X	
Interfaces	Optional Interfaces	State Financial System (MAIN)	55304	The system interface shall support testing the acceptance of financial records to MAIN prior to submission, similar to a 'pre note' process.		X	
Interfaces	Optional Interfaces	State Financial System (MAIN)	55305	The system shall submit recoveries and receipts against receivables to MAIN.		X	
Interfaces	Optional Interfaces	State Financial System (MAIN)	55307	The system shall send payment transactions to MAIN to create payments for providers.		X	
Interfaces	Optional Interfaces	State Financial System (MAIN)	55308	The system shall receive confirmation of SACWIS payment requests, and updates on the processing status of those payments from MAIN.		X	
Interfaces	Optional Interfaces	State Financial System (MAIN)	55309	The system shall receive check and EFT numbers from MAIN.		X	
Interfaces	Optional Interfaces	State Financial System (MAIN)	55310	The system interface shall receive financial transactions from MAIN such as EFT addenda, rejected EFT, pre-notes, redeem checks.		X	
	Department of Treasury (Treasury)	Other Interfaces	55306	The system must create a batch file for delayed post checks to the Treasury.		0	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	INTERFACE REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Interfaces	Optional Interfaces	Other Interfaces	55243	The system must provide an automated mechanism to load children that are AWOL on the Child Locator Website.		X	
Interfaces	Optional Interfaces	Other Interfaces	55244	The system must be able to receive and load a batch file on insurance provider information from Department of Community Health (DCH).		X	
Interfaces	Optional Interfaces	Other Interfaces	55246	The system must interface and display the immunization record information received from the Department of Community Health.		X	
Interfaces	Optional Interfaces	Other Interfaces	55247	The system must provide a mechanism to receive and store all school information provided by the Department of Education.		X	
Interfaces	Optional Interfaces	Other Interfaces	55249	The system must provide a mechanism to receive and store all Daycare Centers/Head Start Programs provided by Bridges.		X	
Interfaces	Optional Interfaces	Other Interfaces	55250	The system must use Bridges to identify the citizenship verification information		X	
Interfaces	Optional Interfaces	Other Interfaces	55251	The system shall have a link to access Vital Statistics (DCH) for Birth Registry in order to perform a birth match with the file received from Department of Community Health (DCH) to identify if the newborn's parents had their parental rights terminated and if the newborn's parents had a preponderance of evidence of egregious acts.		X	
Interfaces	Optional Interfaces	Other Interfaces	55252	The system must include a Department of Community Health (DCH) batch file for the results of vital statistic death records match for children in care and generate ticklers to worker when a child is identified on the vital statistics death records match.		X	
Interfaces	Optional Interfaces	Other Interfaces	55257	The system shall automatically generate an unassigned complaint when a positive birth match occurs on a parent whose parental rights have been terminated.		X	
Interfaces	Optional Interfaces	Other Interfaces	55258	The system shall automatically create a notification to the central intake to review a case for a CPS investigation when a positive birth match is identified.		X	
Interfaces	Optional Interfaces	Other Interfaces	55259	The system must allow complaints generated due to an inaccurate positive birth match to be deleted per policy.		X	
Interfaces	Optional Interfaces	Other Interfaces	55260	The system shall allow a search by address in Bridges and bring up all individuals known to the system that have currently and historically used the address as a residential or mailing address.		X	
Interfaces	Optional Interfaces	Other Interfaces	55265	The system shall provide and interface to the DHS Contracts system to receive basic contract parameters and send payment data		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	INTERFACE REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS

TECHNICAL REQUIREMENTS

DOMAIN	FUNCTION	SUBJECT LINE	KEY	TECHNICAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Technical	Infrastructure	Performance and Scalability	55316	The system must be capable of supporting up to 10,000 users with 5,000 concurrent users logged on and performing normal daily business activities with the ability to increase supported users without modification to the software or degradation to the response time per State of Michigan Technical Requirements Guide.	X		
Technical	Infrastructure	Performance and Scalability	55318	The system will average two seconds or less end-user response time.		X	
Technical	Infrastructure	Performance and Scalability	55320	The system must be designed to be available 24 hours a day, 7 days a week, with the exception of approved maintenance outage time periods.	X		
Technical	Infrastructure	Performance and Scalability	55321	The system must process long running requests asynchronously so the user may continue with other tasks while such things as a long running report or database update run "in the background."		X	
Technical	Infrastructure	Performance and Scalability	55322	The system must provide the capability to cancel asynchronous tasks running in the background without user intervention and without affecting application performance.		X	
Technical	Infrastructure	Hardware	55324	The system hardware and software, including licensed software, from the vendor must adhere to State standards.	X		
Technical	Infrastructure	Software	55325	The vendor shall grant the State of Michigan ownership rights to software, software modifications, and associated documentation that is designed, developed, installed or enhanced for the Department of Children's Services using Federal and / or State of Michigan financial funding.	X		
Technical	Infrastructure	Software	55326	The system must support an integrated mail client with capabilities that include connecting to and using email functionality and calendar functions.		X	
Technical	Infrastructure	Software	55330	The system must use Data Quality XI (DQXI) to validate address information including support for an override to the DQXI address validation when a non-compliant address is detected to support verified non-compliant addresses for in-state, out of state, or out of country.		X	
Technical	Infrastructure	Software - Database	55332	The system must support the current supported or higher version of Oracle as the data repository.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	TECHNICAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Technical	Infrastructure	Software - Database	55333	The system must follow database tables, columns, and object naming convention that allows for a partially self-documenting data or data object model.	X		
Technical	Infrastructure	Software - Database	55336	The system must have a core data model that is normalized, making proper use of foreign keys.	X		
Technical	Infrastructure	Software - Database	55338	The system must only allow access to the database from the application through standard JDBC, ADO or ODBC drivers.	X		
Technical	Infrastructure	Software - Database	55339	The system must provide only one logical database for the online portion of the system. Physically, the online database could be supported with a cluster or parallel servers acting against one database.	X		
Technical	Infrastructure	Software - Database	55340	The system's stored procedures shall contain self-identifying information imbedded in the code for debugging and performance tuning purposes.	X		
Technical	Infrastructure	Software - Database	55342	The system will generate all real-time reports without affecting user response times.	X		
Technical	Infrastructure	Software - Database	55343	The system shall have centralized administrative and monitoring capabilities.	X		
Technical	Infrastructure	Software – Database	59538	The system must support timestamps for all records for auditability and to enable regular extracts of updated information for the data warehouse.	X		
Technical	Infrastructure	Production Control	55409	The system must allow the batch processing cycle to be monitored through automated scheduling tools.	X		
Technical	Infrastructure	Production Control	55410	The system must provide an automated production schedule report accessible on-line by authorized users.		X	
Technical	Infrastructure	Production Control	55411	The system must support procedures that can restart the batch processing from a given checkpoint without running the entire batch process from the beginning.		X	
Technical	Infrastructure	Production Control	55412	The system shall include tools for performance tuning.	X		
Technical	Infrastructure	Production Control	55414	The system must be securely accessible to authorized users from locations outside the office via the internet per Office Enterprise Security (OAS) Standards.	X		
Technical	Infrastructure	Production Control	55415	The system shall be compatible with existing State office automation systems.		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	TECHNICAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Technical	Infrastructure	Production Control	55417	The system must support Interactive Voice Response (IVR) interaction.		X	
Technical	Infrastructure	Production Control	55418	The system must support the use of separate applications and web servers for hosting web pages that are externally facing to the internet to provide a secure layer separating intranet only/internal web pages and web pages that are exposed through the DMZ, using mechanisms such as URL redirection.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	TECHNICAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Technical	User Interface/Desktop	Appearance	55419	The system shall have consistent graphical user interface that conforms to the current GUI accepted practices including use of common elements, such as titles, message lines, status lines or navigation bars and buttons in the case of web application and publishing screens, occupy the similar position on all screens in a system or site, and display information on each screen that uniquely identifies it, which includes at a minimum, the application name, screen title, and a unique identifying code which is traceable to the program(s) that handle the screen.	X		
Technical	User Interface/Desktop	Appearance	55422	The system must include a user interface that allows the user to enter in data on screens that are visually similar to the documents generated (aka WYSIWYG, What You See is What You Get).	X		
Technical	User Interface/Desktop	Appearance	55423	The system shall include case summary windows that provide an overview of case history.	X		
Technical	User Interface/Desktop	Appearance	55424	The system must conform to the Information Technology Accessibility Standards by labeling or otherwise indicating mandatory fields, conditionally mandatory fields, or read-only fields.	X		
Technical	User Interface/Desktop	Appearance	55430	The system shall display the due date and time remaining for tasks that have deadlines.	X		
Technical	User Interface/Desktop	Appearance	55431	The system must present standard icons that represent to the user the action intended. (e.g., an arrow pointing left may be used in addition to the word "Previous" to allow the user to display the previous page in a document or report by clicking on the arrow).		X	
Technical	User Interface/Desktop	Appearance	55432	The system must identify what icons and fields represent by displaying a descriptive word(s) under the icon and by displaying a descriptive word(s) in accordance to the approved standards when the mouse is rolled over the icon.		X	
Technical	User Interface/Desktop	Appearance	55433	The system must be able to support dynamic screen resolutions sizing.		X	
Technical	User Interface/Desktop	Appearance	55434	The system search capability shall have the same look and feel for all searches.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	TECHNICAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Technical	User Interface/Desktop	Error Handling/Validation	55435	The system shall inform users of relevant errors or exceptions in "plain" English with a clear description of the message when system processing anomalies occur.		X	
Technical	User Interface/Desktop	Error Handling/Validation	55436	The system must include the ability to provide information to the State of Michigan's system monitoring tools so failures in hardware, software, and application components can be detected and sent out as alerts (e.g. transmit logging data to provide sufficient logging data to identify system issues and to allow remote testing tools to run scenarios in the application to detect performance or functional issues, etc).		X	
Technical	User Interface/Desktop	Error Handling/Validation	55439	The system must record all error messages in the error log including, at a minimum, the module in which the error occurred, a descriptive reason for the error, an image of the data associated with the error, and unique identification for submission errors (e.g. data that is incomplete or inconsistent with data field requirements).		X	
Technical	User Interface/Desktop	Error Handling/Validation	55441	The system shall provide a means to allow for ease of maintenance of error messages by authorized technical staff.		X	
Technical	User Interface/Desktop	Error Handling/Validation	55444	The system shall provide an editing and validation function to support the correction of any data entry errors including directing the user to the location where data entry error(s) occur.		X	
Technical	User Interface/Desktop	Error Handling/Validation	55446	The system shall prompt the user when the user attempts to close a window that has unsaved changes.		X	
Technical	User Interface/Desktop	Navigation	55464	The system must present data entry fields as standard codes and descriptions in accordance with the accessibility standards.	X		
Technical	User Interface/Desktop	Navigation	55465	The system must provide screen layout and screen flow that matches DHS workflow.		X	
Technical	User Interface/Desktop	Navigation	55466	The system must provide flexibility in the workflow to allow the user to access other areas of the system outside of the workflow without loss of data.	X		
Technical	User Interface/Desktop	Navigation	55467	The system must support configurable and modifiable workflow of screens without changing program code.		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	TECHNICAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Technical	User Interface/Desktop	Navigation	55469	The system shall employ a graphical user interface (GUI) that allows users to move freely throughout the system using pull-down menus, point and click navigation, and hot links for easy navigation between pre-determined screens.	X		
Technical	User Interface/Desktop	Navigation	55470	The system must make major functionality accessible within two clicks from the menu navigational or link.		X	
Technical	User Interface/Desktop	Navigation	55471	The system must use industry standard browser functions such as the back and forward buttons.		X	
Technical	User Interface/Desktop	Navigation	55472	The system must allow the user to open up multiple read/write windows for the same session.		X	
Technical	User Interface/Desktop	Navigation	55473	The system must present long lists of records including, at a minimum, search results and lists of tasks in smaller groups with next / back functionality to minimize scrolling and page size.	X		
Technical	User Interface/Desktop	Navigation	55474	The system shall provide the user an easily viewed navigation structure that allows them to know where they are at all times including access to the home page and logout from anywhere within the system.	X		
Technical	User Interface/Desktop	Navigation	55476	The system shall provide sort by column functionality for all tabular or grid displays.		X	
Technical	User Interface/Desktop	Navigation	55477	The system must require internet pages to link to Intranet sites with an appropriate warning or disclaimer to the public that they are about to enter a secured area and may not have access.		X	
Technical	User Interface/Desktop	Navigation	55479	The system shall provide edit checks which inform the user of required data using a mechanism that does not impede the business process flow because information is missing.	X		
Technical	User Interface/Desktop	Navigation	55480	The system must allow an authorized user to copy / cut and paste text from standard Windows applications into system narratives and vice versa.	X		
Technical	User Interface/Desktop	Navigation	55481	The system must allow for screens that update data a means to exit without updating.	X		
Technical	User Interface/Desktop	Navigation	55482	The system shall clearly indicate the available exit method(s) on each screen to the user in a standard format.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	TECHNICAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Technical	User Interface/Desktop	UI Tools	55493	The system shall provide the ability to perform full word processing activities in any free form text field including, at a minimum, spell / grammar checking and suggestions, bold / italicized font, underlining, copy / cut and paste.		X	
Technical	User Interface/Desktop	UI Tools	55498	The system shall include a tool for creating and updating staff profiles.		X	
Technical	User Interface/Desktop	UI Tools	55501	The system shall be based on a non-proprietary rules engine, incorporating table-driven, on-line customizable business rules that can be easily configured by business specialists without needing technical intervention, and that can be easily adapted to accommodate changing business needs such as changes in response to legislative or administrative mandates.		X	
Technical	User Interface/Desktop	UI Tools	55503	The system shall maintain rules information resident in the database repositories in "Plain English" that include codes, policy, edits, audits, and other criteria that will control and enforce required operational processing.		X	
Technical	User Interface/Desktop	UI Tools	55504	The system must be fully compatible with the latest version of all major internet browsers including, but not limited to, Microsoft Internet Explorer, Mozilla Firefox, and Apple Safari.		X	
Technical	User Interface/Desktop	UI Tools	59521	The system shall provide view access to business rules and print capability to authorized users through use of GUI views.		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	TECHNICAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Technical	Security	Access Control	55552	The system must conform to the following State and federal regulations and publications related to system security requirements and password usage including the "45 CFR Part 95.621(f) ADP System Security Requirements and Review Process", "FIPS PUB 112 Password Usage", and "Procedure 1410.17, Michigan State Government Network Security Policy".		X	
Technical	Security	Access Control	55553	The system must establish a limit of unsuccessful access attempts after which a user will be locked out.	X		
Technical	Security	Access Control	55556	The system must automatically log a user off after a configurable amount of inactivity.	X		
Technical	Security	Access Control	55573	The system must allow some roles to have limited update and view access to cases without an assignment to the case.	X		
Technical	Security	Access Control	55575	The system must provide screen level security for all data and to define and maintain the level of authorization / security for specific functions by individual user including module level security for grouping of screens / pages.	X		
Technical	Security	Access Control	55577	The system must provide field level security including links that route to interfaces.	X		
Technical	Security	Access Control	55579	The system must support roles for grouping of privileges/modules.	X		
Technical	Security	Access Control	55581	The system shall allow users to have multiple roles that determine access to system objects and fields.	X		
Technical	Security	Access Control	55583	The system shall provide users access to imaged documents using the same security profiles within SACWIS.	X		
Technical	Security	Access Control	55586	The system must allow for recording future begin dates for user roles and access.	X		
Technical	Security	Access Control	55594	The system must provide a history of security profile assignments for a User.		X	
Technical	Security	Access Control	55595	The system must not allow duplicate User IDs.	X		
Technical	Security	Access Control	55596	The system shall support a configurable logon banner for the purpose of displaying acceptable use policies.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	TECHNICAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Technical	Security	Access Control	55598	The system must prevent concurrent logins for the same User ID.	X		
Technical	Security	Access Control	55601	The system must allow for global level security administrator access.	X		
Technical	Security	Access Control	59522	The system must log and report to the State all unauthorized attempts to access the system.	X		
Technical	Security	Access Control	59523	The system must disconnect any user for whom a limit has been reached.	X		
Technical	Security	Access Control	59524	The system must automatically log-off a user if a key is not depressed within the time established by State.		X	
Technical	Security	Access Control	59525	The system must automatically disable a User ID if the user has not logged on to the system for a predetermined period of time established by State.		X	
Technical	Security	Host Security	55605	The system must allow for the categorization of access into different security levels that will be defined by the State to include, at a minimum, users, groups, roles, and office location.	X		
Technical	Security	Host Security	55606	The system must restrict access and the ability to modify or override system edits and audits, or alter system functionality, to staff authorized to implement such changes.	X		
Technical	Security	Host Security	55607	The system must provide for adequate on-line security checks, including security by individual, State defined role, location, files, and fields before allowing access to any files including data, software, resources, code or any other files resident with or accessed by the State.	X		
Technical	Security	Host Security	55611	The system shall have authenticated interfaces.		X	
Technical	Security	Host Security	55612	The system shall utilize centrally managed digital certificates by DIT to encrypt transmitted data.		X	
Technical	Security	Host Security	55613	The system shall utilize a proven data encryption method which follows state standards.		X	
Technical	Security	Host Security	59526	The system must restrict applications and/or functions within application to specific workstations, workstation ports, or application servers.		X	
Technical	Security	Logging and Audit	55615	The system must be a member of the central logging system to provide the ability to send Application Server Security Logs to Enterprise Security Information Event		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	TECHNICAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
				Management (ESIEM) system.			
Technical	Security	Logging and Audit	55617	The system must log all password changes and resets, privilege changes, failed login attempts, successful logins and logoffs, application startup and shutdown, and user session duration in the Enterprise Security Information Event Management (ESIEM) system and system security log specifying at a minimum the machine ID, user ID, date and time.		X	
Technical	Security	Logging and Audit	55619	The system must create an audit trail of the interface process that will include enough detail to support complete reconciliation with the level of detail to be determined by the State.		X	
Technical	Security	Logging and Audit	55628	The system must include a full audit trail for modified/created/deleted data specifying at a minimum the transaction performed, the original value (except passwords) that was changed, date, time, workstation ID and User ID.		X	
Technical	Security	Logging and Audit	55629	The system must capture the creation, modification and deletion of objects including at a minimum files, directories and user accounts in a full audit trail log.		X	
Technical	Security	Logging and Audit	55632	The system must capture the enabling or disabling of audit report generation services in a full audit trail log.		X	
Technical	Security	Logging and Audit	55635	The system must provide the ability for authorized personnel to access all system security logs.		X	
Technical	Security	Logging and Audit	55636	The system must produce security maintenance reports for routine maintenance and support by security administrators as specified by the State (e.g. security administration reports include Alpha by county listing for users for roles (Monthly), Role changes (Weekly), Transactions including password resets (Daily).).		X	
Technical	Security	Logging and Audit	59527	The system must have controls and audits for detecting and reporting changes of the database, any connect operations, including intruder detection, attempts to access nonexistent objects, and any activities requiring DBA (Database Administrator) privileges.		X	
Technical	Security	Logging and Audit	59528	The system must have database auditing capabilities for both system-wide activities and specific actions including, at a minimum, an automated query feature for querying audit		X	

Domain	Function	Subject Line	Key	Technical Requirements	Currently met by the solution presented	Will be met with the solution presented	Will be met with COTS
				trails and logs and the capability to protect the audit trail.			
Technical	Security	Information Labeling and Handling	55637	The system must meet HIPAA security standards.	X		
Technical	Security	Information Labeling and Handling	55638	The system shall include data element definitions to indicate the security classification level of the data.	X		

Domain	Function	Subject Line	Key	Technical Requirements	Currently met by the solution presented	Will be met with the solution presented	Will be met with COTS
Technical	System Architecture	General	55447	The system must be at a minimum 3-tier architecture that includes presentation tier, business logic tier and persistence tier.	X		
Technical	System Architecture	General	55448	The system must support flexibility by separating a software application into tiers or layers that are architecturally independent of other layers.	X		
Technical	System Architecture	General	55449	The system must support scalability that allows additional application hardware to be used to address increases in system loads without modifying program code.	X		
Technical	System Architecture	General	55450	The system must use object oriented development principals.	X		
Technical	System Architecture	General	55451	The system must be designed to be accessed by State users on existing workstations over the existing WAN leveraging existing infrastructure employing techniques such that the SACWIS runs as efficiently and reliably across the States WAN as it does on the external Internet.	X		
Technical	System Architecture	General	55452	The system must provide a batch window that does not interfere with normal business hours.	X		
Technical	System Architecture	General	55453	The system must support a hardware based load balancing scheme such as content switches capable of maintaining		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	TECHNICAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
				session affinity.			
Technical	System Architecture	General	55454	The system must include administration tools for manageability and maintainability for modifying configuration files.		X	
Technical	System Architecture	General	55455	The system shall be designed as a web-based solution such that all information in the SACWIS shall be updated online and in real-time using a common graphical user interface (GUI), making the value of every data element current and immediately available for inquiry and reporting purposes.	X		
Technical	System Architecture	General	55456	The system shall be capable of providing alternate mouse click functionality (e.g. drop down menu as appropriate).		X	
Technical	System Architecture	General	55457	The system shall provide a screen refresh function.		X	
Technical	System Architecture	General	55458	The system shall provide an indicator when the system is processing.		X	
Technical	System Architecture	General	55459	The system must be deployable on at least two distinct application servers.	X		
Technical	System Architecture	General	55461	The system shall be designed as a components-based modular architecture maximized to use Commercial off-the-shelf (COTS) software that does not require any client-side software to be installed on the DHS workstation or laptop such as rules engine, document management and workflow software, letter generation tool, and security software.	X		
Technical	System Architecture	General	55462	The system must validate inputs from web applications being certain to filter input for scripting language commands or HTML tags that might be maliciously inserted into input fields.		X	
Technical	System Architecture	General	59529	The system shall maximize use of the Internet / Intranet as an operational tool to perform functions such as case management, provider management, eligibility verification, and fiscal management, and use the Internet to enhance receipt and distribution of information to State staff, clients, and the provider community.	X		
Technical	System Architecture	General	59530	The system must be designed to be accessed by State users on existing workstations over the existing WAN leveraging existing data processing equipment and infrastructure employing techniques such that the SACWIS runs as efficiently and reliably across the States WAN as it does on	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	TECHNICAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
				the external Internet.			
Technical	System Architecture	General	59531	The system must have adequate safeguards and features that are required to ensure that the service delivery function can continue in cases of equipment failures, system unavailability, a failure or disaster.	X		
Technical	System Architecture	Database Design	55533	The system must maintain entity, referential and domain integrity.	X		
Technical	System Architecture	Database Design	55534	The system must be based on a relational database.	X		
Technical	System Architecture	Database Design	55544	The system must be designed with database architecture per State standards which includes logical data models, physical data models, indices, entity descriptions that are clear and concise, attribute names that are based on business terminology, integral web support, and easily modifiable and expanded.	X		
Technical	System Architecture	Database Design	55545	The system must contain a Logical Database Design (LDD) that is based on IEEE 12207-2008 System and Software Engineering-Software Life Cycle Processes to include at minimum a fully described data dictionary, Entity Relationship Diagram(s), and transaction entry point analysis to support the business data requirements.	X		
Technical	System Architecture	Standards	55483	The system shall conform to the Rehabilitation Act Electronic and Information Technology Accessibility Standards (Section 508) and Americans With disabilities Act (ADA).	X		
Technical	System Architecture	Standards	55484	The system shall have a user interface that conforms to W3C recommendations and standards which shall be validated through the W3C Markup Validation Service (http://validator.w3.org/).	X		
Technical	System Architecture	Standards	55485	The system must make use of HTML templates and/or Cascading Style Sheets (CSS) or XSLT to facilitate a common look and feel that can be easily modified.	X		
Technical	System Architecture	Standards	55486	The system must be compatible with the State Server Platform Technology Standards.	X		
Technical	System Architecture	Standards	55487	The system must incorporate the core elements for a common, consistent presentation layer defined by the State Look and Feel Standard for Web Applications.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	TECHNICAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Technical	System Architecture	Standards	55488	The system must conform to the State defined Enterprise Software Standards including, at a minimum, placing comments on source code, naming standards for physical objects, and naming standards for column names.		X	
Technical	System Architecture	Data Warehouse	55547	The system must have the data readily available for extraction without impacting system performance data to the Enterprise Data Warehouse at intervals defined by the State.	X		
Technical	System Architecture	Data Warehouse	55548	The system must allow authorized user to have direct access to the Enterprise Data Warehouse through the application.		X	
Technical	System Architecture	Data Warehouse	55549	The system shall provide the ability to create, generate and maintain a history of reports from both from the operational database (SACWIS) and the Enterprise Data Warehouse without impacting system performance.		X	
Technical	System Architecture	Data Warehouse	55550	The system must allow the use of the current Enterprise Data Warehouse reporting tools when accessing the data warehouse from SACWIS.		X	

Appendix D: Additional Features for the Michigan SACWIS

The State of Michigan has separated the following "Additional Features" to determine if these requirements will be included in the scope of work for the Michigan SACWIS DDI project. These requirements were deemed as "nice to have" during the planning phase of this project. The State reserves the right to include or exclude any "Additional Feature" requirements. Pricing for the additional features is not included in the base Contract. The features may be added to the Contract through the Change Control Process. The pricing identified in Appendix F, for the additional features is valid for 60 days following Contract execution date.

The Contractor will deliver the Michigan SACWIS solution by making selected optional requirements fully functional in one of three categories as indicated: "

1. "**Currently met by the solution presented**" – the Contractor's baseline solution already fully meets the requirement's functionality without modification. If during Joint Application Design (JAD) sessions, the State finds that the current baseline solution does not meet the mandatory fully functional requirements as indicated, no additional cost will be incurred by the State.

2. "**Will be met with the solution presented**" - the Contractor will modify their baseline solution to meet the requirements full functionality.

3. "**Will be met with COTS**" - the Contractor will use a Commercial off the Shelf (COTS) product to meet the requirements fully functionality. The Contractor has identified all required Commercial off the Shelf (COTS) products within Appendix F.

The Contractor will deliver and the State will accept each requirement selected by the State in Appendix D as being met so long as the demonstrated as-is functionality of the proposed solution meets the requirement as written, and does not violate federal law, state law or published state policy effective as of October 1, 2010. In the event that the State requires modifications to Appendix D requirements, or the demonstrated as-is functionality of the proposed solution (not attributable to failure to meet the requirements as written, violation of federal law, state law, or published State policy effective as of October 1, 2010), the requested modification(s) will be reviewed through Change Control processes.

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Person Management	General	58233	The system shall support a person summary view that provides a thumbnail of critical person data.	X		
Person Management	Death Certificate	58257	The system shall allow a Certification of Death to be recorded.	X		
Person Management	Demographics	58267	The system shall allow the user to enter in email addresses for any person.	X		
Person Management	Demographics	58268	The system shall allow the user to enter in fax numbers for any persons.	X		
Person Management	Background	58312	The system must allow a user to document on a person any Personal Protection Orders (PPO).		X	
Person Management	Search	58303	The system must have the ability to stop the processing of a query search at any point in the process.		X	
Person Management	Search	58874	The system shall have the ability to perform and temporarily store prior history searches in the "background" while the user continues to interact with the system.		X	
Person Management	Split Person	58308	The system shall be able to split a person record to create two active persons.		X	
Person Management	Split Person	58309	The system shall allow the user to select which data to associate to the two active persons when performing a person split.		X	

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Person Management	Education	58316	The system must allow the user to track the receipt of a report card.	X		
Person Management	Education	58317	The system must allow the user to track the grades received on the report card.	X		
Person Management	Education	58330	The system must associate medical/mental diagnosis with	X		

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
			special education needs.			
Person Management	Education	58333	The system must track education credits a child achieved for 9th through 12th grade.	X		
Person Management	Education	58334	The system must track education college credits a child achieved.	X		
Person Management	Education	58335	The system must track vocational or other trades school credits completed.	X		
Person Management	Education	58359	The system must allow a user to prefill, preview and print a Youth's Educational Record	X		

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Person Management	Mental Health – Medical & Dental	58363	The system must contain medical and mental health screening tools to be completed by workers.		X	
Person Management	Mental Health – Medical & Dental	58365	The system shall maintain medical, dental and mental health history records including who made the diagnosis.	X		
Person Management	Mental Health – Medical & Dental	58367	The system will provide for the association of diagnosed and determined IQ levels and DD assessment factors.		X	
Person Management	Mental Health – Medical & Dental	58368	The system must provide the capability to enter in CAFAS score (Child Adolescent, Functional Assessment Scale).		X	
Person Management	Mental Health – Medical & Dental	58370	The system must track child developmental milestones.	X		
Person Management	Mental Health – Medical & Dental	58388	The system must provide a mechanism to record the reason Early Periodic Screening, Diagnosis, and Treatment (EPSDT) was not used.	X		
Person Management	Mental Health – Medical & Dental	58394	The system must generate a prompt asking the user if it was necessary to obtain additional labs or medical testing when a new psychotropic medication is entered.		X	
Person Management	Mental Health – Medical & Dental	58407	The system must be able to translate codes for insurance providers into "plain English"		X	

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Person Management	Staff Management	54241	The system shall record and display education and training completed and dates of completion by staff as required.		X	
Person Management	Staff Management	54242	The system shall edit role assignment based on education, training and skills.	X		
Person Management	Staff Management	54243	The system shall track education exceptions to allow staff to be assigned to roles for which they are not qualified based on education, training and skills.		X	
Person Management	Staff Management	54244	The system shall support searching for staff and assignment based on multiple criteria (e.g. staff name, staff ID, job title, assigned unit, supervisor, organization roles, skills and training or education, etc).	X		

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
System Functionality	Forms, Reports and Document Management	55362	The system shall include a forms tool that allows an authorized user to define forms and link existing database fields to fields on the forms.		X	
System Functionality	Forms, Reports and Document Management	55367	The system must provide a mechanism to distribute selected reports electronically to appropriate users.		X	
System Functionality	Forms, Reports and Document Management	55368	The system must provide a user interface for configuring automatic report distribution.		X	
System Functionality	Forms, Reports and Document Management	55371	The system shall provide the capability for a user to make corrections in templates and have this information update the database.		X	
System Functionality	Forms, Reports and Document Management	55393	The system shall print scanned images without re-formatting.	X		

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
System Functionality	Optical Character Recognition (OCR)	55394	The system shall support Optical Character Recognition (OCR).			X
System Functionality	Optical Character Recognition (OCR)	55395	The system shall follow Optical Character Recognition (OCR) industry standards for verification, error handling and data re-entry.			X
System Functionality	Optical Character Recognition (OCR)	55399	The system shall have the ability to enter Optical Character Recognition (OCR) derived data in the appropriate fields.			X
System Functionality	Optical Character Recognition (OCR)	55400	The system shall support detection of questionable fields in the Optical Character Recognition (OCR) records.			X
System Functionality	Optical Character Recognition (OCR)	55401	The system shall reject Optical Character Recognition (OCR) derived data for manual entry based on error rates.			X
System Functionality	Optical Character Recognition (OCR)	55402	The system shall pend Optical Character Recognition (OCR) derived data for review based on error rates.		X	X
System Functionality	Optical Character Recognition (OCR)	55403	The system shall have an Optical Character Recognition (OCR) quality verification process to ensure that data is entered correctly.		X	X
System Functionality	Optical Character Recognition (OCR)	55404	The system shall support imaging and Optical Character Recognition (OCR) for paper claims received from providers.		X	X
System Functionality	Optical Character Recognition (OCR)	55405	The system shall ensure that claims that include questionable fields in the Optical Character Recognition (OCR) validation shall be automatically routed for verification and correction.		X	X
System Functionality	Optical Character Recognition	55406	The system shall ensure that claims that include questionable fields in the Optical Character		X	X

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
	(OCR)		Recognition (OCR) validation above a user defined threshold shall be automatically routed for manual entry.			
System Functionality	Optical Character Recognition (OCR)	55407	The system shall accept scanned images or scanned images that have been converted to valid data by Optical Character Recognition (OCR) as attachments received with a claim and associate them to the correct claim record in the system.		X	X
System Functionality	Optical Character Recognition (OCR)	55408	The system shall accept scanned images or scanned images that have been converted to valid data by Optical Character Recognition (OCR) related to accounts receivable and attaching the image to the correct receivable record.		X	

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
System Functionality	Electronic Signatures	58163	The system must allow for one or more electronic signatures for all documents/templates or reports that require signatures.		X	
System Functionality	Electronic Signatures	58165	The system's electronic signature must use a legally accepted solution that can be verifiable by anyone, anywhere, anytime, without the need for any proprietary software.		X	
System Functionality	Electronic Signatures	58166	The system must use enhanced security to protect electronic signatures.		X	
System Functionality	Electronic Signatures	58167	The system must document the date and time stamp for each electronic signature that is added to a document/template or report.		X	
System Functionality	Electronic Signatures	58168	The system must document the date and time stamp of when the electronic signature was added to the system.		X	

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Administrative Review	58975	The system must support CPS Administrative Review Process results.		X	
Case Management	Administrative Review	58976	The system shall provide a mechanism to record the date a request from a perpetrator disputing the findings was received.		X	
Case Management	Administrative Review	58978	The system must record the date the perpetrator requested an Administrative Hearing.		X	
Case Management	Administrative Review	58980	The system must track the date the request is sent for Administrative Hearing.		X	
Case Management	Administrative Review	58981	The system must track the Administrative Hearing date.		X	
Case Management	Administrative Review	58982	The system must track the decision date of the Administrative Hearing.		X	
Case Management	Administrative Review	58983	The system must track the date the Administrative Hearing decision was received in the local office.		X	

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Case Management and Assignment	56898	The system shall provide users a case summary with demographic and status information about the record.	X		
Case Management	Case Management and Assignment	56937	The system shall support the State defined means to track and report specified caseload capacity for Children's Services Worker caseloads.		X	
Case Management	Case Management and Assignment	56938	The system shall assign case weights ratios to worker caseloads to identify staff availability for new assignment(s).		X	
Case Management	Case Management and Assignment	56939	The system shall provide a method of weighting cases based upon case type, complexity, and number of clients, etc., to be used as a factor in determining case assignment.		X	
Case Management	Case Management and Assignment	56940	The system shall allow case weights to be configurable.		X	
Case Management	Case Management and Assignment	56941	The system shall identify those individuals that are over the caseload weighting standards.		X	
Case Management	Case Management and Assignment	56953	The system shall have the ability to use auto-case assignment when assigning cases based on caseload weights/standards/ratios.		X	
Case Management	Case Management and Assignment	56954	The system shall allow the authorized user to override the auto-case assignment when assigning cases.		X	
Case Management	Case Management and Assignment	57101	The system shall allow ticklers, alerts, notifications for case management to be searchable using criteria such as but not limited to upcoming, due, delinquent.		X	

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Permanency Planning Conference PCC	58086	The system must provide search results that include a thumbnail display of the Permanency Planning Conference details.		X	
Case Management	Permanency Planning Conference PCC	58098	The system must support a Permanency Planning Conference decision making structured tool to identify and support the PPC decision making process.		X	

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Case Plan and Assessments	58553	The system shall provide the capability to email case plan(s) along with the court report(s).		X	
Case Management	Case Plan and Assessments	58567	The system must provide the ability for the residential care provider to record a Foster Care Structured Decision Making Residential Initial Service Agreement when a child is placed in a residential care setting.		X	
Case Management	Case Plan and Assessments	58568	The system must provide the ability to pre-fill the Foster Care Structured Decision Making Residential Initial Service Agreement in the DHS case plan to prevent duplicate entry.		X	

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Court - Legal	56744	The system shall allow for the user to associate more than one court to each legal proceeding.		X	
Case Management	Court - Legal	56747	The system shall maintain a statewide listing of court officials.	X		
Case Management	Court - Legal	56748	The system shall allow the user to search the statewide listing of court officials.	X		
Case Management	Court - Legal	56749	The system shall record and track demographic information related to the court officials (e.g. name, telephone number, law firm affiliation, address, their court role assignment, etc).	X		
Case Management	Court - Legal	56751	The system shall filter and display those court officials to the user based on county.	X		
Case Management	Court - Legal	56752	The system shall allow the user to select a court official from the statewide listing and add to the local listing.	X		
Case Management	Court - Legal	56696	The system shall synchronize calendar and scheduling data to the state email system.		X	
Case Management	Court - Legal	56763	The system shall provide a means for the user to document when the parent has revoked their voluntary release of their legal rights to a child.	X		
Case Management	Court - Legal	56764	The system shall provide a means for recording information related to an individual's voluntary release of their parental rights to a child.	X		
Case Management	Court - Legal	56766	The system shall allow a voluntary release to be recorded for individuals who have an active designated relationship to the child.	X		
Case Management	Court - Legal	56767	The system shall provide a means for recording narrative information related to an individual's voluntary release of their legal rights to a child.	X		
Case Management	Court - Legal	56768	The system shall maintain a history for each voluntary release that is recorded for an individual.	X		
Case Management	Court - Legal	56770	The system shall provide a means for an authorized user to document information related to the termination of birth or legal parental rights.	X		
Case	Court - Legal	56761	The system shall support the process of the		X	

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Management			administrative hearing by allowing a caseworker to refer a case for an administrative hearing.			
Case Management	Court - Legal	56762	The system shall allow the user to place some work on hold while administrative hearings are pending.		X	
Case Management	Court - Legal	56892	The system shall generate an alert to the user if a petition at an initial disposition hearing is to include in a request for termination of parental rights termination of parental rights (TPR).	X		
Case Management	Court - Legal	56932	The system shall generate alerts, ticklers and notifications to be generated for administrative hearings.	X		
Case Management	Court - Legal	56875	The system shall allow the user to choose select predefined wording, by county, for court document recommendations.		X	
Case Management	Court - Legal	56876	The system shall allow authorized users the ability to add, change, or delete items on the predefined language selection list within the court report.		X	

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Case Notes	59238	The system shall allow the workers to select or filter case notes/narratives.	X		
Case Management	Case Notes	59240	The system shall allow the user to attach selected notes to an email.		X	

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Search for Services and Placements	57763	The system shall support searching by multiple values for a given field, using 'or' and 'and' operators for alternative values. (e.g., searching for a foster home in school catchments area X 'or' school catchments area Y or school catchments area Z.)		X	
Case Management	Search for Services and Placements	57773	The system must allow a user to enter in potential placement dates as search criteria to identify homes with vacancies in the future.	X		

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Service Authorization	57791	The system shall calculate the total cost to be incurred by the authorization, when applicable.	X		
Case Management	Service Authorization	57792	The system must update the total cost incurred when the service authorization is closed.	X		

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Adoption	57296	The system shall require the user to document Michigan Children's Institute (MCI) Superintendent consultation when the potential adoptive parent is the caregiver for the child but is not being recommended for adoption.		X	
Case Management	Adoption	57310	The system shall have the capability to send an automated referral to Michigan Adoption Resource Exchange (MARE) when the child's date of commitment is entered.		X	
Case Management	Adoption	57311	The system shall have the capability to send a referral to Michigan Adoption Resource Exchange (MARE) when a child is a IV-E permanent court ward needing an adoptive placement.		X	
Case Management	Adoption	57366	The system shall require the authorized central office user to approve all requests for "hold" extensions on children registered with the Michigan Adoption Resource Exchange (MARE).		X	

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	ICWA	59192	The system shall provide a table listing all American Indian tribes and contact information.		X	
Case Management	ICWA	59193	The system will provide the ability to search the American Indian tribal table which will include regional Bureau of Indian Affairs contact information.		X	

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	ICPC	57637	The system shall automatically route the interstate request to the authorized user based on whether or not the request is Interstate Compact on Placement of Children (ICPC), Interstate Compact for Juveniles (ICJ), or Interstate Compact on Adoption and Medical Assistance (ICAMA).	X		
Case Management	ICPC	57622	The system shall maintain a contact directory of interstate contacts in all states.		X	
Case Management	ICPC	57623	The system shall allow the authorized user to record the contact information of Interstate Compact Administrators and Offices.	X		
Case Management	ICPC	57624	The system shall support the selection of contacts from the directory of interstate contacts and link them to an interstate record.	X		
Case Management	ICPC	57625	The system shall record and track the names of countries that participate in interstate activities.	X		
Case Management	ICPC	57626	The system shall prefill all required interstate templates and notification forms with the compact administrator office information contained in the directory.	X		
Case Management	ICPC	57627	The system shall allow the authorized user to override any prefilled contact information.		X	

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Provider Management	Applications	57957	The system shall allow user to use optical recognition software to scan paper applications and home studies into the system.	X		
Provider Management	Applications	57958	The system shall allow potential foster/adopt home inquiries over the web.	X		
Provider Management	Applications	57959	The system shall allow users to review potential foster /adopt home inquiries and applications entered online and disposition them for assignment.	X		
Provider Management	Applications	57960	The system shall allow a user to complete an application online when provided the right pass code after attending orientation.		X	
Provider Management	Applications	57961	The system must track pass codes to enter in electronic application.	X		

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Provider Management	Licensing Violations/ Special Investigations	58199	The system must track special evaluations/investigations, licensing violations, and corrective action plan(s).		X	
Provider Management	Licensing Violations/ Special Investigations	58203	The system must allow the authorized user to document who received a copy of the "Special Investigation Record" template.		X	
Provider Management	Licensing Violations/ Special Investigations	58200	The system must provide the capability to link a licensing violation to a corrective action plan.		X	
Provider Management	Licensing Violations/ Special Investigations	58204	The system must allow a user to identify in the special investigation record any statute and/or rule violations allegations.		X	
Provider Management	Licensing Violations/ Special Investigations	58201	The system must track the outcomes of any allegations (rule violations) associated to a provider's license.		X	
Provider Management	Licensing Violations/ Special Investigations	58202	The system must allow a user to track the findings and recommendations for any licensing violations identified.		X	

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Provider Management	Appeals Process	58220	The system shall track the appeals made to a license status change.		X	
Provider Management	Appeals Process	58221	The system shall track the date the license status appeal was made.		X	
Provider Management	Appeals Process	58222	The system shall track the date the license appeal was reviewed.		X	
Provider Management	Appeals Process	58223	The system shall track the outcome of the license appeal.		X	

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Provider Management	Corrective Action	54192	The system must provide the capability to link a contract violation to a corrective action plan.	X		
Provider Management	Corrective Action	54193	The system shall protect access to corrective action data to users from the agency to which it applies and DHS staff with appropriate access security.	X		
Provider Management	Corrective Action	54194	The system must allow a user to track the findings and recommendations for any contract violations identified.	X		
Provider Management	Corrective Action	54195	The system shall track the status and progress of each element of the corrective action plan.	X		
Provider Management	Corrective Action	54196	The system must allow for the recording of management decision regarding any contract violations.	X		
Provider Management	Corrective Action	54197	The system must allow for more than one open corrective action plans on a provider's contract.	X		
Provider Management	Corrective Action	54200	The system must provide a mechanism to associate the provider's contract to the corrective action plan.	X		
Provider Management	Corrective Action	54201	The system must allow all existing placement and service authorizations to inherit assignment to amendments and replacements of the originally assigned contract.	X		

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Fiscal	Service Definitions	54390	The system shall support specification of age limits for each service type	X		
Fiscal	Service Definitions	54391	The system shall support specification of DHS policy requirements for each service type.	X		

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Fiscal	Vouchers and Purchase Orders	54517	The system shall support designation of a Budget account for vouchers and purchase orders (e.g. Family/Safe Child funding, Youth in Transition funding, etc).	X		
Fiscal	Vouchers and Purchase Orders	54518	The system shall access or maintain balances of budget sources available for vouchers and purchase orders.	X		
Fiscal	Vouchers and Purchase Orders	54519	The system shall not permit issuance of vouchers or purchase orders against accounts with insufficient fund balances.	X		
Fiscal	Vouchers and Purchase Orders	54520	The system shall update obligations against available funds when a final voucher or purchase order is returned with a lesser billing amount than the original document allowed.	X		
Fiscal	Vouchers and Purchase Orders	54521	The system shall update obligations against available funds when a voucher or purchase order is issued against those funds.	X		

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Fiscal	Portal and Phone	54403	The system shall support on-line access to invoices for update through a Web portal.	X		
Fiscal	Portal and Phone	54404	The system shall provide security so the access of providers or their designated representatives to invoices on the Web portal shall be limited to their own invoices or invoices of providers for whom they have billing authority.	X		
Fiscal	Portal and Phone	54406	The system shall provide authorized "Online" functionality for Service Provider Invoice data entry.	X		
Fiscal	Portal and Phone	54412	The system must generate and receive invoices electronically.	X		
Fiscal	Portal and Phone	54415	The system shall support completion of invoices through phone response from providers.	X		
Fiscal	Portal and Phone	54425	The system shall support electronic claims receipt through a Web portal.	X		

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Fiscal	Edit and Audit Claims	54437	The system shall provide a workflow management system for claim processing which must automatically route claims to logical locations based on DHS process rules.		X	
Fiscal	Edit and Audit Claims	54438	The workflow management system must provide access to claim locations based on user roles and security.	X		
Fiscal	Edit and Audit Claims	54439	The system will allow users to configure workflow management based on table driven parameters without system coding.		X	

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Fiscal	Accounting	54481	The system shall support distribution of remittance advice in electronic and paper formats.		X	
Fiscal	Accounting	54482	The system shall distribute remittance advice based on the preference of providers to receive paper or electronic versions which must be selected by the provider.		X	
Fiscal	Accounting	54483	The system shall support automatic routing of electronic remittance advice.		X	
Fiscal	Accounting	54489	The system shall generate standardized reports on invoices received and the status of invoices.	X		

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Fiscal	Receipts	54489	The system shall generate standardized reports on invoices received and the status of invoices.	Duplicate requirement		
Fiscal	Receipts	54555	The system shall have the ability to record payments in EFT and credit cards including, at a minimum the date, EFT or credit transaction ID, source and amount of payment.	X		
Fiscal	Receipts	54560	The system shall support one or multiple suspense accounts for receipt as required by DHS policy and practice.		X	
Fiscal	Receipts	54565	The system shall support entry of a payment received at any place in the department and track the receipt through deposit in an account.	X		
Fiscal	Receipts	54568	The system shall provide "Online" user functionality for authorized users to query and report on Accounts Receivable including year-to-year comparisons.		X	

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Fiscal	Funding Source	54589	The system shall ensure that vouchers and purchase orders with user designated funding sources are paid from those sources without reference to the funding hierarchy	X		
Fiscal	Funding Source	54591	The system shall provide ability for authorized users to override the funding source generated automatically.	X		
Fiscal	Funding Source	54602	The system shall be able to generate standardized payee reports to the Social Security Administration for SSI and SS recipients.	X		

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Fiscal	Benefits	54632	The system shall support modifying existing applications to support appeals of denied benefits.		X	
Fiscal	Benefits	54633	The system shall support tracking of DHS appeals related to benefit applications.		X	
Fiscal	Benefits	54637	The system shall allocate interest received to open government benefit accounts that receive funds from the source of interest; the allocation basis must be the average daily balance of each account over the period interest was earned.		X	
Fiscal	Benefits	54646	The system shall allow authorized users to define thresholds for potential accumulation of excessive governmental benefit funds based on the type of funding that supports the funds.		X	
Fiscal	Benefits	54650	The system shall automatically perform balancing of government benefit accounts to ensure that beginning balance, plus receipts, less expenditures equals ending balance.	X		
Fiscal	Benefits	54678	The system shall report children's fund receipts by source and by child.	X		
Fiscal	Benefits	54680	The system shall provide all reporting of children's fund receipt and use required by the Social Security Administration.	X		
Fiscal	Benefits	54683	The system shall automatically route the government benefit Disbursement Voucher for approval but also support manual selection and approval.	X		
Fiscal	Benefits	54684	The system shall report government benefit funds by Office, District, Section, County and State.	X		

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Interfaces	Interfaces	55188	The system shall provide automatic accounting and tracking of deposits from the Michigan Child Support Enforcement System (MiCSES) based on Michigan business rules.		X	
Interfaces	Interfaces	55232	The system shall allow DHS to bill the MMIS system for services paid through SACWIS for Title XIX eligible clients.		X	
Interfaces	Interfaces	55233	The system shall provide for timely updates to the recipient master file on MMIS so that Medicaid eligibility can be established within 24 hours of determination in IV-E Eligibility.		X	
Interfaces	Interfaces	55235	The system interface shall receive and store current health insurance data on SACWIS clients from the MMIS System.		X	
Interfaces	Interfaces	55300	The system shall use codes obtained from the MAIN interface to populate on-line screen drop downs for accounting codes.		X	
Interfaces	Interfaces	55245	The system must provide the capability to receive Medical, Dental, Pharmaceutical and Mental Health information from the Department of Community Health.		X	
Interfaces	Interfaces	55261	The system may interface with the MI Court System for the purpose of monitoring court-related events (e.g. recording of data and outcomes for all petitions, trials, hearings, status conferences, detention proceedings, periodic reviews, adoptions, and change of placements, etc).		X	
Interfaces	Interfaces	55262	The system shall allow for the electronic transmission of data including information contained within a petition to be transmitted through an interface with the Michigan State Court Administrative Office.		X	

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Interfaces	Optional Interfaces	55306	The system must create a batch file for delayed post checks to the Treasury.	Duplicate requirement		
Interfaces	Optional Interfaces	55236	The system must provide a direct link to the Secretary of State for information including but not limited to photo verification, license information, license plates and address information.		X	
Interfaces	Optional Interfaces	55237	The system must provide a mechanism to retrieve the results of the research conducted in the Secretary of State systems.		X	
Interfaces	Optional Interfaces	55238	The system must provide a mechanism to query and record offender tracking information from the Department of Corrections Offender Tracking Information System (OTIS system).		X	
Interfaces	Optional Interfaces	55239	The system must provide a mechanism to query and record Michigan Sex Offender Registry and National Sex Offender Registry.		X	
Interfaces	Optional Interfaces	55240	The system must provide a direct link that allows authorized users to access and record Internet Criminal History Access Tool (ICHAT) information.		X	
Interfaces	Optional Interfaces	55241	The system must support the ability to capture, download, modify, delete, and add law enforcement information.		X	

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Technical	Infrastructure	55341	The system shall provide the ability for the database administrators to manage or control resource usage at the	X		

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
			procedure level.			
Technical	Infrastructure	55416	The system must allow a technology that is capable of secure mobile computing, enabling authorized users to capture information directly in a mobile device and transfer it to the SACWIS.		X	
Technical	User Interface/Desktop	55440	The system shall provide users with a mechanism to electronically forward error messages, screenshots, etc. to the Help Desk.		X	
Technical	Security	55604	The system must use the Single Sign-On (SSO) security framework.		X	
Technical	Security	55634	The system must have the capability to create an on-line viewable complete audit trail that includes updates, changed data, date of change, operator ID, and other relevant data up to twelve (12) months following the last auditable action on a case.		X	

Appendix E: RESERVED

Appendix F: COST and PAYMENT TABLES

The cost tables align with the Work and Deliverables presented in Article 1, Section 1.104 of the Contract.

Table 1: Summary of Cost Totals provides a summary of all the costs identified in the tables below.

Table 2: Cost by Activity & Deliverable provides all the costs and payments associated with the activities and deliverables outlined in this Contract.

Table 3: RESERVED - Additional Deliverables and Tasks Proposed

Table 4: Additional Features provides costs for the additional features and a total cost for each group of features included in Appendix D. In addition, Table 4a: includes costs for additional reports, templates and ticklers.

Table 5: Breakdown of Hardware provides a list, brand, model, and description for the hardware proposed. .

Table 6: Breakdown of Software License provides a list, product name and version.

Table 7: RESERVED - Transition and Maintenance Costs

Table 8: Contractor Staff – provides the hourly rate for Contractor Staff to be utilized if additional statement of work is added to the contract.

Table 9: RESERVED - Deliverable Labor Breakdown

Table 1: Summary of Cost Totals

The following table includes all the costs associated with the Michigan SACWIS DDI project (excluding the optional features)

Cost Breakdown	Total Cost ($)	Hold Back (HB) 10%	Payment (Less HB)	Comments
Required Deliverables	**$ 29,850,000.00**	**$ 2,985,000.00**	**$ 26,865,000.00**	Information from (Not including B

The following pricing is for the optional features:

Cost Breakdown	Total Cost ($)	Hold Back (HB) 10%	Payment (Less HB)	Comments
Banked Reserve	**$ 10,900,000.00**	**$ 1,090,000.00**	**$ 9,810,000.00**	Information from (Only Banked R
Additional Features	**$ 3,467,360.00**	**$ 346,736.00**	**$ 3,120,624.00**	Information from
Additional Features Separate Reports, Templates and Ticklers	**$ 3,086,200.00**	**$ 308,620.00**	**$ 2,777,580.00**	Information from
Total Contract Value (Including Required Deliverables and Options)	**$ 47,303,560.00**	**$ 4,730,356.00**	**$ 42,573,204.00**	

Table 2: Cost by Activity & Deliverable

The following table includes all the costs associated to each activity and deliverable.

No.	Required Deliverable Name	Total Cost ($)	Hold Back (HB) 10%	Payment (Less HB)	Subject to Liquidated Damages	Comments
Activity 1: Project Management						
1.1	Project Plan V1	$ 450,000.00	$ 45,000.00	$ 405,000.00	Yes	
1.2	Quarterly Project Plan	$ 300,000.00	$ 30,000.00	$ 270,000.00	No	$35,000 to b quarters. $5,000 to be quarters.
1.3	Monthly Project Status Reports	$ 300,000.00	$ 30,000.00	$ 270,000.00	No	$11,000 to b months. $2,500 to be months.
1.4	Project Configuration Management Plan	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
1.5	Issue and Risk Management Plan	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
1.6	Requirement Change Control Plan	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
Activity 2: Hardware and Software						
2.1	Hardware and Software Plan	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	
2.2	Hardware and Software Delivery	N/A		N/A	No	The State w from other E Hardware ar recommend be supersed
Activity 3: Conceptual Design						
3.1	Requirements Validation and Traceability Plan	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	
3.2	Conceptual Design Methodology and Session Plan	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	
3.3	Conceptual System Design	$ 600,000.00	$ 60,000.00	$ 540,000.00	Yes	
3.4	Gap Analysis	$ 1,200,000.00	$ 120,000.00	$ 1,080,000.00	Yes	
Activity 4: Security						
4.1	Security Design Document	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	
4.2	User Access Security Plan	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	
4.3	Disaster Recovery Plan	$ 150,000.00	$ 15,000.00	$ 135,000.00	No	
Activity 5: Change Management						

No.	Required Deliverable Name	Total Cost ($)	Hold Back (HB) 10%	Payment (Less HB)	Subject to Liquidated Damages	Comments
5.1	Comprehensive Change Management and Communication Plan	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
5.2	Business Process Practices & Improvement	$ 450,000.00	$ 45,000.00	$ 405,000.00	No	
Activity 6: Detail Design						
6.1	Detail System Design Session Plan	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
6.2a	Detail System Design Document (DSD) - Increment #1	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	
6.2b	Detail System Design Document (DSD) - Increment #2	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	
6.2c	Detail System Design Document (DSD) - Increment #3	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	
6.2d	Detail System Design Document (DSD) - Increment #4	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	
6.2e	Detail System Design Document (DSD) - Increment #5	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	
6.3	Interface Design	$ 750,000.00	$ 75,000.00	$ 675,000.00	Yes	
6.4	Forms, Template and Report Detail Design	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
Activity 7: Development						
7.1	Software Development Plan	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	
7.2	Weekly Construction Summary Report	$ 3,000,000.00	$ 300,000.00	$ 2,700,000.00	No	$250,000 to
7.3a	Development Library - Code Check-in #1	$ 900,000.00	$ 90,000.00	$ 810,000.00	No	
7.3b	Development Library - Code Check-in #2	$ 900,000.00	$ 90,000.00	$ 810,000.00	No	
7.3c	Development Library - Code Check-in #3	$ 900,000.00	$ 90,000.00	$ 810,000.00	No	
7.3d	Development Library - Code Check-in #4	$ 900,000.00	$ 90,000.00	$ 810,000.00	No	
7.3e	Development Library - Code Check-in #5	$ 900,000.00	$ 90,000.00	$ 810,000.00	No	
Activity 8: Conversion and Data Migration						
8.1	Data Conversion and Migration Strategy	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
8.2	Data Conversion and Migration Plan	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	
8.3	Data Cleanup Plan	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	

No.	Required Deliverable Name	Total Cost ($)	Hold Back (HB) 10%	Payment (Less HB)	Subject to Liquidated Damages	Comments
8.4	Data Conversion and Migration Results	$ 1,350,000.00	$ 135,000.00	$ 1,215,000.00	No	
Activity 9: Testing						
9.1	Test Management Strategy	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
9.2	Unit and Integration Test Plan and Documentation	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
9.3	System Test Plan	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	
9.4	Interface Test Plan	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	
9.5	Performance, Volume and Stress Test Plan	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	
9.6	Conversion and Migration Test Plan	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	
9.7	System Test Scripts	$ 750,000.00	$ 75,000.00	$ 675,000.00	Yes	
9.8	Testing Results Weekly Report	$ 1,500,000.00	$ 150,000.00	$ 1,350,000.00	No	$300,000 to
9.9	Conversion and Migration Weekly Test Results Report	$ 450,000.00	$ 45,000.00	$ 405,000.00	No	
9.10	Performance Monitoring Plan & Weekly Report	$ 300,000.00	$ 30,000.00	$ 270,000.00	No	$30,000 to b
9.11	Operational Readiness Report	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
Activity 10: User Acceptance Testing						
10.1	UAT Test Environment and Tools	$ 150,000.00	$ 15,000.00	$ 135,000.00	No	
10.2	Weekly UAT Status Reports	$ 750,000.00	$ 75,000.00	$ 675,000.00	No	$375,000 to
10.3	Operational Readiness Report	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
Activity 11: End User Training						
11.1	End User Training Strategy	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
11.2	Comprehensive Training Plan	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
11.3	End User Training Environment(s)	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
11.4	End User Training Materials V1 and *V2	$ 750,000.00	$ 75,000.00	$ 675,000.00	Yes	
11.5	Online User Aids	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	
11.6	End User Training and Progress Report	$ 150,000.00	$ 15,000.00	$ 135,000.00	No	

No.	Required Deliverable Name	Total Cost ($)	Hold Back (HB) 10%	Payment (Less HB)	Subject to Liquidated Damages	Comments
11.7	End User Training Final Report	$ 150,000.00	$ 15,000.00	$ 135,000.00	No	
Activity 12: Technical Training						
12.1	Technical Training Strategy	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
12.2	Technical Training Plan	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
12.3	Technical Training Materials	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	
12.4	Technical Training Report	$ 150,000.00	$ 15,000.00	$ 135,000.00	No	
12.5	Project Staff Training Plan	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
Activity 13: Help Desk						
13.1	Help Desk Plan	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
13.2	Help Desk Procedures Manual	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	
13.3	User Help Desk Manual	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	
13.4	Help Desk Transition Plan	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
13.5	Help Desk Reporting	$ 150,000.00	$ 15,000.00	$ 135,000.00	No	
Activity 14: Pilot						
14.1	Pilot Implementation Plan	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
14.2	Pilot Support and Operations Plan	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
14.2a	Pilot Training	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
14.3	Pilot Test and Analysis	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	
Activity 15: Implementation and Readiness						
15.1	Statewide Implementation Plan	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
15.2	Network & Desktop and Production Requirements	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
15.3	Final Readiness Assessment	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	
Activity 16: Transition and Maintenance						
16.1	Operations and Maintenance Transition Plan	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
16.2	Post-Implementation Evaluations	$ 150,000.00	$ 15,000.00	$ 135,000.00	No	
16.3	Operating Procedures	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	

No.	Required Deliverable Name	Total Cost ($)	Hold Back (HB) 10%	Payment (Less HB)	Subject to Liquidated Damages	Comments
16.4	System Updated Documentation	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	
Activity 17: Federal Review						
17.1	Updated SACWIS Assessment Review Guide (SARGe)	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	
Activity 18: Other Services						
18.1	150,000 Hrs Banked Reserve	$ 10,900,000.00	$ 1,090,000.00	$ 9,810,000.00	No	The Banked approved w

Table 3: RESERVED - Additional Deliverables and Tasks Proposed

Table 4 Additional Features

Table 4 provides separate costs for the Additional Features listed in Appendix D.

Key ID	Requirements	Additional Feature Separate	
Person Management			
58233	The system shall support a person summary view that provides a thumbnail of critical person data.	$ 5,200	The Baseline System al cost is attributable
58257	The system shall allow a Certification of Death to be recorded.	$ 5,200	Baseline System alread is attributable
58267	The system shall allow the user to enter in email addresses for any person.	$ 5,200	Baseline System alread is attributable
58268	The system shall allow the user to enter in fax numbers for any persons.	$ 5,200	Baseline System alread is attributable
58312	The system must allow a user to document on a person any Personal Protection Orders (PPO).	$ 16,640	
58303	The system must have the ability to stop the processing of a query search at any point in the process.	$ 16,640	
58874	The system shall have the ability to perform and temporarily store prior history searches in the "background" while the user continues to interact with the system.	$ 42,640	
58308	The system shall be able to split a person record to create two active persons.	$ 42,640	
58309	The system shall allow the user to select which data to associate to the two active persons when performing a person split.	$ 42,640	
	Person Management Total Costs	**$ 182,000.00**	
Education			
58316	The system must allow the user to track the receipt of a report card.	$ 5,200	Baseline System alread is attributable
58316	The system must allow the user to track the grades received on the report card.		Per Q&A #23, this is a du have to be priced twice
58317	The system must allow the user to track the grades received on the report card.	$ 5,200	Baseline System alread is attributable
58330	The system must associate medical/mental diagnosis with special education needs.	$ 5,200	Baseline System alread is attributable
58333	The system must track education credits a child achieved for 9th through 12th grade.	$ 5,200	Baseline System alread is attributable
58334	The system must track education college credits a child achieved.	$ 5,200	Baseline System alread is attributable
58335	The system must track vocational or other trades school credits completed.	$ 5,200	Baseline System alread is attributable
58359	The system must allow a user to prefill, preview and print a Youth's Educational Record	$ 5,200	Baseline System alread is attributable
	Education Total Costs	**$ 36,400.00**	
Mental Health – Medical – Dental Information			
58363	The system must contain medical and mental health screening tools to be completed by workers.	$ 42,640	

Key ID	Requirements	Additional Feature Separate	
58365	The system shall maintain medical, dental and mental health history records including who made the diagnosis.	$ 5,200	Baseline System alread is attributable
58367	The system will provide for the association of diagnosed and determined IQ levels and DD assessment factors.	$ 27,040	
58368	The system must provide the capability to enter in CAFAS score (Child Adolescent, Functional Assessment Scale).	$ 27,040	
58370	The system must track child developmental milestones.	$ 5,200	Baseline System alread is attributable
58388	The system must provide a mechanism to record the reason Early Periodic Screening, Diagnosis, and Treatment (EPSDT) was not used.	$ 5,200	Baseline System alread is attributable
58394	The system must generate a prompt asking the user if it was necessary to obtain additional labs or medical testing when a new psychotropic medication is entered.	$ 16,640	
58407	The system must be able to translate codes for insurance providers into "plain English"	$ 42,640	
	Mental Health – Medical – Dental Info Total Costs	**$ 171,600.00**	
Staff Management			
54241	The system shall record and display education and training completed and dates of completion by staff as required.	$ 16,640	
54242	The system shall edit role assignment based on education, training and skills.	$ 5,200	Baseline System alread is attributable
54243	The system shall track education exceptions to allow staff to be assigned to roles for which they are not qualified based on education, training and skills.	$ 16,640	
54244	The system shall support searching for staff and assignment based on multiple criteria (e.g. staff name, staff ID, job title, assigned unit, supervisor, organization roles, skills and training or education, etc).	$ 5,200	Baseline System alread is attributable
	Staff Management Total Costs	**$ 43,680.00**	
Forms, Reports and Document Management			
55362	The system shall include a forms tool that allows an authorized user to define forms and link existing database fields to fields on the forms.	$ 42,640	
55367	The system must provide a mechanism to distribute selected reports electronically to appropriate users.	$ 27,040	
55368	The system must provide a user interface for configuring automatic report distribution.	$ 16,640	
55371	The system shall provide the capability for a user to make corrections in templates and have this information update the database.	$ 16,640	
55393	The system shall print scanned images without re-formatting.	$ 5,200	Baseline System alread is attributable
	Forms, Reports & Document Management Total Costs	**$ 108,160.00**	
Optical Character Recognition (OCR)			
55394	The system shall support Optical Character Recognition (OCR).	$ 42,640	Requires the Captiva sof

Key ID	Requirements	Additional Feature Separate	
55395	The system shall follow Optical Character Recognition (OCR) industry standards for verification, error handling and data re-entry.	$ 42,640	Requires the Captiva sof
55399	The system shall have the ability to enter Optical Character Recognition (OCR) derived data in the appropriate fields.	$ 42,640	Requires the Captiva sof
55400	The system shall support detection of questionable fields in the Optical Character Recognition (OCR) records.	$ 42,640	Requires the Captiva sof
55401	The system shall reject Optical Character Recognition (OCR) derived data for manual entry based on error rates.	$ 42,640	Requires the Captiva sof
55402	The system shall pend Optical Character Recognition (OCR) derived data for review based on error rates.	$ 42,640	Requires the Captiva sof
55403	The system shall have an Optical Character Recognition (OCR) quality verification process to ensure that data is entered correctly.	$ 42,640	Requires the Captiva sof
55404	The system shall support imaging and Optical Character Recognition (OCR) for paper claims received from providers.	$ 42,640	Requires the Captiva sof
55405	The system shall ensure that claims that include questionable fields in the Optical Character Recognition (OCR) validation shall be automatically routed for verification and correction.	$ 42,640	Requires the Captiva sof
55406	The system shall ensure that claims that include questionable fields in the Optical Character Recognition (OCR) validation above a user defined threshold shall be automatically routed for manual entry.	$ 42,640	Requires the Captiva sof
55407	The system shall accept scanned images or scanned images that have been converted to valid data by Optical Character Recognition (OCR) as attachments received with a claim and associate them to the correct claim record in the system.	$ 42,640	Requires the Captiva sof
55408	The system shall accept scanned images or scanned images that have been converted to valid data by Optical Character Recognition (OCR) related to accounts receivable and attaching the image to the correct receivable record.	$ 42,640	Requires the Captiva sof
	OCR Total Costs	**$ 511,680.00**	
Electronic Signatures			
58163	The system must allow for one or more electronic signatures for all documents/templates or reports that require signatures.	$ 16,640	Requires the Open eSign
58165	The system's electronic signature must use a legally accepted solution that can be verifiable by anyone, anywhere, anytime, without the need for any proprietary software.	$ 16,640	Requires the Open eSign
58166	The system must use enhanced security to protect electronic signatures.	$ 16,640	Requires the Open eSign
58167	The system must document the date and time stamp for each electronic signature that is added to a document/template or report.	$ 16,640	Requires the Open eSign
58168	The system must document the date and time stamp of when the electronic signature was added to the system.	$ 27,040	Requires the Open eSign
	Electronic Signatures Total Costs	**$ 93,600.00**	
Administrative Review			
58975	The system must support CPS Administrative Review Process results.	$ 27,040	

Key ID	Requirements	Additional Feature Separate	
58976	The system shall provide a mechanism to record the date a request from a perpetrator disputing the findings was received.	$ 27,040	
58978	The system must record the date the perpetrator requested an Administrative Hearing.	$ 27,040	
58980	The system must track the date the request is sent for Administrative Hearing.	$ 27,040	
58981	The system must track the Administrative Hearing date.	$ 27,040	
58982	The system must track the decision date of the Administrative Hearing.	$ 27,040	
58983	The system must track the date the Administrative Hearing decision was received in the local office.	$ 27,040	
	Administrative Review Total Costs	**$189,280.00**	
Case Management and Assignment			
56898	The system shall provide users a case summary with demographic and status information about the record.	$ 5,200	Baseline System alread is attributable t
56937	The system shall support the State defined means to track and report specified caseload capacity for Children's Services Worker caseloads.	$ 27,040	
56938	The system shall assign case weights ratios to worker caseloads to identify staff availability for new assignment(s).	$ 16,640	
56939	The system shall provide a method of weighting cases based upon case type, complexity, and number of clients, etc., to be used as a factor in determining case assignment.	$ 16,640	
56940	The system shall allow case weights to be configurable.	$ 16,640	
56941	The system shall identify those individuals that are over the caseload weighting standards.	$ 16,640	
56953	The system shall have the ability to use auto-case assignment when assigning cases based on caseload weights/standards/ratios.	$ 42,640	
56954	The system shall allow the authorized user to override the auto-case assignment when assigning cases.	$ 27,040	
57101	The system shall allow ticklers, alerts, notifications for case management to be searchable using criteria such as but not limited to upcoming, due, delinquent.	$ 27,040	
	Case Management and Assignment Total Costs	**$195,520.00**	
Permanency Planning Conference (PPC)			
58086	The system must provide search results that include a thumbnail display of the Permanency Planning Conference details.	$ 42,640	
58098	The system must support a Permanency Planning Conference decision making structured tool to identify and support the PPC decision making process.	$ 42,640	
	Permanency Planning Conference (PPC) Total Costs	**$ 85,280.00**	
Case Plan and Assessments			
58553	The system shall provide the capability to email case plan(s) along with the court report(s).	$ 27,040	

Key ID	Requirements	Additional Feature Separate	
58567	The system must provide the ability for the residential care provider to record a Foster Care Structured Decision Making Residential Initial Service Agreement when a child is placed in a residential care setting.	$ 42,640	
58568	The system must provide the ability to pre-fill the Foster Care Structured Decision Making Residential Initial Service Agreement in the DHS case plan to prevent duplicate entry.	$ 42,640	
	Case Plan and Assessments Total Costs	**$112,320.00**	
Court - Legal			
56744	The system shall allow for the user to associate more than one court to each legal proceeding.	$ 27,040	
56747	The system shall maintain a statewide listing of court officials.	$5,200	Baseline System alread is attributable
56748	The system shall allow the user to search the statewide listing of court officials.	$ 5,200	Baseline System alread is attributable
56749	The system shall record and track demographic information related to the court officials (e.g. name, telephone number, law firm affiliation, address, their court role assignment, etc).	$ 5,200	Baseline System alread is attributable
56751	The system shall filter and display those court officials to the user based on county.	$ 5,200	Baseline System alread is attributable
56752	The system shall allow the user to select a court official from the statewide listing and add to the local listing.	$ 5,200	Baseline System alread is attributable
56696	The system shall synchronize calendar and scheduling data to the state email system.	$ 16,640	
56763	The system shall provide a means for the user to document when the parent has revoked their voluntary release of their legal rights to a child.	$ 5,200	Baseline System alread is attributable
56764	The system shall provide a means for recording information related to an individual's voluntary release of their parental rights to a child.	$ 5,200	Baseline System alread is attributable
56766	The system shall allow a voluntary release to be recorded for individuals who have an active designated relationship to the child.	$ 5,200	Baseline System alread is attributable
56767	The system shall provide a means for recording narrative information related to an individual's voluntary release of their legal rights to a child.	$ 5,200	Baseline System alread is attributable
56768	The system shall maintain a history for each voluntary release that is recorded for an individual.	$ 5,200	Baseline System alread is attributable
56770	The system shall provide a means for an authorized user to document information related to the termination of birth or legal parental rights.	$ 5,200	Baseline System alread is attributable
56761	The system shall support the process of the administrative hearing by allowing a caseworker to refer a case for an administrative hearing.	$ 42,640	
56762	The system shall allow the user to place some work on hold while administrative hearings are pending.	$ 27,040	
56892	The system shall generate an alert to the user if a petition at an initial disposition hearing is to include in a request for termination of parental rights termination of parental rights (TPR).	$ 5,200	Baseline System alread is attributable

Key ID	Requirements	Additional Feature Separate	
56932	The system shall generate alerts, ticklers and notifications to be generated for administrative hearings.	$ 5,200	Baseline System alread is attributable
56875	The system shall allow the user to choose select predefined wording, by county, for court document recommendations.	$ 42,640	
56876	The system shall allow authorized users the ability to add, change, or delete items on the predefined language selection list within the court report.	$ 42,640	
	Court – Legal Total Costs	**$ 266,240.00**	
Case Notes			
59238	The system shall allow the workers to select or filter case notes/narratives.	$ 5,200	Baseline System alread is attributable
59240	The system shall allow the user to attach selected notes to an email.	$ 27,040	
	Case Notes Total Costs	**$ 32,240.00**	
Search for Services and Placements			
57763	The system shall support searching by multiple values for a given field, using 'or' and 'and' operators for alternative values. (e.g., searching for a foster home in school catchments area X 'or' school catchments area Y or school catchments area Z.)	$ 16,640	
57773	The system must allow a user to enter in potential placement dates as search criteria to identify homes with vacancies in the future.	$ 5,200	Baseline System alread is attributable
	Search for Services and Placements Total Costs	**$ 21,840.00**	
Service Authorization			
57791	The system shall calculate the total cost to be incurred by the authorization, when applicable.	$ 5,200	Baseline System alread is attributable
57792	The system must update the total cost incurred when the service authorization is closed.	$ 5,200	Baseline System alread is attributable
	Service Authorization Total Costs	**$ 10,400.00**	
Adoption			
57296	The system shall require the user to document Michigan Children's Institute (MCI) Superintendent consultation when the potential adoptive parent is the caregiver for the child but is not being recommended for adoption.	$ 16,640	
57310	The system shall have the capability to send an automated referral to Michigan Adoption Resource Exchange (MARE) when the child's date of commitment is entered.	$ 42,640	
57311	The system shall have the capability to send a referral to Michigan Adoption Resource Exchange (MARE) when a child is an IV-E permanent court ward needing an adoptive placement.	$ 16,640	
57366	The system shall require the authorized central office user to approve all requests for "hold" extensions on children registered with the Michigan Adoption Resource Exchange (MARE).	$ 27,040	
	Adoption Total Costs	**$ 102,960.00**	
ICWA			

Key ID	Requirements	Additional Feature Separate	
59192	The system shall provide a table listing all American Indian tribes and contact information.	$ 16,640	
59193	The system will provide the ability to search the American Indian tribal table which will include regional Bureau of Indian Affairs contact information.	$ 27,040	
	ICWA Total Costs	**$ 43,680.00**	
ICPC			
57637	The system shall automatically route the interstate request to the authorized user based on whether or not the request is Interstate Compact on Placement of Children (ICPC), Interstate Compact for Juveniles (ICJ), or Interstate Compact on Adoption and Medical Assistance (ICAMA).	$ 5,200	Baseline System alread is attributable
57622	The system shall maintain a contact directory of interstate contacts in all states.	$ 16,640	
57623	The system shall allow the authorized user to record the contact information of Interstate Compact Administrators and Offices.	$ 5,200	Baseline System alread is attributable
57624	The system shall support the selection of contacts from the directory of interstate contacts and link them to an interstate record.	$ 5,200	Baseline System alread is attributable
57625	The system shall record and track the names of countries that participate in interstate activities.	$ 5,200	Baseline System alread is attributable
57626	The system shall prefill all required interstate templates and notification forms with the compact administrator office information contained in the directory.	$ 5,200	Baseline System alread is attributable
57627	The system shall allow the authorized user to override any prefilled contact information.	$ 42,640	
	ICPC Total Costs	**$ 85,280.00**	
Provider Management : Applications			
57957	The system shall allow user to use optical recognition software to scan paper applications and home studies into the system.	$ 5,200	Baseline System alread is attributable
57958	The system shall allow potential foster/adopt home inquiries over the web.	$ 5,200	Baseline System alread is attributable
57959	The system shall allow users to review potential foster /adopt home inquiries and applications entered online and disposition them for assignment.	$ 5,200	Baseline System alread is attributable
57960	The system shall allow a user to complete an application online when provided the right pass code after attending orientation.	$ 16,640	
57961	The system must track pass codes to enter in electronic application.	$ 5,200	Baseline System alread is attributable
	Provider Management : Applications Total Costs	**$37,440.00**	
Provider Management: Licensing Violations/ Special Investigations			
58199	The system must track special evaluations/investigations, licensing violations, and corrective action plan(s).	$ 16,640	
58203	The system must allow the authorized user to document who received a copy of the "Special Investigation Record" template.	$ 16,640	

Key ID	Requirements	Additional Feature Separate	
58200	The system must provide the capability to link a licensing violation to a corrective action plan.	$ 16,640	
58204	The system must allow a user to identify in the special investigation record any statute and/or rule violations allegations.	$ 16,640	
58201	The system must track the outcomes of any allegations (rule violations) associated to a provider's license.	$ 16,640	
58202	The system must allow a user to track the findings and recommendations for any licensing violations identified.	$ 16,640	
	Licensing Violations/Special Investigations Total Costs	**$99,840.00**	
Provider Management: Appeals Process			
58220	The system shall track the appeals made to a license status change.	$ 16,640	
58221	The system shall track the date the license status appeal was made.	$ 16,640	
58222	The system shall track the date the license appeal was reviewed.	$ 16,640	
58223	The system shall track the outcome of the license appeal.	$ 16,640	
	Provider Management: Appeals Process Total Costs	**$ 66,560.00**	
Provider Management : Corrective Action			
54192	The system must provide the capability to link a contract violation to a corrective action plan.	$ 5,200	Baseline System alread is attributable
54193	The system shall protect access to corrective action data to users from the agency to which it applies and DHS staff with appropriate access security.	$ 5,200	Baseline System alread is attributable
54194	The system must allow a user to track the findings and recommendations for any contract violations identified.	$ 5,200	Baseline System alread is attributable
54195	The system shall track the status and progress of each element of the corrective action plan.	$ 5,200	Baseline System alread is attributable
54196	The system must allow for the recording of management decision regarding any contract violations.	$ 5,200	Baseline System alread is attributable
54197	The system must allow for more than one open corrective action plans on a provider's contract.	$ 5,200	Baseline System alread is attributable
54200	The system must provide a mechanism to associate the provider's contract to the corrective action plan.	$ 5,200	Baseline System alread is attributable
54201	The system must allow all existing placement and service authorizations to inherit assignment to amendments and replacements of the originally assigned contract.	$ 5,200	Baseline System alread is attributable
	Provider Management: Corrective Action Total Costs	**$ 41,600.00**	
Fiscal: Service Definitions			
54390	The system shall support specification of age limits for each service type	$ 5,200	Baseline System alread is attributable
54391	The system shall support specification of DHS policy requirements for each service type.	$ 5,200	Baseline System alread is attributable
	Fiscal: Service Definitions Total Costs	**$10,400.00**	
Fiscal: Vouchers and Purchase Orders			

Key ID	Requirements	Additional Feature Separate	
54517	The system shall support designation of a Budget account for vouchers and purchase orders (e.g. Family/Safe Child funding, Youth in Transition funding, etc).	$ 5,200	Baseline System alread is attributable
54518	The system shall access or maintain balances of budget sources available for vouchers and purchase orders.	$ 5,200	Baseline System alread is attributable
54519	The system shall not permit issuance of vouchers or purchase orders against accounts with insufficient fund balances.	$ 5,200	Baseline System alread is attributable
54520	The system shall update obligations against available funds when a final voucher or purchase order is returned with a lesser billing amount than the original document allowed.	$ 5,200	Baseline System alread is attributable
54521	The system shall update obligations against available funds when a voucher or purchase order is issued against those funds.	$ 5,200	Baseline System alread is attributable
	Fiscal: Vouchers and Purchase Orders Total Costs	**$ 26,000.00**	
Fiscal: Web Portal and Phone Response			
54403	The system shall support on-line access to invoices for update through a Web portal.	$ 5,200	Baseline System alread is attributable
54404	The system shall provide security so the access of providers or their designated representatives to invoices on the Web portal shall be limited to their own invoices or invoices of providers for whom they have billing authority.	$ 5,200	Baseline System alread is attributable
54406	The system shall provide authorized "Online" functionality for Service Provider Invoice data entry.	$ 5,200	Baseline System alread is attributable
54412	The system must generate and receive invoices electronically.	$ 5,200	Baseline System alread is attributable
54415	The system shall support completion of invoices through phone response from providers.	$ 5,200	Baseline System alread is attributable
54425	The system shall support electronic claims receipt through a Web portal.	$ 5,200	Baseline System alread is attributable
	Fiscal: Web Portal and Phone Response Total Costs	**$ 31,200.00**	
Fiscal: Edit and Audit Claims			
54437	The system shall provide a workflow management system for claim processing which must automatically route claims to logical locations based on DHS process rules.	$ 27,040	
54438	The workflow management system must provide access to claim locations based on user roles and security.	$ 5,200	Baseline System alread is attributable
54439	The system will allow users to configure workflow management based on table driven parameters without system coding.	$ 42,640	
	Fiscal: Edit and Audit Claims Total Costs	**$ 74,880.00**	
Fiscal: Accounting			
54481	The system shall support distribution of remittance advice in electronic and paper formats.	$ 42,640	
54482	The system shall distribute remittance advice based on the preference of providers to receive paper or electronic versions which must be selected by the provider.	$ 42,640	
54483	The system shall support automatic routing of electronic remittance advice.	$ 42,640	

Key ID	Requirements	Additional Feature Separate	
54489	The system shall generate standardized reports on invoices received and the status of invoices.	$ 5,200	Baseline System alread is attributable
	Fiscal: Accounting Total Costs	**$ 133,120.00**	
Fiscal: Receipts			
54489	The system shall generate standardized reports on invoices received and the status of invoices.		Per Q&A #20, this is a du have to be priced twice
54555	The system shall have the ability to record payments in EFT and credit cards including, at a minimum the date, EFT or credit transaction ID, source and amount of payment.	$ 5,200	Baseline System alread is attributable
54560	The system shall support one or multiple suspense accounts for receipt as required by DHS policy and practice.	$ 27,040	
54565	The system shall support entry of a payment received at any place in the department and track the receipt through deposit in an account.	$ 5,200	Baseline System alread is attributable
54568	The system shall provide "Online" user functionality for authorized users to query and report on Accounts Receivable including year-to-year comparisons.	$ 27,040	
	Fiscal: Receipts Total Costs	**$ 64,480.00**	
Fiscal: Funding Source			
54589	The system shall ensure that vouchers and purchase orders with user designated funding sources are paid from those sources without reference to the funding hierarchy	$ 5,200	Baseline System alread is attributable
54591	The system shall provide ability for authorized users to override the funding source generated automatically.	$ 5,200	Baseline System alread is attributable
54602	The system shall be able to generate standardized payee reports to the Social Security Administration for SSI and SS recipients.	$ 5,200	Baseline System alread is attributable
	Fiscal: Funding Source Total Costs	**$ 15,600.00**	
Fiscal : Benefits			
54632	The system shall support modifying existing applications to support appeals of denied benefits.	$ 16,640	
54633	The system shall support tracking of DHS appeals related to benefit applications.	$ 16,640	
54637	The system shall allocate interest received to open government benefit accounts that receive funds from the source of interest; the allocation basis must be the average daily balance of each account over the period interest was earned.	$ 42,640	
54646	The system shall allow authorized users to define thresholds for potential accumulation of excessive governmental benefit funds based on the type of funding that supports the funds.	$ 27,040	
54650	The system shall automatically perform balancing of government benefit accounts to ensure that beginning balance, plus receipts, less expenditures equals ending balance.	$ 5,200	Baseline System alread is attributable
54678	The system shall report children's fund receipts by source and by child.	$ 5,200	Baseline System alread is attributable
54680	The system shall provide all reporting of children's fund receipt and use required by the Social Security Administration.	$ 5,200	Baseline System alread is attributable

Key ID	Requirements	Additional Feature Separate	
54683	The system shall automatically route the government benefit Disbursement Voucher for approval but also support manual selection and approval.	$ 16,640	
54684	The system shall report government benefit funds by Office, District, Section, County and State.	$ 5,200	Baseline System alread is attributable
	Fiscal: Benefits Total Costs	**$ 140,400.00**	
Interfaces			
55188	The system shall provide automatic accounting and tracking of deposits from the Michigan Child Support Enforcement System (MiCSES) based on Michigan business rules.	$ 42,640	
55232	The system shall allow DHS to bill the MMIS system for services paid through SACWIS for Title XIX eligible clients.	$ 42,640	
55233	The system shall provide for timely updates to the recipient master file on MMIS so that Medicaid eligibility can be established within 24 hours of determination in IV-E Eligibility.	$ 42,640	
55235	The system interface shall receive and store current health insurance data on SACWIS clients from the MMIS System.	$ 42,640	
55300	The system shall use codes obtained from the MAIN interface to populate on-line screen drop downs for accounting codes.	$ 16,640	
55245	The system must provide the capability to receive Medical, Dental, Pharmaceutical and Mental Health information from the Department of Community Health.	$ 42,640	
55261	The system may interface with the MI Court System for the purpose of monitoring court-related events (e.g. recording of data and outcomes for all petitions, trials, hearings, status conferences, detention proceedings, periodic reviews, adoptions, and change of placements, etc).	$ 42,640	
55262	The system shall allow for the electronic transmission of data including information contained within a petition to be transmitted through an interface with the Michigan State Court Administrative Office.	$ 42,640	
	Interfaces Total Costs	**$ 315,120.00**	
Technical			
55341	The system shall provide the ability for the database administrators to manage or control resource usage at the procedure level.	$ 5,200	Baseline System alread is attributable
55416	The system must allow a technology that is capable of secure mobile computing, enabling authorized users to capture information directly in a mobile device and transfer it to the SACWIS.	$ 42,640	The baseline system do devices. We explored integrating with the syste requirem
55440	The system shall provide users with a mechanism to electronically forward error messages, screenshots, etc. to the Help Desk.	$ 16,640	
55604	The system must utilize the Single Sign-On (SSO) security framework.	$ 27,040	
55634	The system must have the capability to create an on-line viewable complete audit trail that includes updates, changed data, date of change, operator ID, and other relevant data up to twelve (12) months following the last auditable action on a case.	$ 27,040	

Key ID	Requirements	Additional Feature Separate	
	Technical Total Costs	**$ 118,560.00**	
	Total Costs for Cost Additional Feature ----------	**$ 3,467,360.00**	

Table 4a Additional Feature Separate Reports, Templates and Ticklers

The Contractor has provided separate costs for the Additional Feature Reports, Templates and Ticklers not already identified within the mandatory and Cost Bid Separate requirements.

Additional Features Separate Reports, Templates and Ticklers ----------		Comments
Additional 50 reports	**$ 1,105,000.00**	
Additional 35 ticklers	**$ 518,700.00**	
Additional 50 templates	**$ 1,462,500.00**	
Total Costs	**$ 3,086,200.00**	

Table 5: Breakdown of Hardware

The Contractor has recommended the following Hardware. The State will procure Hardware through existing Contracts.

No.	Hardware	Brand	Model # and Description	(Bidder must pr they arriv
B.	Database Servers	Oracle	Sun Fire x4800 - 4 6-core CPU, 64 GB RAM	Quantity - 4
	Application Servers	Oracle	Sun Fire x4270 - 2 6-core CPU, 16 GB RAM	Quantity - 6
	VMware Hosts	Oracle	Sun Fire x4270 - 2 6-core CPU, 32 GB RAM	Quantity - 2
	Grid Control and FileNet	Oracle	Sun Fire x4170 - 1 4-core CPU, 4 GB RAM	Quantity - 4
	Security Servers	Oracle	Sun Fire x4170 - 1 4-core CPU, 8 GB RAM	Quantity - 12
	Security Servers	Oracle	Sun Fire x4170 - 1 4-core CPU, 8 GB RAM	Quantity - 2
	Disk Storage	EMC	Expansion to DMX 1000 - 1.2 TB usable disk at primary location, 2.4 TB usable at secondary location	Quantity - 1

Table 6: Breakdown of Software License
(including COTS and third-party software)

The Contractor has recommended the following Software. The State will procure Software through existing Contracts.

No.	Software license(s)*	Product Name and Version	Comme (Contractor must provide a narrative costs iden
B.	Commercial Off The Shelf (COTS)	FileNet Content Manager	Quantity 1075 UVU's (2000 Users) with 24 months of support
	Reporting Software	Crystal Reports version 10	Quantity - 60 Concurrent Users
	Requirement analysis tools	IBM Rational Requisite Pro	5 licenses with 12 months support
	Design tools	See development environment tools	
	Drawing tools	See development environment tools	
	Development environment tools	IBM Rational Software Architect version 7	10 licenses with 12 months support
	1	IBM Rational Quality Manager	6 concurrent licenses with 12 months supp
	2	IBM Rational Clear Case version 7	5 concurrent licenses and 12 months supp
	3		
	Other system utilities (such as backup and disaster recovery, etc.)		
	1	EMC Powerpath	Quantity 2 - Windows Kits
	2	VMware vSphere Enterprise	Quantity 4 - up to 6 Core Processors
	3	Novell EDIRECTORY 8.8 1U Novell ACCESS MGR 3.1 1U Novell ID MGR 3.6 1U Novell ID MGR ROLES BASED PROV MOD 3.7	Quantity 5000
	4	Novell SENTINEL 6.1 RAPID DEPLOYPKG	Quantity 2
	5	Novell SENTINEL 6.1 RAPID DEPLOYADD	Quantity 4
	Server software	SUSE version 11	Open Source
		IBM Websphere J2EE Server	840 production lic + 70 non-prod lic.
		Oracle 11 Enterprise with RAC	Licensing is for 48 processor cores: 2 x 6-c server) x 4 servers. Server configuration is cores per cluster to achieve performance a Contract. Oracle licensing is based upon a licensing of 24 processor units including pr
	Any other software (List):		
	1	IBM Websphere Data Stage / Websphere Quality Stage	Quantity 140 PVU
	2	Red Hat Drools	Open Source
	3	Open eSign Forms	Open Source
	4	CKEditor version 3.4	Open Source

No.	Software license(s)*	Product Name and Version	Comme (Contractor must provide a narrative t costs iden
	5	ANNIE: a Nearly-New Information Extraction System, a component of the GATE open source project	Open Source
	6	RoboHelp	Quantity 1

Table 6a: Breakdown of Software License Costs for Additional Features (including COTS and third-party software)

Table 6a is a replication of Table 6, with the COTS Software required for some of the Additional Features listed in Table 4.

No.	Software license(s)*	Product Name and Version		(Co to
	Commercial Off The Shelf (COTS)			
	Reporting Software			
	Requirement analysis tools			
	Design tools			
	Drawing tools			
	Development environment tools			
	Testing tools: (such as issues tracking, defect testing, load/stress testing, configuration management (List and provide cost separately for each item) 1 2 3			
	Other system utilities (such as backup and disaster recovery, etc.) 1			
	2			
	Server software			
	Any other software (List):			
B.	1	Captiva Enterprise Server + Adv Recognition 1M PPY Bundle Captiva Entrpr Srvr+Adv Recog Test/DRS 100K PPY Captiva Export for FileNet Captiva ScanPlus Module (Standard) Captiva Attended Client Captiva Software Developers Kit		Qua

No.	Software license(s)*	Product Name and Version		(Co to
	2	Captiva ScanPlus Module (Standard)		Qua
	3	Captiva eInput Attended Client		Qua
	4	Captiva Attended Client		Qua
	5	Captiva Server Vol + Adv Recog +100K PPY Perpetual		Qua

Table 7 – RESERVED : Transition and Maintenance Costs

Table 7a – RESERVED: Transition and Maintenance Costs for Additional Features

Table 8: Contractor Staff – Hourly Rate:

Hourly rates quoted are firm, fixed rates for the duration of the contract. Travel and other expenses will not be reimbursed by the State. For responses to separate statements of work that occur during the life of the SACWIS DDI project, the State will utilize the fully loaded hourly rates detailed below as fixed rates for each staff member that will be used. Fully-loaded hourly rates shall include, but are not limited to, labor wages and benefits for the resource, travel expenses, and any other incidental or reasonably determinable costs.

The parties agree that any Services/Deliverables to be rendered by the Contractor using the "Contractor Staff – Hourly Rate Card" on this Contract will be defined and described in detail in separate Statements of Work. The Contractor shall not be obliged or authorized to commence any work to implement a Statement of Work until authorized via a purchase order issued against this Contract. The parties may also agree to perform statements of work under firm fixed pricing.

Staffing Category	Firm Fixed Hou
Manager of Overall Design, Development and Implementation	$ 250
Deputy Project Manager	$ 200
Business Manager	$ 200
IT Manager	$ 200
Director of Infrastructure (analogous to State Director of Leveraged Services)	$ 235
Communication Lead	$ 200
Data Migration Coordinator	$ 150
Training Coordinator	$ 150
Requirements Lead	$ 150
Business Analyst Lead	$ 150
Quality Assurance/Testing Lead	$ 150
Technical Lead	$ 150
DBA	$ 110
Business Analyst 1	$ 105
Business Analyst 2	$ 90
Designer 1	$ 105
Designer 2	$ 90
Developer 1	$ 90
Developer 2	$ 70
Tester	$ 60
Trainer	$ 75
Help Desk	$ 75
Technical Writer	$ 50
Architect	$ 150

Table 9: RESERVED - Deliverable Labor Breakdown:

Form No. DMB 234 (Rev. 1/96)
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 December 20, 2011
PROCUREMENT
P.O. BOX 30026, LANSING, MI 48909
OR
530 W. ALLEGAN, LANSING, MI 48933

CHANGE NOTICE NO. 1
TO
CONTRACT NO. 071B1300247
between
THE STATE OF MICHIGAN
and

NAME & ADDRESS OF VENDOR **Unisys** **310 Winterberry Lane** **Okemos, MI 48864** **Email: Jeffrey.Arbour@unisys.com**	TELEPHONE: Jeff Arbour **(517) 580-3700** VENDOR NUMBER/MAIL CODE BUYER/CA (517) 241-3215 **Steve Motz**
Contract Compliance Inspector: Jim Hogan **Statewide Automated Child Welfare Information System (SACWIS)** **Design, Development and Implementation (DDI)**	
CONTRACT PERIOD: From: **March 22, 2011** To: **March 21, 2014**	
TERMS **NA**	SHIPMENT **NA**
F.O.B. **NA**	SHIPPED FROM **NA**
MINIMUM DELIVERY REQUIREMENTS	
MISCELLANEOUS INFORMATION:	

NATURE OF CHANGE(S):

The Attached Change Control DTMB00000129 is hereby included to document the agreed upon additional features selected by the State through issuance of Change Control DTMB00000129. All other terms, conditions, specifications and pricing remain unchanged.

AUTHORITY/REASON:

Per Vendor and Agency agreement through executed Change Control DTMB00000129.

TOTAL ESTIMATED CONTRACT VALUE REMAINS: $47,303,560.00

STATE OF MICHIGAN

RICK SNYDER
GOVERNOR

DEPARTMENT OF TECHNOLOGY, MANAGEMENT & BUDGET
LANSING

JOHN E. NIXON, CPA
DIRECTOR

May 19, 2011

TO: Steve Motz

FROM: Jeff Kuhlman
Nancy Palmateer

SUBJECT: **Unisys Contract 071B1300247**
SACWIS Change Control DTMB00000129
Appendix D Additional Features Selected

The State of Michigan has evaluated Appendix D "Additional Features" and has selected the features documented and approved in SACWIS Change Control DTMB00000129. Although these requirements were deemed as "nice to have" during the planning phase of the project, the State is exercising its right to include these specific requirements at the pricing levels identified in Appendix F of Unisys Contract 071B1300247.

As per the contract, the pricing for the additional features is valid for 60 days following Contract execution date. Therefore, these requirements are to be included in the scope of work for the Michigan SACWIS DDI project.

Signatures SACWIS Change Control DTMB00000129.

The signatures of the people below relay an understanding in the purpose and content of this SACWIS Change Control.

Name / Title	Signature	Date
SACWIS Senior Project Manager Jeff Kuhlman		5/19/11
DHS SACWIS Business Director Laurie Johnson		5/19/11
DTMB Program Management Division Director Nancy Palmateer		5/19/11
DTMB Development Division Director Rich DeMello		5/19/11
DTMB Leveraged Services Division Director Tess Layman		5/20/11
Design, Development Implementation (DDI) Project Manager Bill Thornton		5/20/11
Quality Control Manager Susan Zakrzewski		5/19/11

Appendix D – Additional Features 4/28/2011

Domain	Function	Key ID	Requirements	
Integrated into Baseline for Pilot				
Person Management	Staff Management	54244	The system shall support searching for staff and assignment based on multiple criteria (e.g. staff name, staff ID, job title, assigned unit, supervisor, organization roles, skills and training or education, etc).	$ 5,200
Post-Production				
Fiscal	Portal and Phone	54403	The system shall support on-line access to invoices for update through a Web portal.	$ 5,200
Fiscal	Portal and Phone	54412	The system must generate and receive invoices electronically.	$ 5,200
Fiscal	Portal and Phone	54415	The system shall support completion of invoices through phone response from providers.	$ 5,200
Fiscal	Portal and Phone	54425	The system shall support electronic claims receipt through a Web portal.	$ 5,200
Fiscal	Edit and Audit Claims	54438	The workflow management system must provide access to claim locations based on user roles and security.	$ 5,200
Fiscal	Accounting	54481	The system shall support distribution of remittance advice in electronic and paper formats.	$ 42,640
Fiscal	Accounting	54482	The system shall distribute remittance advice based on the preference of providers to receive paper or electronic versions which must be selected by the provider.	$ 42,640
Fiscal	Accounting	54483	The system shall support automatic routing of electronic remittance advice.	$ 42,640
Fiscal	Accounting	54489	The system shall generate standardized reports on invoices received and the status of invoices.	$ 5,200
Fiscal	Vouchers and Purchase Orders	54517	The system shall support designation of a Budget account for vouchers and purchase orders (e.g. Family/Safe Child funding, Youth in Transition funding, etc).	$ 5,200
Fiscal	Vouchers and Purchase Orders	54518	The system shall access or maintain balances of budget sources available for vouchers and purchase orders.	$ 5,200
Fiscal	Vouchers and Purchase Orders	54519	The system shall not permit issuance of vouchers or purchase orders against accounts with insufficient fund balances.	$ 5,200
Fiscal	Vouchers and Purchase Orders	54520	The system shall update obligations against available funds when a final voucher or purchase order is returned with a lesser billing amount than the original document allowed.	$ 5,200
Fiscal	Vouchers and Purchase	54521	The system shall update obligations against available funds when a voucher	$ 5,200

	Orders		or purchase order is issued against those funds.	
Fiscal	Receipts	54555	The system shall have the ability to record payments in EFT and credit cards including, at a minimum the date, EFT or credit transaction ID, source and amount of payment.	$ 5,200

Fiscal	Funding Source	54589	The system shall ensure that vouchers and purchase orders with user designated funding sources are paid from those sources without reference to the funding hierarchy	$ 5,200
Case Management	Court - Legal	56747	The system shall maintain a statewide listing of court officials.	$ 5,200
Case Management	Court - Legal	56748	The system shall allow the user to search the statewide listing of court officials.	$ 5,200
Case Management	Court - Legal	56749	The system shall record and track demographic information related to the court officials (e.g. name, telephone number, law firm affiliation, address, their court role assignment, etc).	$ 5,200
Case Management	Court - Legal	56751	The system shall filter and display those court officials to the user based on county.	$ 5,200
Case Management	Court - Legal	56752	The system shall allow the user to select a court official from the statewide listing and add to the local listing.	$ 5,200
Case Management	Court - Legal	56763	The system shall provide a means for the user to document when the parent has revoked their voluntary release of their legal rights to a child.	$ 5,200
Case Management	Court - Legal	56764	The system shall provide a means for recording information related to an individual's voluntary release of their parental rights to a child.	$ 5,200
Case Management	Court - Legal	56766	The system shall allow a voluntary release to be recorded for individuals who have an active designated relationship to the child.	$ 5,200
Case Management	Court - Legal	56767	The system shall provide a means for recording narrative information related to an individual's voluntary release of their legal rights to a child.	$ 5,200
Case Management	Court - Legal	56768	The system shall maintain a history for each voluntary release that is recorded for an individual.	$ 5,200
Case Management	Case Management and Assignment	56939	The system shall provide a method of weighting cases based upon case type, complexity, and number of clients, etc., to be used as a factor in determining case assignment.	$ 16,640
Case Management	Case Management and Assignment	56940	The system shall allow case weights to be configurable.	$ 16,640
Case Management	Case Management and Assignment	56941	The system shall identify those individuals that are over the caseload weighting standards.	$ 16,640
Case Management	Service Authorization	57791	The system shall calculate the total cost to be incurred by the authorization, when applicable.	$ 5,200
Case Management	Service Authorization	57792	The system must update the total cost incurred when the service authorization is closed.	$ 5,200

System Functionality	Electronic Signatures	58163	The system must allow for one or more electronic signatures for all documents/templates or reports that require signatures.	$ 16,640
System Functionality	Electronic Signatures	58165	The system's electronic signature must use a legally accepted solution that can be verifiable by anyone, anywhere, anytime, without the need for any proprietary software.	$ 16,640
System Functionality	Electronic Signatures	58166	The system must use enhanced security to protect electronic signatures.	$ 16,640
System Functionality	Electronic Signatures	58167	The system must document the date and time stamp for each electronic signature that is added to a document/template or report.	$ 16,640
System Functionality	Electronic Signatures	58168	The system must document the date and time stamp of when the electronic signature was added to the system.	$ 16,640
Provider Management	Appeals Process	58220	The system shall track the appeals made to a license status change.	$ 16,640
Provider Management	Appeals Process	58221	The system shall track the date the license status appeal was made.	$ 16,640
Provider Management	Appeals Process	58222	The system shall track the date the license appeal was reviewed.	$ 16,640
Provider Management	Appeals Process	58223	The system shall track the outcome of the license appeal.	$ 16,640
Person Management	Demographics	58267	The system shall allow the user to enter in email addresses for any person.	$ 5,200
Person Management	Demographics	58268	The system shall allow the user to enter in fax numbers for any persons.	$ 5,200
Person Management	Mental Health – Medical & Dental	58365	The system shall maintain medical, dental and mental health history records including who made the diagnosis.	$ 5,200
Person Management	Mental Health – Medical & Dental	58370	The system must track child developmental milestones.	$ 5,200
Person Management	Mental Health – Medical & Dental	58388	The system must provide a mechanism to record the reason Early Periodic Screening, Diagnosis, and Treatment (EPSDT) was not used.	$ 5,200
Person Management	Search	58874	The system shall have the ability to perform and temporarily store prior history searches in the "background" while the user continues to interact with the system.	$ 42,640
Case Management	Administrative Review	58983	The system must track the date the Administrative Hearing decision was received in the local office.	$ 27,040
			Total	**$558,480**

Print Date: 05/20/2011

STATEWIDE AUTOMATED CHILD WELFARE INFORMATION SYSTEM (SACWIS)
MICHIGAN DEPARTMENT OF HUMAN SERVICES
CHANGE CONTROLS GOVERNANCE LEVEL 2 OPERATIONAL STEERING COMMITTEE REPORT

CHANGE CONTROL ID:	DTMB00000129	PRIORITY: High	ORIGINATOR:	Jeff Kuhlman	SUBMIT DATE: 04/28/2011
Type:	ChangeControl-Governance2		OWNER:	Jeff Kuhlman	DUE DATE: 05/12/2011
HEADLINE:	Appendix D - Additional Features State Selection				STATUS: InProgress

Task ID:	DTMB00000131	Task Type:	Cost Impact	Task Headline:	Appendix D - Additional Features State Selection
Task ID:	DTMB00000130	Task Type:	Configuration Item Impact	Task Headline:	Appendix D - Additional Features State Selection - Task for Configuratior
Task ID:	DTMB00000132	Task Type:	Schedule Impact	Task Headline:	Appendix D - Additional Features State Selection
Task ID:	DTMB00000133	Task Type:	Resource Impact	Task Headline:	Appendix D - Additional Features State Selection

DESCRIPTION:

DHS has selected additional features from Appendix D of the DDI Contract. One feature will be included as the baseline for Pilot and the remaining requirements will be added as enhancements after statewide implementation.

The one requirement - 54244 - has a cost of $5,200 and will be added to the baseline requirements and go through conceptual design, detail design, development, testing, and will be included in training activities and documentation.

The additional 47 requirements have a total cost of $553, 200 and will be implemented after statewide go-live. The DDI will also follow a similar cycle of conceptual design, detail design, development, testing, and UAT (with DDI as support role), including providing updated Help Desk Manuals and operational documentation. Training activities to support these enhancements will be provided by the State.

The total cost for these additions is $ 558, 480.

A full-impact assessment will be completed after this change control is approved to determine specific down-stream, non-cost impacts.

NOTES:

==== State: Opened by: sessionsa on 19 May 2011 10:01:13 ====

Per Rich DeMello and Anthony Sessions regarding the call with Unisys on Appendix D requirements. The following are touch points:

1. A single Change Control will be issued for all Appendix D changes
2. Unisys confirmed that they can not do all the changes prior to pilot without impacting pilot timelines and the potential impact from making changes between pilot and statewide rollout is a poor choice
3. Unisys will identify the non-delivery impacting changes to be included in the pilot. All other changes will be done after statewide implementation
4. Training for the changes done after going statewide will be the responsibility of DHS Trainiers. Unisys will assist but, there will be no requirement for Unisys to provide full implementation training
5. Implementation activities will be conducted in maintenance/release format

==== State: Opened by: kuhlmanj on 19 May 2011 08:03:21 ====

This change control serves to lock in the pricing for the features selected from Appendix D. This relates directly to task DTMB00000131 - Cost Impact - which has been closed and approved as part of change control 129.

==== State: Opened by: kuhlmanj on 28 April 2011 10:41:10 ====

STATEWIDE AUTOMATED CHILD WELFARE INFORMATION SYSTEM (SACWIS)
MICHIGAN DEPARTMENT OF HUMAN SERVICES
CHANGE CONTROLS GOVERNANCE LEVEL 2 OPERATIONAL STEERING COMMITTEE REPORT

This Change Control will be introduced to the Operational Steering Committe - Level 2 Governance - on 4/28/2011.

Upon approval, we will need to engage Steve Motz for Contract change.

Form No. DMB 234 (Rev. 1/96)
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 **March 23, 2011**
PURCHASING OPERATIONS
P.O. BOX 30026, LANSING, MI 48909
OR
530 W. ALLEGAN, LANSING, MI 48933

NOTICE
OF
CONTRACT NO. 071B1300247
between
THE STATE OF MICHIGAN
and

NAME & ADDRESS OF VENDOR **Unisys** **310 Winterberry Lane** **Okemos, MI 48864** **Email: Jeffrey.Arbour@unisys.com**	TELEPHONE: Jeff Arbour **(517) 580-3700** VENDOR NUMBER/MAIL CODE BUYER/CA (517) 241-3215 **Steve Motz**
Contract Compliance Inspector: Jim Hogan **Statewide Automated Child Welfare Information System (SACWIS)** **Design, Development and Implementation (DDI)**	
CONTRACT PERIOD: From: **March 22, 2011**	To: **March 21, 2014**
TERMS **NA**	SHIPMENT **NA**
F.O.B. **NA**	SHIPPED FROM **NA**
MINIMUM DELIVERY REQUIREMENTS	
MISCELLANEOUS INFORMATION:	

TOTAL ESTIMATED CONTRACT VALUE: $47,303,560.00

Form No. DMB 234 (Rev. 1/96)
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
PURCHASING OPERATIONS
P.O. BOX 30026, LANSING, MI 48909
OR
530 W. ALLEGAN, LANSING, MI 48933

CONTRACT NO. 071B1300247
between
THE STATE OF MICHIGAN
and

NAME & ADDRESS OF VENDOR **Unisys** **310 Winterberry Lane** **Okemos, MI 48864** **Email: Jeffrey.Arbour@unisys.com**	TELEPHONE: Jeff Arbour **(517) 580-3700** VENDOR NUMBER/MAIL CODE BUYER/CA (517) 241-3215 **Steve Motz**
Contract Compliance Inspector: Jim Hogan **Statewide Automated Child Welfare Information System (SACWIS)** **Design, Development and Implementation (DDI)**	
CONTRACT PERIOD: From: **March 22, 2011** To: **March 21, 2014**	
TERMS **NA**	SHIPMENT **NA**
F.O.B. **NA**	SHIPPED FROM **NA**
MINIMUM DELIVERY REQUIREMENTS	
MISCELLANEOUS INFORMATION: **THIS IS NOT AN ORDER: This Contract Agreement is awarded on the basis of our inquiry bearing the RFP #RFP-DR-084R0200152. Orders for delivery will be issued directly by the Michigan Department of Technology, Management and Budget through the issuance of a Purchase Order Form.** **Estimated Contract Value: $47,303,560.00**	

FOR THE VENDOR:	**FOR THE STATE:**
Unisys	
Firm Name	Signature
	Natalie Spaniolo, Acting Director
Authorized Agent Signature	Name/Title
	Purchasing Operations
Authorized Agent (Print or Type)	Division
Date	Date

STATE OF MICHIGAN
Department of Technology, Management and Budget
Purchasing Operations

Contract No. 071B1300247
Statewide Automated Child Welfare Information System (SACWIS)
Design, Development and Implementation (DDI)

Buyer Name: Steve Motz
Telephone Number: (517) 241-3215
E-Mail Address: motzs@michigan.gov

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Article 1 – Statement of Work (SOW)

1.000 Project Identification

1.001 PROJECT REQUEST

The State of Michigan (State) through the Department of Human Services (DHS) and the Department of Technology, Management and Budget (DTMB) has issued this Contract for the design, development, and implementation of a Statewide Automated Child Welfare Information System (SACWIS) that meets the requirements of DHS and supports Michigan's Child Welfare programs. This system must be fully functional for pilot by October 2012 and must meet federal SACWIS compliance and the State's business and technical requirements.

The Department's goals associated with this project require the Contractor to provide a Child Welfare technology system that meets the following criteria:

- Is SACWIS compliant
- Is easily configurable
- Is Web based
- Intuitive to use
- Easily accessible
- Supports data import and export features with external systems to avoid manual and redundant entry and eliminate duplicated data capture
- Facilitates data extraction for reporting and analysis
- Is adaptable and responsive to the changing needs and requirements of the State's child welfare programs, staff and service providers
- Meets the business needs and is compatible with the strategic direction of the State of Michigan

1.002 BACKGROUND

DHS is the agency recognized by the Department of Health and Human Services (DHHS), Administration for Children and Families (ACF) as responsible for administering federal Child Welfare programs under Titles IV-B and IV-E of the Social Security Act. The DHS mission includes a commitment to ensuring that children and youth served by the public systems are safe; to promote, improve and sustain a higher quality of life while enhancing their wellbeing; and to have permanent and stable family lives. The State's Child Welfare program located within DHS is state-supervised and administered.

Legacy System

Michigan currently operates the Services Worker Support System (SWSS) that includes partial functionality to achieve SACWIS compliance. SWSS currently consists of four components:

- Foster Care, Adoption and Juvenile Justice (FAJ)
- Children's Protective Services (CPS)
- Prevention
- Guardianship

When SWSS was first rolled out in 2000 – 2001, Foster Care, Adoption and Juvenile Justice (FAJ) was the first component to go into production. When first implemented, the FAJ module initially captured demographic information, tracked placements, allowed workers to authorize payments, and determined funding. In 2006, a Case Management System (CMS) enhancement was added to FAJ, which included functionality to automate the service plans, social worker contacts, and other case management functions. In late 2007, statewide rollout of the Child Protective Services (CPS) module was completed. The CPS module contains functions to support Protective Services workers. In 2008, the Prevention and Guardianship components were implemented. As of August 2009, these modules provide minimal functionality; they primarily capture the demographic information used for referral purposes for Prevention and Guardianship cases. Both the State and ACF have identified several problems with SWSS as currently implemented including the following:

- The current system architecture is Client/Server, with the client being written in Visual Basic 6. The application is built with a centralized Oracle database. The application resides on the desktop.

- The overall performance of SWSS is inadequate to meet user needs. Current SWSS users report poor response times while performing routine duties and that the system is periodically unavailable.

- Data produced by the SWSS system is sometimes of questionable accuracy. Potential causes of the inaccuracies could be the system itself, user error, workarounds used by current users, lag time in the entry of data, the need to re-enter the same data into different data fields or a combination of these factors.

- Other ancillary systems are being used to track data. SWSS does not fully support the data reporting needs of the State. A new SACWIS must take into account the reporting needs of public and private service providers at the local level and DHS central administration. Currently, users are creating their own excel spreadsheets and word documents to track their cases or specific aspects of case management. SWSS does not capture all of the information needed to produce all of the reports that the State needs and that the federal government requires.

- The State has entered into a Settlement Agreement with national advocacy group Children's Rights that will require extensive reporting at a detail and rollup level. SWSS does not produce all of the reports that are needed to meet the terms of the Settlement Agreement. A copy of the Settlement Agreement is available on the Children's Rights Web site at http://www.childrensrights.org/wp-content/uploads//2008/09/22008-07-03_mi_signed_settlement.pdf.

- Several stand-alone systems exist that should be part of SACWIS but which are currently not part of SWSS. The following, although not all-inclusive, lists several of the stand-alone systems used by DHS:

    - The Interstate Compact on the Placement of Children (ICPC) processes mirror those in other states and are supported by an ACCESS database adopted from Illinois in 2007. This ACCESS database was needed to support the requirements of the Safe and Timely Interstate Placement of Foster Children Act of 2006 (HR 5403). This system allows Michigan to process information on the interstate placement of children for the purposes of adoption, foster care, relative or residential placement Although this ACCESS system is functional, its use occurred as a reaction to an immediate need to meet 'Safe and Timely' rather than a planned strategy to support the business needs of the users.

    - The Families First application tracks intensive services designed to prevent the removal of children from their families. This is a web enabled application used by private agencies, on State supplied equipment and network connections.

    - Team Decision Making (TDM) aka Permanency Planning Conference (PCC) is an application which captures the decisions made at planning conferences that include the child, parents, relatives, significant family friends, and other agency representatives. The purpose of these planning meetings is to determine the appropriate resolution of family problems and the safe placement of the child. It is estimated that 80% of the information captured in this application is already available in SWSS.

    - In Wayne County, there is a Child Placing Network (CPN) application that takes information from the providers about available beds and characteristics of the homes and matches this against information about the child being placed. The results are displayed in geographic proximity to the child's neighborhood or an address entered by the worker.

    - The Adoption Subsidy system utilizes the same Client/Server technology as SWSS with the client being written in Visual Basic 6. The application uses the SWSS centralized Oracle database. In addition, this system accesses the Model Payment System to process subsidy payments.

- There are several SWSS interfaces that should be part of the system but aren't currently. These interfaces must be included in the new SACWIS and are listed in the Interfaces section of Appendix C – Requirements.

- Access to SWSS by private child placing agencies does not currently exist. Forty percent of foster care and seventy-five percent of adoption services are provided by private child placing agencies under Contract with the State, but these agencies do not have access to SWSS. Efforts to include private agencies in SWSS have presented many technical and usability problems. Most private agencies have their own technology systems addressing their organizational needs and consider it dual entry to use the State's SACWIS. In order to become SACWIS compliant, the State's technology solution for child welfare must be used by, and support the needs of, both public and private child welfare service providers.

1.100 Scope of Work and Deliverables

1.101 IN SCOPE

The scope of work for this project includes the following services/activities:

Number	Activity	Overview
1	Project Management	The project management activity includes preparation of a project plan, tasks, and deliverables for reporting, configuration management, issue and risk management, and change control for requirements.
2	Hardware and Software Plan and Delivery	The hardware and software plan activity includes all of the hardware, software, and licensing necessary for all environments for design, development, testing, training, implementation, operation, and maintenance of the new SACWIS.
3	Conceptual Design	The conceptual design activity includes the tasks of requirements validation and traceability, methodology for conceptual design, the specifications for the conceptual design, and a gap analysis that documents the gaps between current practice and future vision of SACWIS.
4	Security	The security activity encompasses the tasks necessary to protect the new SACWIS and its associated data in all of the environments.
5	Business Change Management	The business change management activity is directed at maximizing positive response to the new SACWIS by effectively managing stakeholder expectations. It incorporates effective communication and focuses on the impact on affected business processes.
6	Detail Design	The detail design activities include specifications for all system objects, such as programs, screens, interfaces, reports, templates, and forms.
7	Development	The development activities result in the construction of the system and the project's development library.
8	Conversion & Data Migration	The conversion and migration activity includes tasks for planning, coding, and executing the conversion and migration processes and a plan to clean up the data prior to conversion and migration.
9	Testing	The testing activities ensure the operations and hardware/software and telecommunications aspects of the new SACWIS are functioning as designed.
10	User Acceptance Testing (UAT)	The UAT activities include participating and supporting DHS users in acceptance testing of the entire SACWIS. This activity includes preparation of the test environment, specifying dates and time for end users to conduct testing, training on any tools to assist end users on how test results will be produced, viewed, and results reported.
11	End User Training	The end user training activities include developing and delivering training necessary to ensure effective use and reliable operation of the new SACWIS.
12	Technical Training	The technical training activities ensure that sufficient members of the State receive hands-on training and classroom training to maintain and enhance the new SACWIS during and after the Warranty Period.
13	Help Desk	The help desk activities include providing Help Desk Support during pilot, implementation and transition it over six months into the warranty period to DHS.
14	Pilot	The pilot activity includes sample county(ies) and/or offices that will participate in the

Number	Activity	Overview
		initial implementation. The Pilot will be considered the final validation stage prior to a full statewide rollout.
15	Implementation and Readiness	These activities ensure a tested and operational system is put into production with minimal disruption to client and provider services.
16	Transition and Maintenance	The transition and maintenance activities ensure that operational support and continuing maintenance of the new SACWIS is successfully transitioned to the State.
17	Federal Review	The Federal review activities focus on updating the SACWIS Assessment Review Guide (SARGe) in preparation for a future federal SACWIS review.

A more detailed description of the software, services (work), and deliverables sought for this project is provided in Article 1, Section 1.104, Work and Deliverables.

1.102 OUT OF SCOPE

Out-of-scope services include the following services:

- A DHS department-wide data warehouse exists that has several data marts, one for children's programs. This is a Teradata data warehouse with Business Objects on the front end for Business Intelligence. Modifications to the data warehouse will be the responsibility of the State. All of the federal mandated reports will be created using the data warehouse and will be the responsibility of the State. In support of this initiative, the Contractor will be responsible for ensuring that all needed information is available for loading on the data warehouse in a form that facilitates the identification and extraction of changed and necessary data.

- Provision of the project facility will be the responsibility of the State.
- Provision for training facilities will be the responsibility of the State. The Contractor is required to collaborate with the State regarding the overall training strategy including training location availability.
- Provision of equipment and materials for the State project staff including computers, printers, paper, phones, etc. will be the responsibility of the State.
- The performance of any activities that are not associated with the requirements listed in 1.104 are outside the scope of this project.
- System hardware will be purchased through current State contracts
- Supporting software will be purchased through current State contracts

1.103 ENVIRONMENT

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

The Contractor must conform to State IT policies, standards, and processes (including IMAC processes). The Contractor must request any exception to State IT policies and standards in accordance with DTMB processes. The State may deny the exception request or seek a policy or standards exception.

All software and hardware items provided by the Contractor must run on and be compatible with the DTMB Standard Information Technology Environments. Additionally, the State must be able to maintain software and other items produced as the result of the Contract. Therefore, non-standard development tools may not be used unless approved by DTMB. The Contractor must request, in writing, approval to use non-standard software development tools, providing justification for the requested change and all costs associated with any change. The State must approve any tools, in writing, before use on any information technology project.

It is recognized that technology changes rapidly. 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. The State must approve any changes, in writing, before work may proceed based on the changed environment.

The State Unified Information Technology Environment (SUITE)
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.

1.104 WORK AND DELIVERABLES

I. Services (Work) To Be Provided and Deliverables

This system must be fully functional for pilot by October 2012 and must meet federal SACWIS compliance and the State's business and technical requirements. The hardware must be installed and fully operational by the dates specified in the State approved Project Plan. A summary of the activities and related tasks to be completed by the Contractor appears in the following table:

Activities	Tasks
Project Management	1.1: Project Plan V1
Project Management	1.2: Quarterly Project Plan
Project Management	1.3: Monthly Project Status Reports
Project Management	1.4: Project Configuration Management Plan
Project Management	1.5: Issue and Risk Management Plan
Project Management	1.6: Requirement Change Control Plan
Hardware & Software Plan and Delivery	2.1: Hardware and Software Plan
Hardware & Software Plan and Delivery	2.2: Hardware and Software
Conceptual Design	3.1: Requirements Validation and Traceability Plan
Conceptual Design	3.2: Conceptual Design Methodology and Session Plan
Conceptual Design	3.3: Conceptual System Design
Conceptual Design	3.4: Gap Analysis
Security	4.1: Security Design Document
Security	4.2: User Access Security Plan
Security	4.3: Disaster Recovery Plan
Business Change Management	5.1: Comprehensive Change Management & Communication Plan
Business Change Management	5.2: Business Process Practices and Improvement
Detail Design	6.1: Detail System Design Session Plan
Detail Design	6.2: Detail System Design Document (DSD)
Detail Design	6.3: Interface Design
Detail Design	6.4: Forms, Template and Report Detail Design
Development	7.1: Software Development Plan
Development	7.2: Weekly Construction Summary Report
Development	7.3: Development Library
Conversion and Data Migration	8.1: Data Conversion and Migration Strategy
Conversion and Data Migration	8.2: Data Conversion and Migration Plan
Conversion and Data Migration	8.3: Data Cleanup Plan
Conversion and Data Migration	8.4: Data Conversion and Migration Results
Testing	9.1: Test Management Strategy
Testing	9.2: Unit and Integration Test Plan and Documentation
Testing	9.3: System Test Plan
Testing	9.4: Interface Test Plan
Testing	9.5: Performance, Volume and Stress Test Plan
Testing	9.6: Conversion and Migration Test Plan
Testing	9.7: System Test Scripts
Testing	9.8: Testing Results Weekly Report
Testing	9.9: Conversion and Migration Weekly Test Results Report
Testing	9.10: Performance Monitoring Plan and Weekly Report
Testing	9.11: Operational Readiness Report
User Acceptance Testing	10.1: UAT Test Environment and Tools
User Acceptance Testing	10.2: Weekly UAT Status Reports
User Acceptance Testing	10.3: Operational Readiness Report

Activities	Tasks
End User Training	11.1: End User Training Strategy
End User Training	11.2: Comprehensive Training Plan
End User Training	11.3: End User Training Environment(s)
End User Training	11.4: End User Training Materials V1 and *V2
End User Training	11.5: Online User Aids
End User Training	11.6: End User Training and Progress Report
End User Training	11.7: End User Training Final Report
Technical Training	12.1: Technical Training Strategy
Technical Training	12.2: Technical Training Plan
Technical Training	12.3: Technical Training Materials
Technical Training	12.4: Technical Training Report
Technical Training	12.5: Project Staff Training Plan
Help Desk	13.1: Help Desk Plan
Help Desk	13.2: Help Desk Procedures Manual
Help Desk	13.3: User Help Desk Manual
Help Desk	13.4: Help Desk Transition Plan
Help Desk	13.5: Help Desk Reporting
Pilot	14.1: Pilot Implementation Plan
Pilot	14.2: Pilot Support and Operations Plan
Pilot	14.3: Pilot Test and Analysis
Implementation and Readiness	15.1:Statewide Implementation Plan
Implementation and Readiness	15.2: Network & Desktop and Production Requirements
Implementation and Readiness	15.3: Final Readiness Assessment
Transition and Maintenance	16.1: Operations and Maintenance Transition Plan
Transition and Maintenance	16.2: Post-Implementation Evaluations
Transition and Maintenance	16.3: Operating Procedures
Transition and Maintenance	16.4: System Updated Documentation
Federal Review	17.1: Updated SACWIS Assessment Review Guide (SARGe)

Listed below in more detail are activities, tasks, and deliverables required by this project. All deliverables shall be made available in electronic format as well as paper.

Contractor Schedule for Written Deliverable Submittal
The Contractor will provide a written deliverable schedule in the project plans specified in Activity 1, which must include first review, correction, and second review time tasks. The review periods in the mutually agreed upon project plan supersede those identified in the approval matrix below; however, written deliverables not specified in the mutually agreed upon project schedule are subject to the submittal and review cycle for project deliverables identified below. Days in the table below are State working days, not calendar days.

The State will identify all items to be corrected for a deliverable during the first review through a consolidated list of review comments. Contractor will then make corrections to the deliverable based on the list of review comments. The State will conduct a second review where the scope of the review is limited to verifying the corrections identified in the first review have been addressed in the corrected deliverable. Additional reviews beyond the second review will occur only when the second review determines the required corrections were not addressed in the corrected deliverable. Additional reviews will also focus on verifying the list of review comments have been addressed and will trigger the Issue, Risk and Change Management process.

The State has the right to adjust the queue, regarding document deliverables, where Federal, Legislative or Court Ordered mandates/changes must be prioritized into the project. In the event this occurs, the impact to deliverables will be subject to Issue, Risk and Change Management.

	Subject Matter Complexity								
	Average			Moderate (1.5x)			High (2x)		
Pages\Days	1st Review	Correction	2nd Review	1st Review	Correction	2nd Review	1st Review	Correction	2nd Review
0 - 9	2	1	1	3	2	2	4	2	2
10 - 24	3	2	1	5	3	2	6	4	2
25 - 49	5	3	2	8	5	3	10	6	4
50 - 99	8	5	3	12	8	5	16	10	6
100 - 199	10	8	5	15	12	8	20	16	10
200 - 399	15	10	8	23	15	12	30	20	16
400 +	21	15	10	32	23	15	42	30	20

Subject Matter Complexity:

Average – Minimal reference material and/or low level of expert knowledge of the subject matter; requiring ordinary review

Moderate – Some interdependent referential material and/or a degree of knowledge of the subject matter; requiring thorough review for accuracy and completeness

High – Several interdependent references to other material and/or a high level of expert knowledge in the subject matter; requiring extensive review for accuracy and completeness

For deliverables subject to the approval matrix above, the State will only accept up to 7 documents, totaling less than 1000 pages, for review and acceptance at any given time. The Contractor will work with the State to create and manage the written the deliverables queue.

Contractor Written Deliverable Format and Inclusion

All Contractor written deliverables described as “Plans” above shall be developed and formatted, such that the documents can be amended to the existing project documents without rework.

The Contractor will employ the following approach for the State’s approval of project work products and written deliverables, such as plans, or other work items:

7. The Contractor will carefully specify and describe the written deliverables or product and address its purpose, content, due date, and approval and acceptance criteria when submitting a Deliverable Expectation Document.
8. The Contractor will prepare and submit deliverables in draft format before the final due date, when appropriate.
9. The Contractor will subject written deliverables to an internal review before submitting them to the State. The internal review will verify that each written deliverable’s format, content, and quality meet the Contractor’s standards and follow the State-approved Deliverable Expectation Document.
10. For major written deliverables, the Contractor may schedule and conduct a walkthrough of a draft version with the State and then incorporate comments and review results in the final written deliverable.
11. The Contractor will submit final written deliverables to the State for approval. The State’s written approval will constitute acceptance of the written deliverable.
12. For defects or the State’s rejection of a written deliverables, the Contractor will promptly identify the necessary corrective action, assign resources, and make the appropriate notifications and updates to make sure that the written deliverable is modified and approved quickly.

Required Quality and Testing Support

The Contractor shall engage the Quality Assurance/Quality Control, and the Independent Verification and Validation (IV&V) vendors as described throughout this Contract.

The Contractor shall engage, cooperate and collaborate with the QC testers in the requirement/design sessions to build the foundation for the QC testing team. The QC Vendor’s primary focus is the integrity of the application in the System Test environment. The QC Vendor also has quality obligations in all project system environments. The State will use the QC Vendor to ensure adherence to the project Defect Severity Criteria

and prohibitions on defect propagation to higher environments. Testing Environment management with respect to defect promotion is described at Activity 9 –Testing. The defect criteria will be applied by the QC Vendor to the Contractor's deliverables.

The Contractor shall engage, cooperate and collaborate with the IV&V Vendor. The IV&V Vendor will interview and observe SACWIS project management staff, DHS Child Welfare program staff, SACWIS project DDI Contractor staff (including any subcontractors), SACWIS Quality Control (QC) Vendor and State technical staff in project meetings and as they perform various activities to understand the processes, procedures, and tools used in the SACWIS project environments. The IV&V Vendor will review and analyze all applicable and available documentation for adherence to SUITE and other accepted, contractually-defined industry standards and report findings.

Use of Project Tools
To support the SACWIS project, the Contractor will collaborate in the configuration, management and use of the State's Enterprise Rational tools and/or other State specified tools for managing project artifacts.

Activity 1: Project Management

Objective
Ensure that the SACWIS meets Michigan's specific requirements.

Description
The project management activity is designed to ensure that the project progresses according to the approved detailed Project Plan. The project management activity spans the duration of the project and the Project Plan is the primary control element of the project. Once the Project Plan is approved by the State, the Contractor shall maintain and modify the approved Project Plan throughout the project, with State approval, by updating it to reflect the evolving schedule, priorities, and resources (i.e. it is a "living document"). This activity also includes tasks and deliverables for reporting, configuration management, issue, and risk management, and change control for requirements. All of the tasks and deliverables in this activity contribute to the effective management of the project. Material changes to key milestones from a schedule perspective, and changes to other elements of the Project and/or Project Plan must be administered through the Change Management process as described in the Requirement Change Control Plan, and as required at Section 1.403 Change Management. It is possible that some changes will require a Change Request as described at Section 2.024 Change Request.

The Contractor will Monitor project status against the current Project Plan with activities such as:

- Identifying, mitigating, and monitoring issue and risk items
- Keeping project plans, issue and risk registers, and project status reports updated and under control of Configuration Management
- Informing project management of activities that appear to be at risk of falling behind schedule
- Prepare corrective action plan for activities at risk of falling behind schedule

The State reserves the right to request project schedules and estimates that are effort based. The Contractor will integrate State staff into their schedules as part of the collaborative effort for the scope of this Contract.

Deliverables

- 1.1: Project Plan V1
- 1.2: Quarterly Project Plan
- 1.3: Monthly Project Status Reports
- 1.4: Project Configuration Management Plan
- 1.5: Issue and Risk Management Plan
- 1.6: Requirement Change Control Plan

Task 1.1: Project Plan V1

The Project Plan V1 must address all components of the SUITE PMM-03 Project Plan and include the Project Schedule. The Project Plan creates a consistent, coherent document that is used to guide both Project execution and Project control. The V1 indicator in the name of the Project Plan and Project Schedule, designates the first version of the Project Plan and Project Schedule. The Contractor will continue to update the Project Plan and is subcomponents throughout the life of the project, see Task 1.2 below.

The Project Schedule is due within five (5) working days of the commencement of the Project. The Contractor will submit to the State project manager(s) for final approval of the Project Schedule V1 deliverable.

The Project Schedule shall include the deliverables/milestones listed in Article 1, Section 1.104 Work and Deliverables, for which payments shall be made as defined in Article 1, Section 1.601 Compensation and Payment.

a. Payment to the Contractor will be made upon the completion and acceptance of the deliverable, not to exceed contractual costs of the task.
b. Failure to provide deliverable by the identified date may be subject to liquidated damages as identified in Article 2, Section 2.243.

At a minimum, the Contractor's Project Plan shall include the Contractor's Project Organization, Resource and Staffing Plan, Management Approach, Quality Management Plan, Work Breakdown Structure and Project Schedule.

- The Project Organization and Resource and Staffing Plan will describe the organization structure, roles, and responsibilities of the personnel, staffing levels, and other resources that will be utilized to provide successful Project management. A description of the criteria and process used to develop the staffing estimates, criteria and process used to determine staffing qualifications, detailed organizational charts, and a resource-loading chart shall be included. The organization structure must identify key personnel by name, title and job function, the percentage of time onsite, and whether each position will be filled by a Contractor employee or a subcontractor to the Contractor
- The Management Approach shall describe the Contractor's approach to management and provide a preliminary detailed Project Plan, assumptions, and master schedule of milestones activities, tasks and deliverables
- The Quality Management Approach shall describe how the Contractor's Quality Management Plan supports the Contractor's internal quality processes and conforms to SUITE. The Systems Engineering Methodology (SEM) of the State Unified Information Technology Environment (SUITE) provides guidance for information systems engineering related to project management activities and quality assurance practices and procedures. The SUITE methodology must be included in all project strategies and plans
- The Contractor's key staff table with names and title of personnel assigned to the project. The project work breakdown structure (WBS) must show sub-projects, activities and tasks, and resources required and allocated to each.
- The project schedule must also be in an executive graphic display form, showing high-level events, tasks, and decision points
- Graphs showing critical events, dependencies and decision points during the course of the Contract
- The 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 Contractor tasks.
    - Tasks, subtasks, deliverables, and the resources required and allocated to each.
    - Updates must include actual time spent on each task and a revised estimate to complete.
    - 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.

State Responsibility

- Provide input and clarifications to the Contractor as needed
- Provide access to policies and procedures related to Contractor deliverables
- Provide the Strategic Implementation Plan: Project Resources
- Review and approve Project Plan V1
- Review and approve Project Schedule V1

Contractor Responsibility

- Create and submit Project Plan V1
- Create and submit Project Schedule V1
- Correct any issues identified by the State prior to initiating the Project Plan
- Review State policies and SUITE methodology prior to creating the plan
- Review the Strategic Implementation Plan: Project Resources to obtain details on the State's proposed team

Acceptance Criteria

1.1: Project Plan V1

- Documentation of the Project Plan V1 and Project Schedule, as described in the Contract
- Use of SUITE methodologies

Task 1.2: Quarterly Project Plan

This task addresses subsequent versions of the Project Plan and Project Schedule. At a minimum, on a quarterly basis, the Contractor shall submit updates to the Project Plan and Project Schedule (e.g., version 2, 3, 4, etc.).

State Responsibility

- Review and approve the Project Plans
- Review and approve the Project Schedules.
- Provide input and clarifications to the Contractor

Contractor Responsibility

- Update the Project Plans to accommodate agreed upon changes in scope
- Update the Project Schedules to accommodate agreed upon changes in scope
- At a minimum, present changes to the plan on a quarterly basis
- Provide input and clarifications to the State

Acceptance Criteria

1.2: Quarterly Project Plan

- Documentation of the Quarterly Project Plans and Quarterly Project Schedules as described in the Contract
- Use of SUITE methodologies
- Clear representation of changes in the Project Plan from previous version.

Task 1.3: Monthly Project Status Reports

In this task, the Contractor must provide, at a minimum, Monthly Project Status Reports, which shall conform to SUITE (PMM-013). The Project Status Report will summarize schedule and budget performance to compare actual project performance with plan(s).

The Monthly Status Reports must also contain at a minimum:

- A narrative Status Report summarizing the project's status and any areas of concern
- Accomplishments and activities during the period
- Problems identified or encountered during the reporting period

- Outstanding issues from a consolidated issues log. Each issue (contractual, technical, staffing, policy, and so forth) will be annotated with expected State and Unisys actions for resolution during the next reporting period. Issues resolved since the last report also will be addressed.
- Status of risks identified and active in the Risk Management Plan and associated mitigation activities
- Planned activities summarized by work breakdown structure (WBS) level for the next reporting period, with any milestones to be completed during the next reporting period listed individually
- A subset of the approved Project Plan, showing tasks assigned, completed, and remaining. Project Plan items within the status report will address the following:
  - List of tasks completed this reporting period
  - List of tasks scheduled to start during the coming week
  - List of any tasks not completed as scheduled
  - List of any tasks not started as scheduled
  - Planned corrective actions for any tasks not on schedule
  - Tasks in progress
- A summary of State team activities and resources to include:
  - Accomplishments during the current reporting period
  - Expectations for the next reporting period

State Responsibility

- Review and approve project status reporting protocols
- Review and approve the Project Status Reports

Contractor Responsibility

- Obtain consensus for Project Status Report format
- Complete monthly Project Status Reports

Acceptance Criteria

1.3: Monthly Project Status Reports

- Use of approved format
- Inclusion of accomplishments, critical issues, personnel utilized, and items planned for the next reporting period
- Reporting of identified issues and risks and associated mitigation strategies
- Comparison of schedule and budget performance to actual project plan
- Use of SUITE methodologies
- Submission of Monthly Status Report

Task 1.4: Project Configuration Management Plan

The Contractor must provide a Project Configuration Management Plan to describe the administrative and technical procedures to be used throughout the project life cycle to control system and project artifacts. At a minimum, the plan shall describe the approach and scope. The approach includes explaining the methodology, integration and configuration management. The scope will describe the tasks and activities that will be performed as part of project configuration management including configuration identification, system release management, version control, audit control and roles and responsibilities of personnel/resources.

State Responsibility

- Review and approve Project Configuration Management Plan
- Provide repository for maintenance of documentation
- Collaborate with Contractor on tools for monitoring project
- Monitor version control
- Provide input and clarifications to the Contractor
- Provide final approval on all tools that Contractor will use on the project

Contractor Responsibility

- Collaborate with State on tools and processes for management of product artifacts to monitor change and version control

- Collaborate with State on methodologies and tools identified
- Provide Project Configuration Management Plan
- Execute work in accordance to the approved Project Configuration Management Plan

Acceptance Criteria

1.4: Project Configuration Management Plan

- Documentation of the Project Configuration Management Plan as described in the Contract
- Tools for configuration management
- Description of methods for version control
- Documentation of audit control functions
- Inclusion of roles and responsibilities as part of the overall plan

Task 1.5: Issue and Risk Management Plan

The Contractor shall deliver an Issue and Risk Management Plan to the State for review and approval. The Issues and Risk Management Plan shall describe the project approach for issue/problem and risk/mitigation identification, tracking, reporting, assignment, resolution, and escalation. The plan shall include description of the automated tracking and management system(s) for capturing and tracking all issue/problem and risk/mitigation information. The approach used for Issue and Risk Management shall be consistent with the State's enterprise approach, which includes the SUITE methodology.

State Responsibility

- Provide existing Issue and Risk Management Plan to the Contractor
- Provide input and clarifications to the Contractor
- Collaborate with Contractor on tools and processes for issue and risk management
- Review and approve deliverables

Contractor Responsibility

- Submit Issues and Risk Management Plan
- Execute work in accordance with the Issue and Risk Management Plan
- Collaborate with State on tools and processes for issue and risk management
- Review SUITE methodologies prior to developing the plan
- Identify the criteria to categorize, prioritize and determine the severities for issues and risks
- Identify the required timeframes for resolution and mitigation plans for issues and risks
- Determine how issues shall be assigned
- Include escalation procedures for issues and risks

Acceptance Criteria

1.5: Issue and Risk Management Plan

- Documentation of the Issue and Risk Management Plan as described in the Contract
- Support of the SUITE methodologies
- Documentation of procedures for escalation, assignment, mitigation, resolution, categorization, prioritization, reporting, and tracking
- Inclusion of weekly meetings as part of the plan
- Documentation of the tool for tracking

Task 1.6: Requirement Change Control Plan

In this task, the Contractor produces the Requirement Change Control Plan. It describes the Contractor's approach to requirement change control, including the tracking of requirements, software used to track all requirements, reporting of requirements, assignment, resolution, and escalation of requirement change control requests. The Requirement Change Control Plan shall be consistent with the State's enterprise approach, which includes the SUITE methodology.

State Responsibility

- Provide access to appropriate staff to clarify requirements
- Attend regular meetings to manage requirements change requests
- Review and approve Requirement Change Control Plan
- Provide input and clarifications to the Contractor as needed
- Collaborate with Contractor on the tool that will create traceability from Contract through operations
- The State has the responsibility to approve change control in accordance with the governance model

Contractor Responsibility

- Create Requirement Change Control Plan
- Execute work in accordance with the Requirement Change Control Plan
- Apply changes as requested
- Collaborate with State on the tool that will create traceability from Contract through operations
- Collaborate with State on the tool's user access and reporting requirements

Acceptance Criteria

1.6: Requirement Change Control Plan

- Documentation of the Requirement Change Control Plan as described in the Contract
- Documentation of the tool for tracking requirements
- Provision of a change request form for project staff to complete when a change to a requirement is identified
- Documentation of the methodology for change requests, review and approval of the requests, committee for acceptance or denial of the request, costs associated with the request, resolution and escalation of the request

Activity 2: Hardware and Software Plan and Delivery

Objective

Provide the environments to support efficient and effective design, development, testing, training, operation, and maintenance of the new SACWIS.

Description

The Contractor has identified all Hardware and Software necessary to support the SACWIS project in Table 5 and Table 6 of Appendix F. Any technology solutions proposed must be consistent with DTMB's IT Strategic Plan. This activity begins the plan for all of the hardware, software, and licenses. This activity also includes the execution of the plan, which results in the delivery, installation and configuration of all of the hardware and software.

The scope of activity includes all of the hardware, software, and licensing necessary for all environments for design, development, testing, training, implementation, operation, and maintenance of the new SACWIS.

The State will purchase the hardware and/or software identified in the approved Hardware and Software Plan from other State Contracts.

Deliverables

- 2.1: Hardware and Software Plan
- 2.2: Hardware and Software

Task 2.1: Hardware and Software Plan

The Contractor shall provide the Hardware and Software Plan to describe all hardware and software necessary to support an efficient and effective design, development, testing, training, and production environment for the new SACWIS and shall be based on a computing and growth capacity for 10 years from the start of the contract. It will address the following:

Production Hardware and Software:

- An inventory of all hardware and software necessary for the new SACWIS to support the training, production and disaster recovery environments
- Disaster recovery provisions, where all software and hardware for disaster recovery operations exist on the State's network and use of the State's hosting centers. Disaster Recovery provisioning must be consistent with the States Strategic IT Plan which can be located at http://www.michigan.gov/itstrategicplan

Non-production Hardware and Software:

- An inventory of all hardware and software necessary for the new SACWIS to support design, development and testing environments

The Contractor will provide a complete Enterprise Architecture Assessment to the State for their review and Approval.

State Responsibility

- Review and approve the Contractor's recommendation for hardware and software plan
- Provide input and clarifications to the Contractor as needed
- Collaborate with Contractor on the necessary hardware and software and disaster recovery provisions
- Describe acceptable Contractor security access to project environments.
- Collaborate with Contractor to complete the Enterprise Architecture Assessment

Contractor Responsibility

- Provide Hardware and Software Plan
- Provide Enterprise Architecture Assessment
- Collaborate with State on the necessary hardware and software and disaster recovery provisions
- Collaborate with State to identify procurement, licensing and other requirements for proposed software
- Conduct ongoing reviews of the hardware and software performance and reliability to determine if hardware requires additional capacity
- Comply with the State's described security approach for the project environments

Acceptance Criteria

2.1: Hardware and Software Plan

- Documentation of the methodology used for identifying the capacity for SACWIS hardware and software and the support of the entire project, including at a minimum the file sizes, transaction volumes, server loads and response times
- Documentation of the inventory for hardware and software and the use of the hardware and software
- State approved Enterprise Architecture Assessment
- Inclusion of hardware and software specifications that meet all the requirements of this Contract

Task 2.2: Hardware and Software Delivery

During the Hardware and Software task, the State will procure the hardware and software in accordance with the State approved Hardware and Software Plan. The Contractor will participate in accordance with Hardware and Software Plan. A definite separation of duties, access and responsibilities will be implemented by the State for each environment.

State Responsibility

- When agreed to in the Hardware and Software Plan, procure hardware and software and any associated license
- Acquire and install any network hardware and software required for the State
- Provide access to State testing and monitoring tools
- Provide appropriate access to non-production environments

Contractor Responsibility

- Execute duties in accordance with the Hardware and Software Plan
- Prior to hardware purchases, review the State's hardware and software purchases in accordance with the Hardware and Software Plan
- Test and monitor all hardware and software
- Provide timely environment configuration change requests
- Document and mentor the State in the configuration of any COTS software needed to develop and support the new SACWIS application.

Acceptance Criteria

2.2: Hardware and Software

- Completion of contractor hardware and software activities in accordance with the Hardware and Software Plan

Activity 3: Conceptual Design

Objective

Build the basic foundation that defines the structure of the proposed solution, including the functional elements, their relationships, and the system behavior.

Description

Conceptual design is the vital stage of the product creation that defines the success or failure of the product usability. In this activity, the Contractor performs tasks for requirements validation and traceability throughout the duration of the project. It also includes the methodology for conceptual design with an approach to the design sessions, the specifications for the conceptual design, and a gap analysis that documents the gaps between current practice and future vision of SACWIS. The Contractor will use Rational RequisitePro to capture, map, and control the requirements. RequisitePro serves as a repository for the functional Michigan SACWIS requirements.

The Contractor will provide a model-driven transfer of the TFACTS solution customized to Michigan's specific requirements. As part of the transfer, the Contractor will migrate the TFACTS system artifacts and code to IBM's Rational Software Architect (RSA).

At project inception, the Contractor will deliver the transfer system artifacts that reside in the Tennessee Configuration Management repository to the Configuration Management repository installed for the Michigan SACWIS. The Contractor will also transfer all currently available system documentation from the base system into the State's repository including:

- Data Requirements Definition
- Data Model/ Data Dictionary
- Functional and technical design documents
- Functional and technical requirements and Requirements Traceability Matrix
- SACWIS Use Cases and Screen Specification
- Templates, Storyboards and other specifications for Reports, Forms and Interfaces
- Technical documentation including application development standards, system architecture details and processes and procedures used in the development and support of the base system

The Contractor will install the RequisitePro Michigan SACWIS requirements into a new Rational RequisitePro repository. The Michigan Configuration Management and RequisitePro Repositories will be the baseline transfer system from which the Contractor will make changes to the model as required.

The Contractor will install the example transfer system and currently available test data on a development server to prepare for knowledge transfer and training. This will provide Web-based access to authorized users in a controlled environment. Installing the transfer system will enable the State IPT members to interact with the example system to assist them in understanding the system concepts.

The Contractor will understand the concepts of the baseline transfer solution before any changes are made. Time and effort invested in an initial 1-day “module overview” as part of the commencement of the functional requirements phase will provide a common point of understanding, user buy-in, and ownership. Availability of an existing model on each day of the requirements validation process will enable the user and technical communities to see the realization of abstract concepts, detailed business rules, and functional logic along with the end user interface. This will foster the clarification of requirements during the Validation phase.

The Contractor will lead project team members in discussion of the existing functionality. Modification requests will be cataloged and analyzed as being an elaboration of existing requirements and changes to existing functionality that met the State’s requirement or a new requirement. The Change Control Board must approve the allocations of these changes and their adoption before final acceptance.

The Contractor and the State shall perform the following:

- Validate existing requirements
- Clarify and add detail to the Michigan business and technical requirements
- Review, validate, and document business process workflows
- Maintain a mapping and traceability of requirements
- Deliver a Detailed Requirements Document.

The Contractor’s Systems Engineering approach will include a Requirements Traceability and Verification Matrix (RTVM) and critical reviews at key junctures during the project. At a minimum, the RTVM will map solution requirements to design and build components and test cases.

The Contractor will employ use case techniques to update each use case as part of the formal Requirements phase, thereby reflecting final Michigan requirements. The Contractor will either add new use cases to the model to reflect Michigan-specific requirements outside the model or modify existing use cases to reflect other Michigan-specific requirements. This will be accomplished in formal sessions during the Requirements Validation phase.

The Contractor will utilize the Contract as the foundation for requirements validation and elaborate on their meaning further during the requirement/design sessions.
The facilitated requirement/design sessions confirm the preliminary mapping of the Michigan requirements to the transfer model. The project members will review the use cases with respect to the developed system.

The State and Contractor will reach an agreement on the evaluation of “Functionality Exists, Partially Exists or Does Not Exist”. If agreement cannot be achieved, the Contractor will work with the State to evaluate the issue. Evaluation may result in invoking the Change Control processes.

The Contractor will record the results of the requirement/design sessions in the requirements management tool, Rational RequisitePro. RequisitePro will provide the Requirements Traceability Matrixes and requirements repository. RequisitePro will produce the Requirements Document Deliverable as detailed use cases created and updated in the requirements processes.

The Contractor will use multiple teams working concurrently to facilitate the documentation, validation and confirmation of requirements confirmation and design/build activities. The team descriptions will be finalized in Activity 3.2. The anticipated teams are identified below:

- Team 1 – Intake & Investigation
- Team 2 – Case Management
- Team 3 – Court/Eligibility
- Team 4 – Service Provision
- Team 5 - Payments & Accounting
- Team 6 – Provider Management
- Team 7 – Administrative & Common Functions
- Team 8 – Technical & Non-functional

Seven functional teams will run sessions in parallel with one technical team session for which business users will be scheduled only when required. The State will provide a State lead, one to three subject matter experts and one to three technical business analysts for each team. State policy expert resources will participate as needed with each team and assist in the decision-making process. The State will respond to request for feedback and information within two business days. If responses exceed two business days then risk, issue and change control processes will be engaged.

In addition to the teams identified above, specific teams for training and conversion will document, develop, review, and finalize their respective components.

Deliverables

- 3.1: Requirements Validation and Traceability Plan
- 3.2: Conceptual Design Methodology and Session Plan
- 3.3: Conceptual System Design
- 3.4: Gap Analysis

Task 3.1: Requirements Validation and Traceability Plan

The Contractor will provide a Requirements Validation and Traceability Plan describing the Contractor's approach to ensure all requirements are met. The purpose of this task is to describe the Contractor's approach to review, analyze, and validate requirements during conceptual design sessions. The Requirements Validation and Traceability Plan must include at a minimum:

- Approach to review and analyze all requirements during design sessions
- Approach to validate a common understanding of all requirements during conceptual design sessions
- Strategy for maintaining requirement traceability in all documentation

State Responsibility

- Clarify, at the Contractor's request, Michigan's policy, regulations, and procedures
- Provide the appropriate staff that understands the intent of the requirements and State vision for conceptual and detailed design sessions
- Review and approve the Requirements Validation and Traceability Plan
- Schedule State Participants
- Send agreed upon session materials to participants prior to the session

Contractor Responsibility

- Validate an approach to obtain common understanding of the requirements in the Contract
- Document the process to add and remove requirements that the State approved via the change control process

Acceptance Criteria

3.1: Requirements Validation and Traceability Plan

- Addressing of the validation of requirements throughout the conceptual design, detail design, and testing documentation activities
- Inclusion of requirement changes that the State approves in the change control process
- Documentation of the Requirements Validation and Traceability Plan as described in the Contract

Task 3.2: Conceptual Design Methodology and Session Plan

To create the Conceptual Design Methodology and Session Plan in this task, the Contractor must describe the approach to design sessions and validation of the design specifications. The outcomes of this task must include at a minimum:

- The methodology that will used for sessions
- Schedule, topics, location and participants for each design session
- The requirements that each session will address, including the strategy to maintain traceability of all requirements during each session

- The business process that will be addressed for each design session
- The strategy to ensure a final integrated design
- A style guide that describes what will be included in the conceptual design specifications that Contractor analysts will use for design layouts
- The strategy for design session results and validation of these results
- The participant training that will take place prior to the start of design session

State Responsibility

- Review and approve the Contractor's approach to design sessions
- Ensure the availability of the identified State personnel for the training sessions prior to the start of the conceptual design sessions
- Ensure the availability of the identified State personnel for the conceptual design sessions
- Provide input and clarifications to the Contractor as needed
- Provide a list of participants available for each session

Contractor Responsibility

- Prepare and create a methodology that will be used for conceptual design sessions
- Create a schedule, topics, location, and participants for conceptual design sessions
- Develop a strategy to ensure a final integrated design.
- Collaborate with State on a style guide for design layouts, staffing, schedule, and business process
- Prepare and develop a strategy for design session results and validation of these results
- Create training materials for session participants

Acceptance Criteria

3.2: Conceptual Design Methodology and Session Plan

- Compliance with all the requirements
- Documentation of a comprehensive design style guide
- Documentation of the schedule, topics, locations and participants for each session

Task 3.3: Conceptual System Design

The Contractor completes the Conceptual System Design in this task. The conceptual design describes the system architecture and design at a high level. At a minimum, the outcomes of this task shall include:

- Preliminary logical and physical data models of the entire system
- Preliminary layout for the data element dictionary (DED)
- Preliminary data model with all relationships, business rules, definitions and table domains including look up tables
- Preliminary application infrastructure rules including rules to handle data inserts to maintain logical consistency between records
- Preliminary hierarchy chart that shows the relationship between business processes
- Preliminary network configuration with a graphic layout of network lines showing alternative line configurations
- Preliminary business rules
- Preliminary system architecture
- General narrative of the entire system and the flow of data through the system including diagrams
- General narrative of each functional area, navigation, describing inputs, features, and processes
- Flow diagram of each functional area, identifying all major inputs, processes, and outputs of the functional area
- List of all inputs and outputs, by functional area
- Preliminary screen narratives
- Identification of all requirements that are met with the proposed conceptual design
- Preliminary cross-walk of new SACWIS, SWSS, and Warehouse data

- Documentation, distribution and archive of meeting minutes capturing the details and action items for Contractor facilitated meetings held during the design phase
- Escalate action items from meetings to issues and risks when they are not resolved by the target date(s) agreed to in the meetings

State Responsibility

- Review and approve the conceptual design, which includes the Final Requirements Traceability Matrix (RTM), Business Workflows, and Use Cases
- Participate in Requirement/design sessions
- Attend final walkthroughs of the conceptual design to enhance understanding to facilitate the approval process
- Provide input and clarifications to the Contractor as needed
- Co-facilitate presentation for committee approval to move to the detail design phase of the project
- Fully participate in preliminary logical and physical data modeling sessions

Contractor Responsibility

- Facilitate and execute uploading of baseline requirements into Rational RequisitePro
- Maintain requirements in Rational RequisitePro through the life of the project
- Facilitate requirement/design sessions and provide minutes daily to participants for review
- Prepare the Conceptual System Design, meeting the requirements as defined in the Contract and as defined through the requirement/design sessions
- Conduct ongoing presentation of window, screen, and other layouts and obtain State subject matter expert approval
- Conduct walkthroughs and demonstrations during the Conceptual System Design to enhance State understanding and to facilitate the approval process
- Co-facilitate presentation for committee approval to move to the detail design phase of the project
- Provide participant training sessions prior to the start of the conceptual design sessions

Acceptance Criteria

3.3: Conceptual System Design

- All requirements are clearly stated, in a testable condition, and allocated to use cases
- An interface agreement is in place for each target interface; the agreement will include at least the following information:
    - A commitment from the owners of the interfacing system that they will participate in the design and testing processes according to the project calendar
    - A business description of what data will be exchanged and when (from both a calendar and a workflow perspective)
    - A description of what technical methods will be used to exchange data, including any technical or security constraints for the exchange of data
- All action items and issues are resolved according to the mutually agreed schedule to enable meeting project deadlines. Unresolved action items and issues will be escalated and resolved.
- Design specifications meet the agreed upon style guide
- Documentation of the completion of all sessions
- Inclusion of steps that allow for review and approval of design specifications by committee (committee decision point)

Task 3.4: Gap Analysis

The Contractor validates the existing Gap Analysis generated during the initial planning of the project. This task includes a description of differences between the proposed SACWIS conceptual design and Michigan current practice, policies and procedures. The Contractor is encouraged, but not required to use the existing Gap Analysis as a template to respond to this activity. This task must include at a minimum:

- Validation of the existing Gap Analysis
- Gaps between current business practice and proposed conceptual design, not otherwise identified in the existing GAP Analysis

- Documentation of policies affected by the proposed conceptual design, not otherwise identified in the existing GAP Analysis
- Identification and documentation of the gap between the current organizational structure and the organizational structure proposed, not otherwise identified in the existing GAP Analysis

State Responsibility
- Provide existing Gap Analysis for validation
- Review and approve the Contractor's Gap Analysis
- Participate in sessions
- Provide current practice, policies and procedures

Contractor Responsibility
- Identify the gaps between current business practice and proposed conceptual design, not otherwise identified in the existing GAP Analysis
- Identify the policies affected by the proposed conceptual design, not otherwise identified in the existing GAP Analysis
- Identify the gap between the current and proposed organizational structure
- Collaborate with the State to identify processes, policies and organizational structure

Acceptance Criteria
3.4: Gap Analysis
- Documentation of the Gap Analysis as required in this Contract
- Documentation of all gaps with a clear reference to policy, procedures, practice and/or organizational structure
- Inclusion of the methodology used to identify contents of the Gap Analysis
- Documentation validating, or identifying the Contractor's exceptions to, the existing Gap Analysis

Activity 4: Security

Objective
Provide a system security design and plan for user access that conforms to applicable State and federal regulations and publications. In addition, develop a recovery plan to mitigate risks during design and after implementation.

Description
The Security activity encompasses the tasks necessary to protect the new SACWIS and its associated data in all of the environments. In addition, this activity includes identity management for the entire scope of the Contractor's proposed solution, including network, perimeter, and user security. It includes detailed schematics that illustrate the design components. The Contractor will collaborate with the State's Office of Enterprise Security (OES) in the configuration and execution of this activity.

Deliverables
- 4.1: Security Design Document
- 4.2: User Access Security Plan
- 4.3: Disaster Recovery Plan

Task 4.1: Security Design Document
Through the Security Design Document, the Contractor describes the approach to security design. The design must conform to the following State and Federal regulations and publications related to system security requirements and password usage:
- 45 CFR Part 95.621(f) ADP System Security Requirements and Review Process,
- FIPS PUB 112 Password Usage, Procedure
- 1410.17, Michigan State Government Network Security Policy,
- State Of Michigan (policy 500.01)

The Contractor will identify the approach to ensuring the security of SACWIS and data throughout the project life cycle. At a minimum, the outcomes of this task shall include information on:

- Accountability which includes the approach to establishing and maintaining security responsibility and accountability
- Granting or restricting access to all the applications (including Web-enabled applications) and data; auditing security events; auditing security configurations and changes; generating security reports; and monitoring the system for vulnerabilities and intrusions
- Managing authorized users for user creation, assignment of new UserID (User Identification)/password/PINs (Personal Identification Numbers), role assignments, and activity monitoring
- Compliance including the approach to maintaining compliance with law, standards and best practices
- Technical security shall include, at a minimum, the approach to each of the following:
    - Network segmentation
    - Perimeter security
    - Application security and data sensitivity classification
    - Intrusion management
    - Monitoring and reporting
    - Host hardening
    - Remote access
    - Encryption
    - Administrative authentication
    - Interface security
    - Security test procedures
    - Managing network security devices
    - Security patch management
    - Defending against viruses and mobile code
    - Detailed diagrams depicting all security-related devices and subsystems and their relationships with other SACWIS subsystems for which they provide controls
- Access Control Auditing
  The basic auditing infrastructure is designed in Task 4.1. This phase will delve into the detailed access control policies that are the subject of the task and work with the State and the application teams to determine the data that needs to be forwarded to Sentinel. In this phase, the Contractor will define detailed collection and storage policies.

  The key work performed by the Security Team will include, but is not limited to:
    - Identify appropriate system, utility, and application logs to be forwarded to Sentinel to meet the security requirements
    - Determine appropriate steady state logging levels for each log to be forwarded to Sentinel to meet the security requirements
    - Define detailed policies for the collection and storage of logs.

- Identify information from the State on existing computing environments and facilities that will be used for the Michigan SACWIS and their current security posture
- Identify information from the State on existing Novell Identity infrastructure and integration processes and policies
- Identify information from the State on its existing security infrastructure, including the network and DMZ as provided and managed by the State, and elements that will be provided by the Contractor
- Identify information from the State relevant to State and Federal regulations and publications
- Define the overall Security framework by developing a high-level Security Design and architecture.
- Identify integration points with the State's network
- Identify monitoring and scanning required for the project
- Identify recommended long-term security monitoring for the State to maintain after the project ends

The State has adopted Novell's identity management system as one of the State standards for security. At a minimum, this task must include the following design considerations:

- Support for the Novell's identity management system throughout the development, testing, and production environments
- LDAP (Lightweight Directory Access Protocol) solution built on Novell's eDirectory solution
- Authentication for all aspects of the Contractor's solution except for users at the system level, including operating systems and databases
- LDAP schema and authentication schemes
- Validation against the technical requirements
- Explanation of how State policies, procedures will be honored with the solution

State Responsibility

- Participate in the kickoff meeting
- Participate in the walkthrough and demonstration of the Security Design by the Contractor
- Provide requested information on the State's existing security infrastructure, including the network and DMZ as provided and managed by the State
- Review and approve the Security Design Document
- Review and approve the initial implementation of LDAP solution in the development environment
- Make available the appropriate personnel to participate in the Security Design requirement/design sessions
- Provide input and clarifications to the Contractor as needed
- Provide security policies and procedures

Contractor Responsibility

- Conduct a kickoff meeting with appropriate State stakeholders
- Review any other technical constraints and preferences with the State
- Meet with the State's business stakeholders to review their requirements and expectations for security
- Develop a security design that secures and protects all systems, procedures, and practices within the new SACWIS
- Validate that the Security Model provides compliance with appropriate law, regulations, and industry standards and best practices
- Perform a walkthrough and demonstration of the Security Design

Acceptance Criteria

4.1: Security Design Document

- Compliance with all established state and federal security requirements
- Completion of walkthroughs and demonstrations of the Security Design to enhance State understanding and to facilitate the approval process
- Completion of Security Design Document according to the functional and technical requirements as defined in this Contract and as defined through the requirement/design sessions
- Provision of references to State and Federal policies within the design document

Task 4.2: User Access Security Plan

The Contractor shall define the approach to user access security during this task in the User Access Security Plan. At a minimum, the outcomes of this task must include a description of the following:

- Types and relationships between SACWIS security elements, e.g. users, groups, and roles
- Categorization of access into different security levels that will be defined by the State to include, at a minimum, users, groups, and roles
- Matrix of roles and privileges
- Screen/Window level security
- Level of authorization/security for specific functions by individual user including module level security for grouping of screens/pages
- Field level security including links that route to interfaces

- Restrictions on modifying or overriding system edits and audits or altering system functionality
- Types of on-line security checks, including security by individual, State defined role, location, files, and fields before allowing access to any files including data, software, code, resources or any other files resident with or accessed by the State
- Types of Privacy Policy statements such as:
    - Privacy Policy for External users, e.g. Providers
    - Privacy Policy for Internal users, e.g. State
- Types of activities that are logged in the Enterprise Security Information Event Management (ESIEM) system and system security log including, but not limited to, password changes and resets, privilege changes, failed login attempts, successful logins and logoffs, application startup and shutdown, and user session duration

User Access Security Model
The Contractor will create a detailed User Access Security Model to provide increased detail on the user access issues, focusing on:

- User roles — definition, management, and usage for access control
- Coarse-grained versus fine-grained access control
- Security classifications for functions and data
- Definition of security access levels for functions and data
- System-level access restrictions and their integration with user access.

The key work performed by the Contractor will include:

- Define the overall strategy for managing user access
- Define the appropriate use of roles:
    - Define an appropriate set of user roles
    - Determine permissions to be assigned to each role
    - Determine permission required to assign users to roles
    - Recommend a process to maintain roles after the project ends
- Define a strategy for including external users, including account management and access policies
- Determine requirements, if any, for strong authentication
- Define a strategy for dividing the implementation of coarse-grained and fine-grained authorization
- Define a strategy for classifying functions and data and tying user access levels to those classifications
- Define a strategy and application procedures for checking access permissions when access is requested to functions or resources to enforce the defined access control policies
- Validate that the User Access Security Model provides compliance with appropriate law, regulations, and industry standards and best practices.

System Access
In addition addressing how SACWIS end users will access SACWIS applications, the User Access Security Plan also will address how the solution manages access by system users to the underlying systems and data. The Contractor will analyze the State's system access control capabilities for operating systems, databases, and system and application configuration tools, and define strategies for leveraging those capabilities to secure the SACWIS underlying infrastructure.

The key work performed by the Contractor will include:

- Define a strategy for system user authentication and definition of system user authorization and their correlation to SACWIS user access
- Determine requirements, if any, for strong authentication for system access
- Define an access strategy for platforms, databases, and other system tools
- Define an access strategy for system-level application configuration tools.

Privacy
Users may have certain sensitive data stored in eDirectory that must remain private and undisclosed except for their defined purposes. The Contractor will address access strategies to keep sensitive data private.

The key work performed by the Security Team will include:

- Review database schemas and identify fields that store sensitive information
- Review the eDirectory schema and identify attributes that store sensitive information
- Define strategies for protecting sensitive fields and attributes, such as:
    - Encryption
    - One-way hash
    - Not storing sensitive data if unnecessary
- Work with the application teams to identify the processes that work with the sensitive data so that they apply appropriate protection strategies to the data in transit and in process
- Verify that sensitive data is not inappropriately written to audit logs.

Deliverable Preparation and Review

The final phase in the User Access Security Plan will be to elaborate on each element of the User Access Security Model and then to meld those pieces into the complete User Access Security Plan. The Contractor will conduct walkthroughs and provided demonstrations of the User Access Security Plan to the State's Security Team, and will deliver the document for a full cycle of reviews, revisions, and acceptance.

The key work performed by the Security Team will include:

- Review the proposed Table of Contents for the User Access Security Plan with the State's point of contact for security
- Collect information, descriptions, definitions, documentation, and so forth from the first five phases of Task 4.2
- Complete the User Access Security Plan for review
- Perform a walkthrough and demonstration of the User Access Security Plan by the Security Team to the State
- Revise and reissue the deliverable after review and comments by the State.

The key work required from the State will include:

- The State's Security point of contact will need to review the proposed Table of Contents for the User Access Security Plan with the Security Team
- Participate in the walkthrough and demonstration of the User Access Security Plan by the Security Team
- Review the User Access Security Plan, provide the Security Team with comments, and approve the document.

State Responsibility

- Review and approve the User Access Security Plan
- Make available the appropriate personnel to participate in the User Access Security Plan sessions
- Provide input and clarifications to the Contractor as needed

Contractor Responsibility

- Conduct walkthroughs and demonstrations during the User Access Security Plan development to enhance State understanding and to facilitate the approval process
- Collaborate with the State prior to completing the plan
- Prepare the User Access Security Plan, meeting the requirements as defined in the Contract and as defined through the requirement/design sessions

Acceptance Criteria

4.2: User Access Security Plan

- Compliance with all the requirements
- Documentation of the method used to collaborate with the State

Task 4.3: Disaster Recovery Plan

The Contractor shall develop a Disaster Recovery Plan that provides for adequate backup and recovery for all SACWIS Operations, both manual and automated, including all functions required to meet the backup and recovery. In this plan, the Contractor shall identify every resource that requires backup and to what extent backup is required. In addition, Contractor must identify the software and data backup requirements. The plan must include at a minimum the following:

- Recovery procedures from all events ranging from a minor malfunction to a major disaster
- Checkpoint/restart capabilities
- Retention and storage of backup files and software
- Hardware backup for the main processor
- Application and operating system software libraries, including related documentation
- Identification of the core business processes involved in the SACWIS
- Documentation of contingency plans and business continuity.
- Definition of triggers for activating contingency plans
- Plan for replacement of hardware and software
- Fault tolerance provisions that are to be built into the SACWIS solution (such as equipment redundancy, automated load balancing, and checkpoint/restart)
- Failover provisions that are to be built into the SACWIS solution (including ongoing backup and synchronization of software and data, description of the events that will trigger various levels of response, and requirements for manual and automated failover processes)
- Resources, roles, and contact information for current and alternate people/groups who will be responsible for business operations continuity after a failover
- Infrastructure and system restoration resources that include comprehensive off-site documentation of the lost production environment to enable the build of a production environment clone as well as the names, roles, and contact information for key people in each vendor organization that will be required to assist with this rebuild.
- Detailed processes and procedures required to test all disaster recovery and contingency provisions based on the Disaster Recovery Plan.

The Contractor will work with the State to jointly determine Recovery Point Objectives (RPOs, the degree of functional restoration required, which defines the backup and replication synchronization) for the various types of data supporting the Michigan SACWIS in production with the State during development of the Disaster Recovery Plan.

State Responsibility

- Review and approve the Disaster Recovery Plan
- Collaborate with Contractor to integrate recovery plans with Michigan Disaster Recovery
- Provide State policy and procedures and current recovery plans
- Provide input and clarifications to the Contractor as needed

Contractor Responsibility

- Review all Michigan State policies and procedures and current recovery plans
- Collaborate with State to create and update Disaster Recovery Plan
- Identify process of maintaining a current plan throughout the life of the project
- Create an inventory of all resources that require backup and recovery procedures
- Create step by step instructions on business continuity and recovery
- Document the methods for testing the Disaster Recovery Plan

Acceptance Criteria

4.3: Disaster Recovery Plan

- Compliance with all the requirements
- Documentation of the method used to collaborate with the State
- Documentation of how the plan meets Michigan State policies

- Documentation of the procedures on how SACWIS and SACWIS related documents are protected and how they can be recovered during development and operations
- Description of how inventory will be tracked in case recovery procedures are implemented
- Documentation of step by step procedures for business continuity and system recovery
- Documentation of the roles and responsibilities in recovery
- Documentation of how plan will be accessed in an emergency scenario and how the plan is secured

Activity 5: Business Change Management

Objective
Successfully manage the transition from the current business processes and organizational structure, to the future business practices and organizational structure in a controlled way.

Description
The change management activity is directed at maximizing positive response to the new SACWIS by effectively managing stakeholder expectations. It incorporates effective communication and highlights impacts on affected business processes. At a minimum, the activity limits disruption of staff and minimizes impact to client services.

Deliverables
- 5.1: Comprehensive Change Management and Communication Plan
- 5.2: Business Process Practices & Improvement

Task 5.1: Comprehensive Business Change Management and Communication Plan
As a result of this task, the Comprehensive Change Management and Communication Plan describes the Contractor's approach to integrating the State and Contractor SACWIS staffing team and a plan to manage the expectations of varying groups of stakeholders who have different information needs. At a minimum, the plan must include:
- The rebranding and marketing strategies for SACWIS and prepare end users for the changes to come
- The objectives, goals, and tasks to be completed as well as the timeframe for completion
- Needs, expectations, and roles and responsibilities of stakeholders
- Identification and creation of leaders and power users throughout the end-user community and the roles these leaders will have with business transition
- Communication change management methods and tools
- An overview of the overall strategy and approach to Business Change Management for the project and how the State and the Contractor will work together to manage various stakeholders' expectations
- A description of the Business Change Management activities — how they connect with other related project activities, milestones, and estimates of their anticipated timing
- Identification of internal and external stakeholders as well as their individual needs
- A Stakeholder Communications Matrix that outlines the approach to the development, review, schedule, and issuance of messaging, procedures, and methods to support organizational Business Change Management
- The approach to maintain close coordination with the different levels of the organization and the approach to informing them of the project's progress
- A description of activities to identify the impacts and changes of the implementation of the new SACWIS application on stakeholders.
- A high-level communication schedule for Business Change Management team tasks, including the identification of "road show" visits in regions and offices as well as the use of virtual town hall meetings.
- A description of how the Business Change Management team will be structured
- Identification of specific work groups and the duties they will perform along with any training requirements for the individual groups
- Define roles and responsibilities as it pertains to the Business Change Management team
- Defined criteria for what makes a good Business Change Management leader as well as power users
- Support the agency in the identification of Business Change Management leaders and power users

State Responsibility

- Provide the Strategic Implementation Plan: Communication and Training for initial direction on the change management strategy
- Collaborate on the identification of leaders and power users
- Collaborate on the schedule

Contractor Responsibility

- Review the Strategic Implementation Plan: Communication and Training Plan
- Plan, schedule and conduct meetings with appropriate DHS staff to collaborate on strategies for change management and communication with all stakeholders, which includes internal project staff
- Schedule and recruit leaders and power users

Acceptance Criteria

5.1: Comprehensive Business Change Management and Communication Plan

- Documentation of the Comprehensive Business Change Management and Communication as described in the Contract and the Strategic Implementation Plan: Communication and Training
- Inclusion of organization charts to integrate the State and Contractor team
- Creation of a map of the locations for the “road show”
- Inclusion of enough detail to implement the change management and communication plan

Task 5.2: Business Process Practices & Improvement

In this Business Process Practices and Improvement task, the Contractor will utilize the Gap Analysis, which describes the differences between the proposed SACWIS conceptual design and Michigan current practice. This task will document the changes to policies and procedures impacted by SACWIS. The document shall identify new policies and business processes, impacts on existing business policies and processes, organization units and staff and document the elimination of any current business process. For each impacted policy, the task should present the existing policy, reason for the change, and recommendation. For each impacted business process, the task shall present the following information:

- Desk-level business process procedures that document instructions for operations specific to each user’s role
- Procedures that will be available to SACWIS users on-line, feature easily understood language, and include a step-by-step format

The approach to the development of the Business Process Practices and Improvement deliverable will include, at a minimum:

- Workflow analysis of the current business model and the impact the new application will have on it
- Workflow analysis of stakeholders’ tasks performed by both key internal and external stakeholders
- Analysis of business policies and procedures that will be affected by the new application functionality
- Identify functionality provided by the new SACWIS application, where the State may not have policies and procedures that take advantage of the features in the application.
- Documentation of impact the new SACWIS will have on the current business model
- Development of a strategy to best implement the changes through communications, training, self-study, and supporting material

State Responsibility

- Review and approve the Business Process Practices & Improvement
- Participate in business improvement sessions
- Provide current knowledge of existing practices, policies and procedures

Contractor Responsibility

- Identify the new policies and procedures that will be required by SACWIS
- Identify the changes to existing practices
- Create materials necessary to support new procedures
- Collaborate with State to develop business improvement, materials content and format and user guides

Acceptance Criteria

5.2: Business Process Practices & Improvement

- Documentation of the Business Process Practices & Improvement task as described in the Contract
- Inclusion of the methodology used to identify contents of the Business Process Practices & Improvement task

Activity 6: Detail Design

Objective

Create system architecture and design documents that incorporate the functional and technical requirements created for the new SACWIS.

Description

The detail design activities will define a blueprint and deliver a base framework for the processing, capture, storage, transformation, and dissemination of information. Documenting this information facilitates the successful design, development, and implementation of the new SACWIS. The activities associated with detail design include specifications for all system objects, such as programs, screens, interfaces, reports, templates, and forms. The Contractor's responsibilities include documentation of the detail design methodology, as well as training for all of the participants in the design sessions. Written approvals from the State validate the accuracy and completeness of the documents.

The Contractor will deliver a Model-driven Functional Transfer SACWIS solution for the Michigan SACWIS project built on Tennessee TFACTS. The Contractor will conduct a complete software development life cycle to deliver a SACWIS architected, designed, and constructed for practices unique to Michigan.

The project will be enhanced by leveraging work products that the Contractor developed on the Tennessee SACWIS project as starting points for developing similar work products for Michigan. These work products are mainly use cases, design documents, tool-based artifacts, test plans, and training material.

The Contractor's leads will facilitate the transition from requirements to design and to gain a full understanding of the changes to be implemented. During the requirements gathering timeframe, the Contractor will finalize the requirement/design session schedule, with the goal of conducting requirements gathering sessions on the most "architecturally significant" use cases, especially those with an expected high degree of customization.

The Contractor, following configuration management processes, will include the work products from the requirement/design sessions:

- Use Cases
- Screen Specifications
- Use Case Realization Documents
- Report Specifications
- Interface Agreements
- Batch Specifications
- Lessons Learned
- Updated logical Data model identifying existing data elements as well as all new or modified data elements
- Updated data dictionary

The Contractor, at the end of each requirements/design increment, will ensure the following tasks will be completed:

- The requirement/design session participants agree that all requirements traced to the use cases under discussion are clearly stated and in a testable condition.
- All action items and issues are resolved according to the mutually agreed schedule to enable project deadlines to be met. Unresolved action items and issues are escalated and resolved.

- The requirement/design session participants certify that the final requirements and the Screen/Report Specifications support the completed use cases.
- DHS project staff obtained final resolution of questions and decisions on DHS policy, standards, and practice issues according to the mutually agreed schedule to meet project deadlines.
- The RequisitePro repository, moved to Configuration Control at the end of the Requirements phase, will be updated with approved changes from the Change Control Board

Throughout the Design phase, the Contractor will use visual modeling techniques to allow State business analysts and future end users to view and interact with fully operational components of SACWIS — not a mock-up or a prototype — as they are being built and integrated.

Deliverables

- 6.1: Detail System Design Session Plan
- 6.2: Detail System Design Document (DSD)
- 6.3: Interface Design
- 6.4: Forms, Template and Report Detail Design

Task 6.1: Detail System Design Session Plan

In the Detail System Design Session Plan task, the Contractor will develop and document the approach to design sessions and validation of design specifications. The outcomes of this task must include at a minimum:

- The methodology that will used for design sessions
- Schedule, topics, location and participants for each design session
- The requirements that will be addressed for each session including the strategy to maintain traceability of all requirements during session
- The business process that will be addressed for each design session
- The strategy to ensure an final integrated design
- A style guide that describes the design specifications that Contractor analysts will use for design layouts
- The strategy for design session results and validation of these results
- The participant training that will take place prior to the start of design session and prior to the review of final DSD including the training material required for these sessions

State Responsibility

- Review and approve the Contractor's approach to design sessions
- Ensure the availability of the identified State personnel for the training sessions prior to the start of the DSD sessions
- Ensure the availability of the identified State personnel for the requirement/design sessions
- Provide input and clarifications to the Contractor as needed
- Provide a list of participants available for each session

Contractor Responsibility

- Prepare and create a methodology that will be used for DSD sessions
- Create a schedule, topics, location, and participants for DSD sessions
- Develop a strategy to ensure a final integrated design
- Collaborate with State on a style guide for design layouts, staffing, schedule, and business process
- Prepare and develop a strategy for design session results and validation of these results
- Create training materials for session participants

Acceptance Criteria

6.1: Detail System Design Session Plan

- Documentation of the Detail System Design Plan as described in the Contract
- Completion of participant training sessions prior to the start of design sessions
- Documentation of a comprehensive design style guide
- Documentation of the schedule, topics, locations and participants for each session

Task 6.2: Detail System Design Document (DSD)

The Contractor will develop and validate the DSD. The DSD will describe the system architecture and design at the detailed level and provides the programmers enough information to develop the SACWIS.

At a minimum, the task shall include:

- Final logical and physical data models of the entire system
- Final data model with all relationships, business rules, definitions and table domains including look up tables, views, indexes and any other design specifications related to the database
- Final application infrastructure rules including rules to handle data inserts to maintain logical consistency between records
- Final detailed comprehensive data element dictionary (DED) including, at a minimum:
    - A description of all tables used in the System
    - A description of each data element within each table
    - A unique data element number and standard data element name
    - A narrative description and definition of the data element
    - A table of values for each data element
    - The source of each data element

Valid values with definitions

- Lists from the DED in multiple sort formats
- Final hierarchy chart that shows the relationship between business processes
- Final network configuration with a graphic layout of network lines showing alternative line configurations and all hardware and software detail
- Final business rules
- Final detailed system architecture including overview of application framework and core components and services that will be used throughout the system
- Detailed narrative of the entire system and the flow of data through the system including diagrams
- Detailed narrative of each functional area, navigation, describing inputs, features, and processes
- Flow diagram of each functional area, identifying all inputs, processes, and outputs of the functional area
- Detailed description of configurable functionality (changes that do not require new program logic to be deployed), the purpose and types of changes that can be made and the processes required for each configuration change
- Final screen/window layout identifying all UI standards and navigation features, standard menus and other features expected to be available for all common screens
- Final screen narratives with screen/field mapping, field mappings to reference tables, default values, enable / disable logic and browser / server side validations with error messages to be displayed
- Identification of all requirements that are met with the proposed conceptual design and list of any requirements that are not met with this design and the agreed upon plan for these.
- Detailed program logic descriptions and edit logic including, at a minimum, the sources of all input data, each process, all editing criteria, all decision points and associated criteria, interactions with other programs, and all outputs
- Final layouts for all inputs to include, at a minimum, input names and numbers; data element names, numbers, and sources for each input field and examples of each input
- Final layouts of all reports and forms including the fields that will be populated and their source, formatting, purpose and intended users of document and the requirements related to these documents
- Final layouts for all outputs to include, at a minimum, output names and numbers; data element names, numbers, and sources for each output field; and examples of each output
- Final layouts for all files to include, at a minimum, file names and numbers; data element names, numbers, number of occurrences, length and type; record names, and numbers, and file maintenance data such as number of records, file space, and so forth
- Final cross-walk of new SACWIS, SWSS, and Warehouse data

Data Management Plan
As part of the Design phase, the Contractor will build the major components of the General and Detailed Designs for the Michigan SACWIS. Working in parallel with these teams will be groups of technical teams addressing the Data Management Plan's components. The Data Management Plan address the following elements:

- Infrastructure design
- Final data models of the entire system
- Final data model with all relationships; business rules; definitions; and table domains, including lookup tables, views, constraints and indexes planned for optimization of data access
- Final application rules, including rules to handle data inserts, updates and deletions to maintain logical consistency among records
- Data flow diagrams
- Final detailed comprehensive data element dictionary (DED)
- Data Management Plan will contain at a minimum
    - Configuration and Capacity Planning Information
    - Data Element Dictionary (Updated from the Requirements Phase Deliverable)
    - Logical Data Model
    - Physical Data Model
    - Database Design
    - Security Design
    - Production Space Requirements
    - Data Conversion and Migration Requirements
    - Backup and Recovery Requirements

Infrastructure Design
The SACWIS Technical team will work in parallel with the design teams to create the Hardware/Software Infrastructure Design, including production space requirements and Capacity Planning Information. Artifacts for the technical strategy, approach, design, and execution of these components are listed below:

- System Architecture
- Server Requirements
- Minimum Desktop Configuration
- Hardware Software and Communication Protocol
- Adherence to Mandatory Technology and Architecture
- Security Solution

Database Design
The database team will finalize the components of the database design with the State. For the Michigan SACWIS, the database design will consist of:

- Data Element Dictionary (updated from the Requirements Phase deliverable)
- Logical Data Model
- Physical Data Model
- Backup and Recovery Requirements

Security Plan
The Contractor will work closely with the State in developing and executing the SACWIS Security Plan. The plan will address conformity with Michigan's Enterprise Information Security Policies, as well as other areas such as:

- Compatibility with State firewall hardware and software
- Compatibility with Intrusion Detection and Prevention systems
- A focus on in-depth defense within the context of the established State Intrusion Detection and Prevention systems
- The published guidelines in Michigan's Enterprise Information Security Policies

Detailed System Design Document And Interface Design

The Contractor will ensure the successful detailed system design document contains, at a minimum:

- Provides the final data model of the entire system
- Identifies the Create, Replace, Update, and Delete rules for the system
- Provides a complete Data Element Dictionary that fully describes the data architecture, including data validation rules
- Includes the business architecture documentation, which shows relationships between business processes and process flows
- Includes a business rules catalog
- Identifies the hardware, software, and network configurations for the system
- Translates the conceptual design produced in the earlier design phases to a detailed description of an information system that can address the information system requirements, accomplished by:
    - Creating screen layouts
    - Creating program code, compiling and refining the program modules
    - Creating and testing the databases
    - Building and testing SACWIS components
    - Integrating and testing component assemblies
- Contains the finalized interface design, including design description, communication details, layouts, frequency, and source to target mapping, including applicable business rules
- Data Warehouse source mapping
- Contains form designs, including invocation methods, data mappings, and storage locations
- Contains report designs, including layout and source data mappings
- Contains an updated requirements traceability validation matrix.

State Responsibility

- Validate that the design will support the State Vision, does not require duplicate entry, and supports each program
- Validate the design contains data for reporting requirements and that it can be readily and efficiently extracted for the data warehouse
- Validate the design is comprehensive and contains the necessary detail for development
- Review and approve the DSD
- Co-facilitate presentation for committee approval to move to the development phase of the project
- Provide input and clarifications to the Contractor as needed
- Fully participate in final logical and physical data modeling sessions
- State must provide their database administrators as part of the database team.

Contractor Responsibility

- Develop the final version of the DSD specifications
- Conduct walkthroughs and demonstrations during the DSD to enhance State understanding and to facilitate the approval process
- Conduct ongoing presentation of screen/window, reports, forms and other layouts and obtaining State approval during the DSD development to facilitate overall State approval
- Co-facilitate presentation for committee approval to move to the development phase of the project

Acceptance Criteria

6.2: Detail System Design Document (DSD)

- Documentation of the DSD according to the requirements of this Contract and added through the change control process
- Documentation of a complete, comprehensive design that is ready for development
- Resolution of all outstanding issues related to the design
- Inclusion of steps that allow for review and approval of redesign specifications by committee (committee decision point)

Task 6.3: Interface Design

The Interface Design task consists of the Contractor's design and documentation of all system interfaces for the new SACWIS. The interface design shall include at a minimum:

- System configuration diagram showing all SACWIS interfaces
- Detailed list of SACWIS batch programs required for the operation of SACWIS and integration with all identified trading partners including at a minimum:
    - Program name and description
    - Input and output files with description, purpose and specifications (as identified for outputs below) for each
    - Expected frequency for all jobs(Nighty, weekly, quarterly, on-demand, etc.)
    - Dependencies required for completion of each job
    - Primary and impacted trading partners for each job
    - Application functionality dependent on or impacted by the job
    - Expected run-time with full production data
    - Document information required from trading partners before required interfaces can be implemented and plan for tracking the progress of these
- Specifications for any web services or real time interfaces required and the functionality provided by each including at a minimum:
    - Programs and data fields accessed by the service or interface
    - Services to be consumed by SACWIS programs and the functionality they provide
    - Services provided by SACWIS and the approved users of these services
    - Security provisions for each of the services or interfaces
    - Impact if service is unavailable or delayed
    - Business processes for any asynchronous services or interfaces
- Interface design descriptions, including:
    - Interface identification, including type of interface (such as real-time data transfer, storage-and-retrieval of data, etc.) to be implemented
    - Characteristics of individual data elements and data element assemblies (records, messages, files, arrays, displays, reports, etc.) that the interfacing entity(s) will provide, store, send, access, receive, etc.
    - Characteristics of communication methods and protocols that the interfacing entity(s) will use for the interface
    - Other characteristics, such as physical compatibility of the interfacing entity(s) (dimensions, tolerances, loads, plug compatibility, etc.)
- Traceability to requirements addressed by the interfaces
- When required, any specifications required of other systems to ensure an effective interface with the new SACWIS

The documentation for each interface shall include, at a minimum:

- Detailed interface descriptions including, at a minimum, data elements, editing criteria, business rules, agency, State, and federal policy requirements driving the informational need for the interface, and all decision points and associated criteria, interactions with other programs, and all inputs and outputs
- Layouts for all interfaces including, at a minimum, file/database names and other identifiers, number and direction of transmittals, record names, numbers, length and type, as well as interface and file maintenance data such as, but not limited to: number of records during routine operations, required disk space, file retention, and back-up (all of which can be the same layouts used in the DSD so long as they meet all requirements for both deliverables)
- System narratives and module narratives (including structure charts), identifying the process associated with each interface, the purpose of the interface, and interrelationships between the program modules involved in the interface
- Detailed comprehensive interface description dictionary, including, at a minimum, data element names, numbers, descriptions, and definitions (including length and type); valid values with definitions; sources for all identified data elements and information transmittals

- Interface and process descriptions showing the flow of major processes and data in each of the subsystems and across subsystems
- Subsystem name and identification, subsystem data flows, etc.

State Responsibility

- Review and approve the Contractor's approach to Interface sessions and validation of interface design specifications
- Ensure the availability of the identified State personnel to attend and participate in the Interface design sessions
- Review and approve the final detailed Interface Design
- Provide input and clarifications to the Contractor

Contractor Responsibility

- Prepare and develop an approach to Interface sessions and validation of interface design specifications
- Prepare and develop a schedule, topics, location, and participants for DSD sessions
- Prepare the final detailed Interface Design as described in the Contract and as defined through the requirement/design sessions

Acceptance Criteria

6.3: Interface Design

- Documentation of a final interface design that integrates in the detail system design document
- Documentation of the Interface Design task according to the requirements of this Contract and added through the change control process
- Documentation of a complete, comprehensive design that is ready for development
- Resolution of all outstanding issues related to the design
- Documentation of the method of collaboration

Task 6.4: Forms, Template and Report Detail Design

Concurrently with detail design sessions, the Contractor will create the design specifications for all templates, forms and reports. Form and template items reside in the operational system and will be generated in real-time. Non-operational reports are items that are generated using the State Data Warehouse and do not reside in the operational system. The design must include at a minimum:

- Each standardized form and report generated from SACWIS
    - Description and purpose of report and intended users, security provisions
    - Traceability between each report and form and the use cases related to them
- Each template that will be generated with pre-filled data from SACWIS
- Each form that will be stored in the Document Management System
- Data mappings for fields to be populated on forms from SACWIS database
- Reports, reports generated using the Data Warehouse, prefilled templates and forms must include Data Warehouse map sourcing
- Incremental feed from the operational system to the Data Warehouse to support report generation
- Collaborate on loading of all needed data on the Data Warehouse for reporting in a form that facilitates the identification and extraction of new or modified data elements and allows efficient processing of required data elements.

State Responsibility

- Review and approve the final detailed design specifications for reports, templates, and forms
- Attend walkthroughs during the conceptual design to enhance understanding of the SACWIS and to facilitate the approval process
- Ensure the availability of the identified State personnel to attend and participate in the design sessions
- Collaborate and identify which reports will be created by the State using the Data Warehouse and which reports will be developed by the Contractor
- Collaborate and identify data changes for the enterprise data warehouse to support reporting

Contractor Responsibility

- Collaborate with the State on the final detailed design of the layout, narratives, and data mapping source for each standardized report generated from SACWIS and the Data Warehouse
- Collaborate with the State on the final detailed design of the layout, narratives, and data mapping source for each template that will be generated with prefilled data from SACWIS
- Develop the final detailed design of the layout and narratives for each form that will be stored in the Document Management System
- Conduct walkthroughs and demonstrations during the DSD to enhance State understanding and to facilitate the approval process
- Collaborate and identify which reports will be created by the State using the data warehouse and which reports will be developed by the Contractor
- Collaborate and identify data changes for the warehouse to support reporting

Acceptance Criteria

6.4: Forms, Template and Report Detail Design

- Documentation of tools related to document management, reports development and template creation
- Identification of all reports, template and forms
- Identification of State or Contractor responsibility for the completion of each report
- Identification of source of all data that pre-fills templates
- Identification of source of all data that generates reports
- Resolution of all outstanding issues related to the design
- Documentation of the Forms, Template, and Report Detail Design as described in the Contract and as defined through the requirement/design sessions
- Documentation of the method of collaboration
- Documentation of the changes needed to the data warehouse for reporting

Activity 7: Development

Objective

Develop and document the new SACWIS to achieve the functional and technical requirements established in detail design.

Description

Development activities result in the construction of the system. The Contractor must use approved and documented methods, products, coding standards and quality assurance activities throughout the SDLC. The Contractor will document the requisite qualifications for the development and support of each software artifact type included in the system. Documentation must be sufficient for the State to prepare and train the staff that will take over operation of the SACWIS after Final Acceptance. Thorough reporting of status and issues throughout the SDLC provides leadership awareness of project progress. In addition to the initial construction and modification of system components, the Contractor will maintain and support all system components of the SACWIS system throughout the life of the Contract. Written approvals from the State validate the accuracy and completeness of the tasks and deliverables as well as the State's agreement to proceed to the Testing activity.

The Contractor will work with the State to integrate an approach to the Software Development Life Cycle (SDLC) methodology with the State's SUITE standards. By implementing documented and repeatable processes, along with the templates and shared system components that serve as project accelerators in the project's overall timeline, development time will be reduced without negative impact on the project's goals or objectives.

The Contractor will, at a minimum, develop the application to be deployed on IBM WebSphere Application Server v7 for J2EE, using Java SE 6. The Contractor will, at a minimum, develop the relational database on Oracle 11g in a Real Application Cluster (RAC).

The Contractor will use the IBM Rational ClearQuest and ClearCase tools to facilitate the Configuration Management, Source Control, and automated Build and promotion processes.

The Contractor will collaborate with the State throughout the contract to improve quality assurance processes and procedures to reduce the occurrence of the most common issues and minimize the number of defects that are discovered in testing environments.

The State reserves the right, for itself or its representative entities, to perform code review on any and all system objects.

Deliverables

- 7.1: Software Development Plan
- 7.2: Weekly Construction Summary Report
- 7.3: Development Library

Task 7.1: Software Development Plan

The Contractor will create the Software Development Plan, which shall describe the Contractor's methods, processes and procedures for using a systematic, documented and repeatable approach for all software development activities and the setup and support of the environment(s) required for all activities. This task shall address, at a minimum, the following elements:

- Detailed description of processes for the creation and modification of system components is in accordance with the approved requirements and design
- Detailed description of the software architecture for the new SACWIS and all of the types of software artifacts that will be required for the development and support of the system including at a minimum
    - Detailed overview of the application development framework including descriptions of the major features provided by the framework and the most commonly used shared components and services
    - Detailed overview of Presentation, Business and Data Access tiers and the major components of each including the proper use of these components to ensure maximum re-usability, improve maintainability and support the construction of accurate, reliable and high performing components
    - Detailed overview of scripts, configuration files and model driven methods for customization or modification of application functionality
    - Detailed description of software components that use or integrate with any 3rd party components or services and the proper use of the 3rd party components
    - Detailed overview and description of components used specifically for Reports, Forms, Interfaces and other system outputs.
- Software Development Methods - Description of the software development methods that will be used in the project, including descriptions of manual and automated tools and procedures that will be used in support of these methods as well as processes to assist in compliance with these methods
- Description of the development local workspace, including the steps required to setup and configure an individual workspace and the tasks required to support local development and testing of all artifact types. Include the high level configuration management processes used by the developer to check out project resources and validations required for check-in and promotion of software components.
- Documentation of the procedures required to create and test each type of software artifact including any special tools, environments or processes involved in each procedure. Documentation must include at a minimum (for each artifact type):
    - Templates or manual steps to ensure proper use of object libraries and shared components
    - Automated processed involved in the construction or maintenance of each component type
    - Generated code and the description of the proper use of and steps taken to create any generated code
    - Tasks involved for any automated validation or testing of components including the use of any tools to validate syntax, compliance with standards or impact analysis

- Standards for Software Products - Description of the standards to be followed for design, code, and testing. These standards must include, at a minimum:
    - Java code standards addressing both the development and internal documentation of all components developed with Java
    - Standards for User Interface (UI) Development including JSP, JSTL, JavaScript, HTML ,CSS,XML and any other technologies or languages used for UI components
    - SQL standards to enforce best practices, maintainability and optimization of data access components
    - Application based standards to enforce proper use of shared resources and application framework components in each of the tiers and maintain proper separation of functionality (example: No business logic in presentation tier, no data access logic in business tier, etc.)
    - Coding standards for all programming / scripting language used and, at a minimum, for format, header and other comments, naming conventions, if any, use of programming language constructs or features, complexity of code aggregates, and the approach and methodology to construction
    - Development and formatting standards for reports, forms, interface files and other outputs of the system.
    - Standards for Batch development and scheduling of batch programs
- Standard approach to Impact analysis and review of proposed changes to minimize cross-functional impacts and unexpected delays during the development phase
- Quality assurance activities to provide adherence to design and development requirements (technical and business) including at a minimum:
    - Overview of QA processes that will be used and methods of tracking, reporting and enforcement
    - Processes or tasks to enforce language and technology standards
    - Processes or tasks to enforce application / architecture standards
    - Unit test and peer review standards and processes to report on the completion of Unit test plans
    - QA Checklists for major validations and process for documenting compliance with QA standards and findings of QA reviews
    - The QA standards will be improved wherever possible to reduce the types of issues and risks that are encountered in each phase

State Responsibility

- Review and approve the Software Development Plan
- Provide input and clarifications to the Contractor
- Provide qualified staff for team integration for software development

Contractor Responsibility

- Document the software development methods
- Document the standards for software products
- Document the coding standards
- Document the quality assurance activities
- Execute all software development and supporting activities in accordance with the approved Software Development Plan
- Identify the roles, qualifications and skills necessary for State development staff to maintain and support all aspects of the system
- Collaborate with the State throughout the contract to improve methods, standards and processes as needed with the objectives of:
    - Reduce system defects and issues identified in testing environments
    - Improve maintainability of the application
    - Optimization of system components
    - Mitigate any risks or issues related to application development and unit testing of system components
    - Maintaining an efficient local development environment

- Providing the required support for the testing teams to efficiently complete their testing of all software components
- Improving QA measures to reduce or eliminate avoidable problems that have an impact on the project's major goals, objectives or schedule

Acceptance Criteria

7.1: Software Development Plan

- Use of a proven software development methodology compliant with the State's SUITE standards
- Documentation of the Software Development Plan meeting all of the objectives identified in the Contract and in compliance with the State's documented standards and strategic vision
- Documentation of the plan to integrate State staff with the Contractor's team for software development and related QA processes

Task 7.2: Weekly Construction Summary Report

In the task to create the Weekly Construction Summary Report, the Contractor will design the report to summarize the work carried out during the Construction phase. The report will contain, at a minimum:

- Introduction covering the phase objectives and outcomes
- Major products developed, delivered, or updated in the phase
- Identification of all issues and risks that have arisen during the phase and resolutions (identification of issues/risks that may impact the next phase)
- Identification of any dependencies or unexpected impacts discovered during the phase that increased the workload or time required to complete phase objectives
- Assurance of quality assurance/product assurance review (identification of review standards for the next phase)
- Identification of any changes to processes, procedures or standards that were approved and implemented during the phase or are planned for the next phase
- Assurance of functional and technical walk-through(s) and transfer of knowledge
- Final report that confirms that the stage is complete

State Responsibility

- Review the Weekly Construction Summary Reports
- Approve the final Weekly Construction Summary Report and confirm that the stage is complete
- Provide input and clarifications to the Contractor as needed
- Provide qualified staff for team integration the Construction phase

Contractor Responsibility

- Conduct construction
- Provide additional support to State developers
- Prepare a Weekly Construction Summary Report to the State
- Communicate issues, risks and process changes identified in the report to all contractor team members to reduce the occurrence of future issues and ensure compliance with new standards

Acceptance Criteria

7.2: Weekly Construction Summary Report

- Documentation of the Weekly Construction Summary Report according to the requirements of this Contract
- Accessibility of reports to project staff
- Provision of comprehensive reports and identify all tests performed (failures and successes)
- Documentation of solutions and provide assurance that all issues and risks that may impact the next phase have been identified and resolved
- Documentation of the major products and deliverables developed, delivered, or updated in this phase

Task 7.3: Development Library

The Contractor will create and maintain the Development Library, which is a source controlled archive consisting of the program source code, code documentation, templates, executable software, scripts and configurations files, technical procedures for development and maintenance and associated artifacts required to build, support and operate the new SACWIS. The development library must also contain the source code for any custom tools or utilities created for the development or maintenance of SACWIS components. At a minimum, the outcomes of this task shall include detailed documentation of utilities, processes and procedures required for application construction and maintenance including:

- Tools (case tools and configuration management tools) and business processes to support and control standard processes for software development, including check-in/check-out procedures, traceability and a responsibility audit trail that establishes traceability between all system modifications and their approved records in the projects configuration management database
- Business processes and procedures for controlling migration of code from design through coding and testing as well as promotion into production and post-implementation testing or validation steps
    - Automated validations to assist compliance with standards and / or report on non-compliance
- Organization structure to support and control all system development and maintenance activities
- Structure and maintenance of non-production environments (e.g. system integration test, user acceptance test, training, and other environments), including the timing of the promotion of changes to the non-production environments
- Software development management process including QA processes and the migration of code through each stage from design to production and including diagrams and other graphical devices to communicate the processes used
- Procedures and approval processes for non-standard releases such as emergency code or data fixes

State Responsibility

- Collaborate with Contractor and approve the tools and business processes to control software development
- Collaborate with Contractor and approve the business processes and procedures for controlling migration of code
- Collaborate with Contractor and approve the organization structure to control all system development and maintenance
- Collaborate with Contractor and approve the structure and maintenance of non-production environments
- Collaborate with Contractor and approve the software development management process
- Participate in software development

Contractor Responsibility

- Create and maintain the Development Library following the documented and approved processes identified in accordance with the Contract
- Maintain a change control process to document discrepancies and their resolution and to manage changes to programs and libraries
- Support the review of the Development Library

Acceptance Criteria

7.3: Development Library

- Creation and management of a Development Library as described in the Contract
- Documentation of the Development Library as described in the Contract
- Documentation of the tools used to create and maintain library
- Documentation of the procedures, roles and responsibility for the creation and maintenance of the library
- Audit trail for Development Library must support tracking of any change to the responsible developer and the approved requirement and design change records and keep history of all versions of each component in the library subject to the limitation of the State's Enterprise tools and agree upon workflows.

Activity 8: Conversion and Data Migration

Objective
Ensure accurate, thorough, complete conversion of data from multiple existing systems to the new SACWIS.

Description
The conversion and migration activity includes tasks for planning, coding, testing and executing the conversion and migration processes. In addition, the activity includes a plan to clean up the data prior to conversion and migration. Reports will document the actual results of the execution of the conversion programs. Written approvals from the State will validate the accuracy and completeness of the deliverables and the State's agreement to proceed to the final conversion and migration of data to the production environment. The following table lists the systems which will be converted:

#	Application Name	Database	Software Platform	Base Table Count	Description of the System
1	SWSS	Oracle 10G RAC	VB6 Web service interfaces	500	This is the Child Welfare case management system for the State. The system is used by DHS Children's services workers for their case work. The system tracks children in Children's Protective Services, Foster Care, Adoption, Guardianship, and part of Juvenile Justice. The system captures authorizations for Foster Care and medical payments. The system is used to issue payments to Foster Care agencies, Youth in Independent Living, and Emergency Medical Payments. The system has the ability to issue warrant rewrites and recoupments. The system has alerts and email notifications to workers when necessary. SWSS also captures Central Registry perpetrator information. There are child death notices built into the system. It has real time interfaces with Bridges and the Michigan Childhood Immunization Registry (MCIR). It has batch interfaces with MAIN and Bridges. This includes MPS re-write.
2	Family First	Oracle 10G RAC	ASP	32	Used to track services authorized for Family First unit.
3	Adoption Subsidy System	Oracle 10G RAC	VB6	57	Adoption Subsidy is used for management and payment of Adoption Subsidy cases. It includes interfaces to Bridges for client searches and Medicaid changes.
4	ARIMS	Oracle 10G RAC	MS Access	13	Adoption Records Imaging Management System – This is a custom application built for scanning and storing adoption documentation.
5	Governmental Benefits	MS Access	MS Access	55	The database contains data regarding Foster Care youths that receive SSI or RSDI.

The execution of the GAP Analysis by the Contractor may also identify additional databases which must be included in the Conversion and Data Migration solution.

Deliverables
- 8.1: Data Conversion and Migration Strategy
- 8.2: Data Conversion and Migration Plan
- 8.3: Data Cleanup Plan
- 8.4: Data Conversion and Migration Results

Task 8.1: Data Conversion and Migration Strategy

The Data Conversion and Migration Strategy will describe the Contractor's approach to converting and migrating data to the new system and validating it. The strategy shall address all data conversion and migration tasks, regardless of whether an automated or manual method is recommended. The Contractor shall engage State Field Operations in data cleansing and conversion. The Contractor's conversion strategy must take into account the statewide implementation approach (See Activity 15 Implementation and Readiness).

- The general approach to be used to convert and migrate the data
- The data cleansing approach and strategies
    - Processes to validate and verify the accuracy of the cleanup procedures
    - Processes to minimize the risk of any negative impact from clean up procedures
- Volume considerations, such as the size of the database and the amount of data to be converted and migrated
- The time required for conversions and migrations
- The approach for handling obsolete or unused data that is not converted or migrated
- Approach to verification and validation to ensure the accuracy of converted and migrated data
- Description of the tools and processes to be used to control migration and synchronization

The Contractor will assist the State in the development of interim business procedures that may be required to support the statewide implementation. These procedures will be documented as part of the data conversion and migration strategy.

The data conversion strategy document will detail the approach and explain the methodology and how the five conversion processes (Planning, Design, Build and Test, Execute and Validate) interact with each other.

State Responsibility

- Collaborate on the Data Conversion and Migration Strategy
- Identify the appropriate source of the data
- Provide resources to assist in the conversion strategy
- Collaborate with Contractor on and approve the Data Conversion and Migration Strategy
- Provide final decision on automated or manual method for conversion

Contractor Responsibility

- Collaborate with State on the Data Conversion and Migration Strategy, and specifically engage State field operations regarding this effort
- Assist the State in the development of interim business procedures that are required to support Statewide Implementation
- Assist the State with the inventory of current consumers of data sources planned for conversion and the impact the conversion will have on their operations
- Assist State in identifying the appropriate source of the data
- Propose cleanup activities that will improve the accuracy and efficiency of the data conversion process
- Make recommendations on what data should be manually converted

Acceptance Criteria

8.1: Data Conversion and Migration Strategy

- Documentation of the Data Conversion and Migration Strategy as described in the Contract
- Documentation of the collaborated effort to identify what needs to be converted and how it will be converted
- Documentation of the source of the data conversion
- Documentation of the risks and mitigation strategies for conversion
- Documentation of the approach to verification and validation

Task 8.2: Data Conversion and Migration Plan

In the Data Conversion and Migration Plan task, the Contractor will describe in detail the plans to execute the strategy and any changes that need to be made to the strategy. At a minimum, the outcomes of this task shall include:

- Method of determining what data will be converted and migrated manually, if any
- Method of determining the order that data is to be converted and migrated
- Data conversion and migration tasks which will identify in detail the tasks and subtasks that shall be performed in order to affect necessary file conversions and migrations
- Tasks listed in order of required occurrence and include the work schedules, time frames and all task dependencies
- A data mapping between the current systems and the new SACWIS, a data mapping between the data elements and the associated requirement(s), a gap analysis between Michigan's existing systems/warehouse and the proposed SACWIS database to determine the data that can be migrated
- Resource requirements which will identify the required personnel and equipment needed to perform each identified task and subtask
- A plan for any special training for conversion and migration activities

In addition, the Contractor's detailed plan will provide for and include:

- Confirming the data conversion strategy and the overall scope of conversion
- Defining processes and techniques to identify and merge duplicate clients, families, and resources that are defined in multiple databases
- Documenting processes to identify data quality issues in the Data Conversion Design Specification
- Documenting volume considerations, including the database's size
- Defining an approach to handle obsolete and unused data
- Defining time constraints
- Providing the procedures for manual conversion of data
- Plans and schedules for:
    - Development, testing, pilot, and statewide deployment
    - Establishment of the data conversion environment
    - A process for handling corrupted data
    - A process for quality assurance and verification of conversion before deployment
    - An approach to training, documentation, maintenance, or software identified in the Conversion Specification
    - Post-conversion review process
- Overview and approach for:
    - Data Conversion Problems Reports
    - Data Quality Reports

The Contractor will create the Conversion Requirements document in collaboration with the State. Confirmation of the requirements in the document will be a joint activity, occurring at requirements confirmation meetings. In addition to data problem reports, the Contractor will also provide a series of reports to assist in measuring and assessing the data's quality after conversion.

State Responsibility

- Collaborate with Contractor on and approve the Data Conversion and Migration Plan
- Provide resources to assist in the conversion plan
- Identify default values as appropriate
- Clarify, at the Contractor's request, data element definitions, record layouts, and file descriptions
- Fully participate in reviews of data mappings and converted data
- Collaborate on the Data Conversion and Migration Plan
- Provide data warehouse expertise and assistance

Contractor Responsibility

- Identify data requirements and source(s) of data for all files that must be converted and/or migrated necessary to support all SACWIS processes to meet all functional requirements in this Contract
- Develop mapping of converted data to new system values
- Develop conversion software and/or manual procedures
- Develop conversion programs and procedures, engage State staff in review of data mapping
- Collaborate with the State on the development of the plan
- Identify any additional fields that must display in the design specification to support the conversion efforts

Acceptance Criteria

8.2: Data Conversion and Migration Plan

- Documentation of the Data Conversion and Migration Plan as described in the Contract
- Documentation of the collaborated effort to identify what needs to be converted and how it will be converted
- Documentation of the risks and mitigation plan for conversion
- Documentation of any impact to design specifications
- Documentation of a gap analysis between system and warehouse
- Documentation of training plan
- Documentation of the resources required to execute the plan including roles and responsibilities for both State and Contractor Staff

Task 8.3: Data Cleanup Plan

The Contractor shall develop, deliver, maintain and execute a Data Cleanup Plan to verify legacy data is accepted by the new SACWIS. The outcomes of this task shall include the following:

- Explanation of the strategy and methods for data cleanup
- Description of data cleanup activities
- Description of tools and procedures used to identify and report potential data issues
- Description of automated tools and procedures to automatically manipulate data
- Estimates of Contractor and State resources required to support the cleanup effort
- Data cleanup schedule
- Description of the Contractor method to substantiate error reductions
- Description of post cleanup test scenarios to validate accuracy and completion of cleanup activities
- Description of how the plan supports and adheres to the implementation plan

The Contractor will document the functional and technical assumptions and specifications and obtain approvals from the respective stakeholders to proceed. The Contractor will create and confirm conversion process flows and information on the overall conversion process and its automation will be documented. The Contractor, with support from State subject matter experts, will write and confirm the technical specifications for the conversion programs.

The Contractor will provide pre-conversion error reports identifying legacy system conversion data issues. The State will provide subject matter experts to collaborate and identify the legacy application functions required to correct information in the legacy application. Cleanup instructions and reports will establish a direct association with the legacy application function that will lead the caseworker to efficiently correct the data. Where applicable a worker/supervisor hierarchy will be established to gather and organize errors for prompt and efficient reporting to the staff most likely to provide manual corrective actions to cleanse the legacy data.

If it is determined that post production conversion data requires additional cleanup/alteration, the Contractor will develop, document and execute formal data correction processes that provide the State with the requirements necessary to apply corrections and changes to the production data. The processes will address, at a minimum,

- Developing scripts/queries to identify and document all data elements related to an issue
- Creating update scripts/queries that will address a corrective action to the data

- Testing of scripts/queries on a reliable database to demonstrate the identified data is properly modified according to the rules established and documented in the problem analysis
- Rerunning the initial investigation scripts/queries to demonstrate that the data is correctly adjusted and include the results in the final audit package
- Create, test, and document scripts/queries that will reverse or "back out" the modifications made by the update scripts/queries

State Responsibility

- Review and approve the Data Cleanup Plan
- Validate the effectiveness of the data cleanup effort
- Assist in running sample queries against all data to identify data cleansing needs
- Assist in analyzing applicable applications including batch jobs to identify required changes and interfaces related to the new SACWIS application, such as client provider and fiscal systems
- Assist with data conversion and migration planning and execution
- Validate conversion meets thresholds established in the data conversion plan

Contractor Responsibility

- Manage, coordinate and participate in the data cleanup effort
- Identify and report data errors and inconsistencies that would prevent the legacy data from loading and passing validations or rules, or would cause reporting errors
- Will meet the conversion thresholds established in the data conversion plan
- Provide training required to enable the State personnel to interpret the reports and use any automated tools to correct the data
- Prepare and distribute data cleanup assessments to the designated State personnel
- Provide support for the operation of automated data cleanup tools

Acceptance Criteria

8.3: Data Cleanup Plan

- Documentation of the Data Cleanup Plan as described in the Contract
- Design, development, and delivery of automated cleanup tools
- Data cleanup process and tools that adhere to the Configuration Management Plan as defined in this Contract, including data control and recovery
- Completion of data cleanup activities according to plans prior to data conversion
- Review of data identification and data cleanup to ensure all data cleanup activities were successfully completed and the resulting data is accurate and complete
- Inclusion of status of data cleanup in the project status report and meetings and inclusion of metrics to assess the size of effort and percent complete for data cleanup

Task 8.4: Data Conversion and Migration Results

In the Data Conversion and Migration Results task, the Contractor documents the detailed results of the final conversion in production. The Contractor will include, at a minimum, information such as a description of the converted files, results of the conversion, explanation of the problem(s) that occurred (if applicable) with resolutions and a log of the final conversion.

State Responsibility

- Review and approve the Data Conversion and Migration Results
- Provide input and clarifications to the Contractor as needed
- Co-facilitate presentation for committee approval to move to the implementation phase of the project

Contractor Responsibility

- Convert data into production
- Verification of converted data and expected functionality
- Document and demonstrate the successful results of the conversion with details regarding anomalies or unconverted data
- Secure State approval of the Data Conversion and Migration Results

- Co-facilitate presentation for committee approval to move to the implementation phase of the project

Acceptance Criteria
8.4: Data Conversion and Migration Results

- Documentation of the Data Conversion and Migration Results as described in the Contract
- Inclusion of the detailed results of the conversion such as description of the converted files, results of the conversion, explanation of the problem(s) that occurred (if applicable) with resolutions, and a log of the final conversion
- Documentation of additional fields added to SACWIS to label converted data
- Inclusion of steps that allow for review and approval of conversion into production by committee (committee decision point)

Activity 9: Testing

Objective
Ensure the operations, application functionality and hardware/software/network components of the new SACWIS are functioning as designed and confirm the implementation of all approved technical and business requirements.

Description
Testing will further ensure the operations and hardware/software and telecommunications aspects of the new SACWIS are functioning as designed. The activity begins with development of the Contractor's strategy to manage the testing, followed by plans for each type of testing and corresponding test environments. Continuing deliveries of testing results reports ensure appropriate communication of the actual status of the testing. Written approvals from the State validate the accuracy and completeness of the deliverables and the State's agreement to proceed to User Acceptance Testing.

Defect Definitions
The following defect definitions and severity levels will apply to the project work product. These definitions are to be used by the Contractor when communicating the severity of a computing system defect.

Severity = Critical

- All or part of the system is unexpectedly unavailable or not accessible
- The defect prevents the system from meeting the majority of the requirements
- System crashes, cannot proceed any further through the application
- Major functions are/would be disabled; no workaround, a severe deviation from requirements which prohibits the user from processing a major piece of functionality, and for which there is no acceptable workaround
- Loss of essential day-to-day business functionality, no acceptable workaround

Severity = High

- Major functions are/would be disabled; workaround available, a serious deviation from requirements which prohibits the user from processing a major piece of functionality for which there is an appropriate workaround
- System performance is or will become unacceptable

Severity = Medium

- Minor functions are/would be disabled, minor deviation from requirements which prohibits the user from processing a minor piece of functionality for which there may or may not be an appropriate workaround
- Non-essential functionality lost or system performance on non-essential functionality degraded/or will be degraded

Severity = Low

- Cosmetic, a deviation from requirements that does not prohibit processing
- Ambiguous messages and pop-ups, non-critical spelling errors

Defects with a severity level of “High” or higher, cannot be promoted to a non-development test environment without approval from the State.

Defects with a severity level of “Medium” or higher, cannot be promoted to a user acceptance environment without approval from the State.

Deliverables

- 9.1: Test Management Strategy
- 9.2: Unit and Integration Test Plan and Documentation
- 9.3: System Test Plan
- 9.4: Interface Test Plan
- 9.5: Performance, Volume and Stress Test Plan
- 9.6: Conversion and Migration Test Plan
- 9.7: System Test Scripts
- 9.8: Testing Results Weekly Report
- 9.9: Conversion and Migration Weekly Test Results Report
- 9.10: Performance Monitoring Plan & Weekly Report
- 9.11: Operational Readiness Report

Task 9.1: Test Management Strategy

The Test Management Strategy shall address the Contractor’s test strategy and outline the plan for all levels of testing. The Contractor shall address, at a minimum, the following:

- Approach to testing including testing philosophy, test standards, verification approach, approach to non-testable requirements, test phases, test techniques and methods, etc.
- Testing processes including test preparations, orientation and kickoff, test execution, test monitoring, test status meetings and reporting, closure evaluation criteria, etc.
- Approach to creating the test environments needed
- Approach to capture, track, monitor, maintain, and report on software defects
- Goals and objectives of each phase of testing
- Staffing requirements for each phase of testing
- Training requirements for staff participating in the testing
- Equipment and environmental requirements where applicable
- Which types of tests will be performed
- Which automated testing tools will be used in the test
- How regression tests will be performed
- How systems and integration tests will be designed and performed
- How test results will be evaluated and tracked
- How software deficiencies will be identified, analyzed, prioritized, and tracked
- How software deficiencies will be communicated to designers and developers
- How software deficiencies will be retested when corrected
- How ongoing quality assurance and risk assessment will be performed

For each type of testing, the Contractor shall use an appropriate mix and volume of transactions and data to represent an appropriate proportion of work for that type of testing.

In addition, the Systems Engineering Methodology (SEM) of the State Unified Information Technology Environment (SUITE) provides guidance for information systems engineering related project management activities and quality assurance practices and procedures, which the Contractor must incorporate in the test strategies and plans.

State Responsibility

- Review and approve the Test Management Strategy
- Provide input and clarifications to the Contractor as needed

Contractor Responsibility

- Collaborate with the IV&V and QC vendor's to develop a strategy for testing.
- Review and execute SEM of the SUITE

Acceptance Criteria

9.1: Test Management Strategy

- Documentation of the Test Management Strategy as described in the Contract using proven methodologies and best practices in compliance with SUITE / SEM standards
- Documentation of the training materials that will be used to provide orientation and kick off for testing
- Identification of the tools and reports that will be used to support all testing efforts

Task 9.2: Unit and Integration Test Plan and Documentation

The Contractor will develop the Unit and Integration Test Plan to ensure that the various objects that make up the application are individually tested. This plan will document the Contractor's plan to execute and document the results of unit and integration testing, which must include at a minimum:

- User Interface Unit Test: Unit test verifies the graphical user interface (GUI) is usable and works as specified. Testing addresses navigational standards, font size, page margins, and validation that all the data fields are present. It also includes testing navigational paths, such as ensuring that using the tab key takes the user to the next appropriate field
- Business Layer Unit Test: Unit test of the business layer ensures that both valid and invalid data are processed correctly. This occurs by testing the process as expected (valid data) or by performing "prescribed error handling" (invalid data)
- Data Layer Unit Test: Unit test of the data layer will ensure that both data queries and updates are being performed correctly
- Unit Integration Test: Unit integration test validates that the graphical user interface (GUI), the business layer, and the data layer integrate correctly
- Manual regression testing procedures to confirm that modifications to the system have not negatively impacted existing application functionality
- Automated regression testing procedures that assure previously tested scripts are retested with each release to confirm that modifications to the system have not had any negative impact on existing application functionality
- Process for documenting test scenarios and integrating them with the configuration management process and tracking of work items through the SDLC
- Processes and procedures in alignment with SUITE / SEM standards and methods for testing
- Processes to integrate Unit testing with Development activities and enforce that expected Unit Testing is completed before components are approved for release to environments higher than development
- Process to identify common failed test scenarios and improve QA processes and standards to minimize the re-occurrence of these problems

State Responsibility

- Review and approve the Unit and Integration Test Plan and Documentation
- Assign developers that will participate in the unit and integration testing
- Coordinate communications links with State and the Contractor
- Attend deliverable walkthroughs to enhance understanding and facilitate the approval process
- Provide input and clarifications to the Contractor as needed

Contractor Responsibility

- Coordinate with State on questions and problems relating to unit testing of the SACWIS
- Document detailed steps required to conduct the unit test, including expected results
- Develop the criteria for promotion from unit to integration test
- Provide tool for tracking the test to be conducted and the results of the test
- Identify mechanisms to prove results

Acceptance Criteria

9.2: Unit and Integration Test Plan and Documentation

- Documentation of the Unit and Integration Test Plan, meeting the requirements as defined in this Contract
- Finalization of the Unit and Integration Test Plan and securing of State approval prior to beginning the unit and integration test phase
- Documentation of a summary of the status of unit and integration testing, including numbers of problems identified by type of problem, numbers of problems corrected, any significant outstanding issues, the effect of any findings on the Implementation schedule, and so forth
- Documentation of corrective actions taken and retest documentation for all problems identified in the initial unit and integration tests and all regression test efforts
- Provision of assurance that unit and integration testing have been performed and that software programs function correctly

Task 9.3: System Test Plan

In the System Test Plan task, the Contractor documents an agreed upon plan to test all the business processes and business edits described in the DSD. System test confirms that the system performs properly, both from a functional and technical perspective. This plan will document the Contractor's plan to execute system testing. The plan must include a schedule for system test. This plan must also include:

- Format that will be used for system test scripts which includes the approach to ensure end to end test scenarios will map to business process and requirements
- How testing of all batch process and reports generation will be incorporated in the test scripts
- Any automated tool that will be used for testing
- Regression testing procedures to ensure previously tested scripts are retested to ensure modifications to the system have not created new defects
- Testing defect management and prioritization of defects including the role of the Contractor and State teams and also including at a minimum:
    - Reporting
    - Priority of the defect and how this is assigned
    - Closing a defect once fixed and tested
    - Audit trail and traceability between defects and related development activities or system / data modifications
- Methodology to test the accuracy of the Data Warehouse load and update processes to include, at a minimum:
    - Test data for a predefined period
    - Clearly defined test scenarios so that it is possible to predict the proper values as loaded to the Data Warehouse

The Contractor will develop a test coverage matrix to be included in the Systems Test Plan. The matrix will describe the functionality to be tested. For each requirement, the matrix will list the specific case that tests whether that requirement is met. The approach will carefully define, for each test script, all the events to be tested, the required number of occurrences to be executed, and the expected outcome.

State Responsibility

- Review and approve the System Test Plan
- Attend deliverable walkthroughs to enhance understanding and facilitate the approval process
- Provide input and clarifications to the Contractor regarding tools and reports

Contractor Responsibility

- Identify functionality being tested, based on the DSD and documented requirement/design sessions
- Conduct transfer of knowledge sessions to the appropriate State personnel
- Identify tools to be used and reports to be created
- Collaborate with the State's Quality Assurance team

Acceptance Criteria

9.3: System Test Plan

- Documentation of the System Test Plan, meeting the requirements as defined in this Contract
- Finalization of the System Test Plan and securing of State approval prior to beginning the systems test phase
- Documentation of the plan to communicate the summary of the status of system testing, including numbers of problems identified by type of problem, numbers of problems corrected, any significant outstanding issues, the effect of any findings on the Implementation schedule, and so forth
- Documentation of the tool(s) to be used for system test
- Documentation of the roles and responsibilities for system test, defect prioritization, escalation of issues and regression test
- Documentation of the timelines for system test

Task 9.4: Interface Test Plan

This task results in the Contractor's development of the Interface Test Plan to facilitate the successful testing of each interface in each phase of testing, to ensure validation of the data exchanges and to validate that the requirements have been implemented into the software as designed. The scope of this task includes all middleware, and testing through the middleware and through the partner systems components. In the Interface Test Plan, the Contractor shall also include how interface testing will be incorporated in the system test scripts. The interface test plan will identify the trading partners that will need to be involved in interface testing and any dependencies associated with each interface.

The Contractor will work with the State's partner agencies to identify formatted messages that will be exchanged for each interface. The Contractor will construct test scripts to validate the transaction messages match the mutually agreed data layouts.

State Responsibility

- Review and approve the Interface Test Plan
- Assist with the coordination of meetings between the State, Contractor and trading partners required to identify all test scenarios related to interfaces
- Attend deliverable walkthroughs to enhance understanding and facilitate the approval process
- Provide input and clarifications to the Contractor as needed

Contractor Responsibility

- Coordinate with the State on questions and problems relating to interface testing of the SACWIS
- Identify functionality being tested, based on the DSD and requirement/design sessions
- Conduct transfer of knowledge sessions to the appropriate State personnel
- Identify tools to be used and reports to be created

Acceptance Criteria

9.4: Interface Test Plan

- Documentation of the Interface Test Plan, meeting the requirements as defined in this Contract
- Documentation of the timelines for interface testing
- Finalization of the Interface Test Plan and securing of State approval prior to beginning the interface test phase

Task 9.5: Performance, Volume and Stress Test Plan

In the Performance, Volume and Stress Test Plan, the Contractor documents the plan to verify that the application performs within the agreed to performance requirements with production sized data and under production loads. The Contractor shall document the plan to ensure performance, volume and stress testing will be executed and documented. The plan must include at a minimum the following:

- Any automated tools that will be used to assist the Contractor with performance, volume and stress testing

- How the Contractor performance testing will check for the availability and capability of system resources including items such as CPU, memory, disk utilization, network resources.
- How the Contractor will measure response times, transaction rates and other time-sensitive requirements
- Volume testing to verify that the application performs correctly and is usable with production volumes of data
- Stress testing to verify the applications behavior under conditions that overload its resources
- The results of each test must be provided for validation and verification of the tests performed
- Data and application environment that will be used for each the various test in the plan
- How each test will be performed, verified and documented
- The process to validate resource utilization and application functionality during these tests
- Corrective action steps to resolve issues identified during this testing phase

State Responsibility

- Review and approve the Performance, Volume, and Stress Test Plan
- Attend deliverable walkthroughs to enhance understanding and facilitate the approval process
- Provide input on performance expectations
- Provide input and clarifications to the Contractor as needed

Contractor Responsibility

- Coordinate with State on questions and problems relating to performance, volume, and stress testing of the SACWIS
- Prepare test specifications and environments in which the tests will be performed
- Document description of the performance, volume, and stress being tested, based on the DSD and requirement/design sessions
- Conduct transfer of knowledge sessions to the appropriate State DTMB personnel
- Collaborate with State to establish and document performance expectations

Acceptance Criteria

9.5: Performance, Volume and Stress Test Plan

- Documentation of the Performance, Volume, and Stress Test Plan according to the requirements in this Contract
- Provision of a test tracking system and the plan for each test type
- Documentation of detailed steps required to conduct the performance, volume, and stress test, including expected results
- Description of the data that will be used for the various tests
- Description of how each test will be performed and the types of tests to be performed
- Description of the validation process of each test to ensure proof of the results and action taken
- Description of the corrective action steps that will be taken to ensure performance passes State expectations
- Test specifications that include at a minimum types of tests to be performed, how the tests will be performed, the roles and responsibilities of personnel performing the tests and validating the results, and tools used to perform the tests

Task 9.6: Conversion and Migration Test Plan

In this task, the Contractor develops the Conversion and Migration Test Plan to facilitate the successful testing of data migration and to ensure validation of the converted and migrated data. At a minimum, testing will address all of the following:

- Test scripts
- Test environment
- Define test data
- Schedule

The Conversion and Migration Test Plan will include the procedures for how the progress of testing for each system that is being converted will be tracked. The plan will document the process for how test scripts will be developed and later executed. The plan will standardize what will be included in each conversion test script and define the minimum number of test scripts. The test scripts will be based on the use case for each conversion design. The plan will also define the roles and responsibilities of the test participants.

The Conversion and Migration Test Plan will describe how data quality will be determined and data cleansing procedures. The plan will include the procedures for how the results for each test will be validated and identify how tools will be used.

State Responsibility

- Review and approve the Conversion and Migration Test Plan
- Attend deliverable walkthroughs to enhance understanding and facilitate the approval process
- Provide input and clarifications to the Contractor as needed

Contractor Responsibility

- Coordinate with State on questions and problems relating to conversion and migration test plan
- Create detailed scripts required to conduct the conversion and migration test, including expected results
- Identify the approach to ensure data will not be lost in conversion
- Identify the test environment to be used and take steps to ensure the test will not interfere with other testing

Acceptance Criteria

9.6: Conversion and Migration Test Plan

- Documentation of the Conversion and Migration Test Plan according to the requirements in this Contract
- Provision of a test tracking system and the plan for each system that is being converted
- Documentation of detailed steps, dependencies and how each test will be performed
- Description of the validation process of each test to ensure proof of the results
- Description of the corrective action steps that will be taken to prevent data loss and data integrity issues
- Test specifications that include at a minimum types of tests to be performed, test scripts, how the tests will be performed, the roles and responsibilities of personnel performing the tests, validating the results, and tools used to perform the tests
- Documentation of the plan to provide a summary of the status of conversion and migration testing, including numbers of problems identified by type of problem, numbers of problems corrected, any significant outstanding issues, the effect of any findings on the schedule, etc.

Task 9.7: System Test Scripts

The Contractor's development of the System Test Script in this task must provide the State the comprehensive test scripts prior to commencement of system testing. The Contractor's test scripts must include at a minimum:

- Unique identifier and name for each script created
- A place to enter the tester's name for future reference
- Start and End Date field to provide documentation on when the script was initially executed and when it was completed
- Dependency Data that must be loaded in the system prior to execution of the script
- Step number and detailed instructions on what the tester must perform
- Expected results documented in detail to provide the tester with the exact results they should view when completing each test step
- Actual results to document the results of each step and document any associated defect number (when a defect is identified)
- Place for the system version to be documented

The test script will document and be used to identify and define the testing scope for each test. The test script will present the methods that will be used to perform the test, preparatory activities for the test, the use of automated testing tools in the testing process, the staff required to perform the test, and prerequisite staff training required to perform the test. The test script will specify any seed data needed to perform the test and activities necessary to configure this data. The test script will include a step-by-step checklist of each activity to perform the test and each step's expected outcome.

State Responsibility

- Review and approve the System Test Scripts
- Attend deliverable walkthroughs to enhance understanding and facilitate the approval process
- Provide input on end to end business processes to be used in system test scripts

Contractor Responsibility

- Coordinate with State on questions and problems relating to the test scripts
- Coordinate with State to identify "real practices" to ensure end to end testing reflects how end users will interface with the system
- Create tests scripts based on comprehensive detail design documentation
- Document dependencies for tests providing a mechanism to prioritize the completion of tests
- Process to document failed test scenarios and link these to re-development activities or other system modifications
- Traceability between test scripts and approved requirements, Configuration management records and design artifacts

Acceptance Criteria

9.7: System Test Scripts

- Documentation and verification of the System Test Scripts according to the requirements in this Contract and defined through the requirement/design sessions
- Steps to ensure any design changes are reflected in the system test scripts
- Finalization of the System Test Scripts and secure State approval prior to beginning the system test phase
- Receipt of approval of changes during testing to system test scripts in advance of executing the test script
- Provision of enough detail in the scripts to allow untrained SACWIS users to perform testing
- Inclusion of interface testing in test scripts
- Provision of comprehensive scripts that test all features of the system from end to end

Task 9.8: Testing Results Weekly Report

The Contractor develops the Testing Results and Weekly Report in this task. The report will include, at a minimum:

- A status report as demonstrated by test results, identification of any remaining deficiencies, limitations, or constraints that were detected by the testing performed
- Detailed results of the tests performed and documentation on what is to be performed the following week
- Overview of the results and status of each test script
- A test log including a chronological record of the testing covered by the report including dates, times and locations of tests performed, hardware and software configurations used for each test and the dates and times of each test related activity including individuals who performed the activity

State Responsibility

- Review the Test Results and Weekly Reports
- Periodically, retest a system test script to validate findings
- Approve the Final Test Results and Weekly Reports

Contractor Responsibility

- Create test log including a chronological record of the testing covered by the report including dates, times and locations of tests performed, hardware and software configurations used for each test and include individuals who performed the activity
- Perform testing and present test results in status reports

Acceptance Criteria

9.8: Testing Results Weekly Report

- Submission of the Final Test Results and Weekly Report to the State which includes what is agreed to in the conversion test plan and what is listed in the Contract requirements
- Documentation of weekly tests performed
- Documentation of tests to be performed the following week
- Documentation of overview of the test results and status of each test
- Inclusion of documentation on defects identified, regression tests performed and percentage of tests that passed or failed
- Explanation of any design issues that were identified as the results of that week's test and listing of all design issues to date and the plan to correct these issues
- Explanation of any performance and/or volume issues and mitigation to correct these problems
- Inclusion of any problems with the testing environments and mitigation to correct problems

Task 9.9: Conversion and Migration Weekly Test Results Report

The Contractor will create the Conversion and Migration Test Results in this task. The report will include, at a minimum:

- A status report as demonstrated by test results, identification of any remaining deficiencies, limitations, or constraints that were detected by the testing performed and a description of its impact on conversion and migration software performance, an assessment of how any differences between the test environment and the production environment affects test results and recommended improvements in the design, operation, or testing of the conversion and migration software
- Detailed results of the conversion, migration and interface testing that will include information such as a description of the test data set, results of the testing, completion status of each test case, identification of the test case with an explanation of the problem(s) that occurred (if applicable), and the test procedure step(s) in which the problems occurred, documentation of the number of times the procedure or step was repeated in attempting to correct the problem(s) and the outcome of each attempt
- A test log including a chronological record of the testing covered by the report including dates, times and locations of tests performed, hardware and software configurations used for each test and the dates and times of each test related activity including individuals who performed the activity

State Responsibility

- Review the Conversion and Migration Weekly Test Results Reports
- Approve the Weekly Reports
- Collaborate with Contractor to determine if conversion plan requires modifications to ensure no data loss

Contractor Responsibility

- Create test log including a chronological record of the testing covered by the report including dates, times and locations of tests performed, hardware and software configurations used for each test and include individuals who performed the activity
- Perform testing and present test results in status reports
- Collaborate with State to determine if conversion plan requires modifications to ensure no data loss

Acceptance Criteria

9.9: Conversion and Migration Weekly Test Results Report

- Submission of the Weekly Report to the State which includes what is agreed to in the conversion plan and what is listed in the Contract requirements

- Documentation of weekly tests performed
- Documentation of tests to be performed the following week
- Inclusion of documentation of data conversion issues, data integrity problems and mitigation recommendations
- Inclusion of any problems with the testing environment and mitigation to correct problems
- Documentation of the detailed results of the conversion test such as description of the converted files, results of the conversion, explanation of the problem(s) that occurred (if applicable) with resolutions, and a log of data that was converted

Task 9.10: Performance Monitoring Plan & Weekly Report
In this task, the Contractor creates the Performance Monitoring Plan, which encompasses planning for, managing, and executing the monitoring, trouble-shooting, and fine-tuning of system performance prior to full implementation of SACWIS. The Contractor shall conduct performance monitoring and testing throughout system test, user acceptance and pilot period to ensure that SACWIS performance requirements are met and that there is satisfactory user performance and interactive response time.

The plan's methodology for monitoring performance or achieving improved efficiency within the SACWIS shall include at a minimum:

- Performance monitoring tools, their purpose, and use
- Areas to be monitored for performance. At a minimum, this shall include network load, response time, query retrieval response, stress load response, database normalization impact, screen navigation response time

All performance monitoring results and summaries shall be made available for review on a weekly basis. At a minimum, the weekly report shall include

- Performance summaries
- Identification of problem performance areas
- Activities underway to correct performance issues
- Performance issues resolved in the last reporting period (final report)

State Responsibility

- Review and approve the Performance Monitoring Plan
- Review and approve the Weekly Reports

Contractor Responsibility

- Prepare and submit the Final Performance Monitoring Plan and Weekly Reports to the State
- Make recommendations for changes to hardware or software requirements to improve performance
- Perform tests at agreed upon intervals and prior to the release of any major system modifications
- Plan for, obtain approval and implement the necessary changes to verify that performance standards are met

Acceptance Criteria
9.10: Performance Monitoring Plan & Weekly Reports

- Documentation of a Performance Monitoring Plan and Weekly Reports to the State
- Documentation of details of performance monitoring tools and areas to be monitored for performance
- Documentation of performance monitoring weekly results and summaries including performance summaries, identification of problem performance areas, and activities underway to correct performance areas
- Documentation of performance issues resolved in the last reporting period
- Documentation of weekly tests performed
- Documentation of tests to be performed the following week

Task 9.11: Operational Readiness Report
The Contractor will produce the Operational Readiness Report, which certifies that the SACWIS, its domains, functions, data, processes, operational procedures, staffing, telecommunications, and all other associated support are in place and ready for operation. This readiness report will identify if the system is ready for User Acceptance testing.

State Responsibility
- Evaluate Operational Readiness Report to determine Contractor readiness for User Acceptance Test
- Provide documented approval that the system is ready for User Acceptance Test
- Review and Approve Operational Readiness Report
- Co-facilitate presentation for committee approval to move to the user acceptance test phase of the project (user acceptance test)

Contractor Responsibility
- Demonstrates readiness for User Acceptance Test (UAT)
- Validates that all system test is complete
- Co-facilitate presentation for committee approval to move to the user acceptance test phase of the project (user acceptance test)

Acceptance Criteria
9.11: Operational Readiness Report
- Documentation of that the SACWIS, its domains, functions, data, processes, operational procedures, staffing, telecommunications, hardware, network and all other associated support are in place and ready for operation
- Validation that user test environment is operational
- Validation that user testing stations are operational
- Resolution of all issues identified as design issues
- Resolution of all defects that prevent completion of test scripts
- Inclusion of steps that allow for review and approval of UAT readiness by committee (committee decision point)

Activity 10: User Acceptance Testing

Objective
Ensure that all functional and technical requirements and related system functions are complete and accurate and all requirements have been satisfied.

Description
DHS will take the lead on conducting User Acceptance Test (UAT), the Contractor is responsible for participating and supporting the DHS users in acceptance testing of the entire SACWIS including the reports delivered on the data warehouse. UAT enables the State to ensure that the new SACWIS meets the functional, technical, and operational requirements of DHS. This activity includes preparation of test environment, specifying dates and time for end users to conduct testing, training on any tools to assist end users on how test results will be produced, viewed, and results reported. Testing will further ensure the operations and hardware/software and telecommunications aspects of the new SACWIS are functioning as designed. Written approvals from the State validate the accuracy and completeness of the deliverables and the State's agreement to proceed to Pilot.

The Contractor will provide the State with the test scenarios developed during system testing to provide a base from which the State can develop additional scenarios and demonstrate all components meet requirements. The Contractor will assist the State staff in defining test scenarios and scripts. Scripts will be based directly on the mutually agreed requirements at a level of detail sufficient to define the test cases and test data for the User Acceptance Test. Scripts will be developed to test both positive and negative scenarios. Some scripts will be based on the use of converted data to illustrate that the Michigan SACWIS meets requirements with converted data.

The Contractor will thoroughly train the State acceptance test team in the functionality and capabilities of Michigan SACWIS before conducting the User Acceptance Testing task. The Contractor will also train the State acceptance test team on how to use the State Enterprise defect tracking tool to record defects.

The Contractor's software modifications and corrections will be moved to the Michigan SACWIS Acceptance Test environment only after thorough Unit and System Tests. Also the Contractor will assist and support the State in completing, all daily, weekly, quarterly, and annual processing cycles.

All work, processes, and communication of defects must comply and be consistent with "Defect Definition" as describe in this Contract (See Testing Activity).

The Contractor will review common defects and failed scenarios reported in UAT and collaborate with the State to improve QA processes with the objective of minimizing the occurrence of these issues and improving the efficiency of both development and testing phases.

Deliverables

- 10.1: UAT Test Environment and Tools
- 10.2: Weekly UAT Status Reports
- 10.3: Operational Readiness Report

Task 10.1: UAT Test Environment and Tools

In the UAT Test Environment and Tools task, the Contractor will create a test environment specifically for the purposes of user acceptance testing, which shall be a copy of the production environment. The Contractor will be responsible for the creation and maintenance of the UAT environment.

The Contractor Test Manager will work closely with the DHS Test Manager and the State's Quality Control vendor(s), during execution of the User Acceptance Test The Michigan SACWIS State UAT Manager will have overall responsibility on matters concerning UAT. The Contractor Test Manager will have support responsibilities to the State.

State Responsibility

- Attend training for UAT
- Test and approve the UAT environment and tools
- Lead the acceptance test activities
- Create user acceptance test scripts
- Provide data dependency to Contractor for load
- Create the acceptance test schedule
- Identify and schedule testers
- Conduct tests and validate results
- Track any problems and or discrepancies
- Document results
- Test system processes from end to end including the use of converted data, interfaces, performance, and volume

Contractor Responsibility

- Create test environment and make corrections as needed, in accordance with the State's environment security model
- Assist in the installation of the Michigan SACWIS application and support the maintenance of the UAT environment
- Ensure that all modifications to the SACWIS software or files are thoroughly unit and system tested prior to transferring new versions to UAT
- Ensure that data is converted to the UAT test environment and data parameters are approved by the State
- Provide customized data or interface files to the State as needed to complete test scenarios

- Assist with the acceptance test schedule and procedures
- Provide the capability to roll back the test database to checkpoint status
- Assist State in implementation of the acceptance test with respect to generation of test transactions, data, and files, as well as analysis of reasons for unanticipated processing results
    - Review failed test scenarios and recommend most efficient and accurate resolutions
- Provide appropriate staff in UAT room to provide technical and/or business assistance to support State testing
- Provide converted data to UAT environment during the initial setup of the User Acceptance Testing environment

Acceptance Criteria

10.1: UAT Test Environment and Tools

- Creation and maintenance of a test environment specifically for the purposes of user acceptance testing
- Provision of training to the acceptance testing team and subject matter experts to assist in understanding SACWIS, defect tracking system and testing procedures
- Provision of an acceptance test tracking system which will record scenarios, indicate status, track test results, and produce reports by functional area and status to be used for all phases of testing
- Steps to ensure that UAT environment mirrors the production environment
- Execution of acceptance test cycles according to an agreed upon schedule

Task 10.2: Weekly UAT Status Reports

The Contractor will provide this weekly report to document activities related to UAT and to identify issues and problems discovered during user acceptance testing for each week of testing. At a minimum, the report must include documentation of individual problems found including the problem statement, tester name, date, resolution provided, and name of the person providing resolution, plan for further testing, summary of problems found, and a graphic representation of problem resolution progress from week to week.

The Test Status Report will provide a chronological record of the tests that were executed and include dates, times, and locations of tests performed; hardware and software configurations used for each test; and the dates and times of each test-related activity, including individuals who performed the activity. The Test Status Report will include the scenarios under which the metrics were collected, provide new metrics or appendices, outline the analyses of the results, and lists actions that are believed necessary to tune the system further. The Contractor will make the metrics collected both before and after these tuning efforts available and provide an assessment of net results. The Contractor will submit recommendations for modifying the scenarios for consideration during the User Acceptance Test.

State Responsibility

- Review and approve the Weekly UAT Status Reports
- Monitor Contractor response and resolution of discrepancies or problems
- Approve the final Weekly UAT Status Report
- Document weekly tests performed
- Document tests to be performed the following week
- Provide input on the report format, contents of the report and distribution of the report

Contractor Responsibility

- Provide timely responses to discrepancy notices
- Develop a State Approved format for weekly report
- Submit a Weekly UAT Report to the State

Acceptance Criteria

10.2: Weekly UAT Status Reports

- Creation and distribution of the Weekly UAT Status Reports including a description of all problems identified for each week of testing and the corrective steps taken

- Correction, at no cost to State, of any problems resulting from incorrect computer program code, incorrect data conversion, incorrect or inadequate documentation, or from any other failure to meet Contract specifications or performance standards

Task 10.3: Operational Readiness Report
In the Operational Readiness Report task, the Contractor will certify that the SACWIS, its domains, functions, data, processes, operational procedures, staffing, telecommunications, and all other associated support are in place and ready for operation. This readiness report will identify if the system is ready for Pilot test.

State Responsibility
- Review and Approve Operational Readiness Report to determine system readiness
- Co-facilitate presentation for Governance committee approval to move to the Pilot phase of the project

Contractor Responsibility
- Certify to the State that the SACWIS, its domains, functions, data, processes, operational procedures, staffing, telecommunications, and all other associated support are in place and ready for operation
- Secure documented State approval that the system is ready for Pilot Test
- Co-facilitate presentation for Governance committee approval to move to the Pilot phase of the project
- Demonstrates readiness for Pilot

Acceptance Criteria
10.3: Operational Readiness Report
- Documentation that the SACWIS, its domains, functions, data, processes, operational procedures, staffing, telecommunications, hardware, network and all other associated support are in place and ready for operation
- Steps to ensure that conversion to support pilot is ready
- Resolution of all issues identified as design issues
- Resolution of all defects that prevent use in production, consistent with the Contract Defect Definition
- Inclusion of steps that allow for review and approval of UAT completion by SACWIS Governance committee (committee decision point)

Activity 11: End User Training

Objective
Ensure all end users from both State and private agencies receive comprehensive training on both new procedures and Michigan SACWIS. The training strategy must be implemented with a “Just-In-Time” approach to training delivery according to the training plan.

Description
This activity enables the Contractor to demonstrate an understanding of the training requirements, the Contractor’s role in the User Training Task, and the training-related tasks that are needed to support the Data Migration and Conversion, Acceptance Testing, and Implementation Tasks of the Project. The training approach must include a Just-In-Time training schedule which provides for user training no earlier than 45 calendar days before implementation. A discussion of the methods used to develop and deliver training necessary to ensure effective use and reliable operation of the new SACWIS shall be included. Training and support materials shall be based on approved user and operations manuals as well as procedures manuals developed by the Contractor in previous tasks. This training material shall be used during acceptance testing to verify accuracy, comprehensiveness, understandability, and usability. The State will assist in the identification of specific individuals to be included in the types of training based on the Contractor’s User Training Strategy. The Contractor will lead on the design and development of the blended training and Electronic Performance Support System (EPSS) for the SACWIS, and will deliver the training to end users.

Deliverables

- 11.1: End User Training Strategy
- 11.2: Comprehensive Training Plan
- 11.3: End User Training Environment(s)
- 11.4: End User Training Materials V1 and *V2
- 11.5: Online User Aids
- 11.6: End User Training and Progress Report
- 11.7: End User Training Final Report

Task 11.1: End User Training Strategy

In this task, the Contractor develops the End User Training Strategy, which includes a description of the Contractor's proposed approach to develop and deliver training. The approach must include 15 to 20 training participants per class and two trainers per delivery, with the second trainer being from the State.

The End User Training Strategy shall describe the proposed methods to develop and deliver both training and related documentation and shall include a discussion of the Contractor's understanding of DHS training requirements and high-level training strategy. The strategy must also include training the trainers and creation of power users to assist with training. The Contractor's End User training strategy must account for approximately 4,000 end-users. These approximate 4,000 end-users will be a combination of State of Michigan employees and private service providers to DHS.

The Contractor will train the approximate 4,000 end users efficiently in a 2-day classroom session within 45 days of implementation, preceded by sessions designed for trainers and power users within 75 days from implementation. These sessions will be, jointly facilitated by Contractor and State Team trainers. The training will begin with an overview of the Michigan SACWIS and continue with in-depth, job-based hands-on exercises in a live training environment. Contractor will build on this classroom experience with e-learning, an electronic performance support system (EPSS), and simple printed material — all designed on a real-world, task-based focus end users can relate to.

The outcomes of this task will include, at a minimum:

- General approach to user training strategy using Contractor staff as lead trainers
- Identification of time frame in which training shall be accomplished
- Methods for training already identified by DHS and any additional methods recommended:
    - Joint facilitated classroom training
    - Computer Based Training (CBT)
- Training database and environment(s) for practical, hands-on exercises
- Identification of training audience/groups
- Identification of training resources and materials including:
    - Integration of the Contractor's and State SACWIS team trainers
    - Space, i.e., training facilities
    - Training environment(s)
    - Equipment
- General content and proposed courses of the training, which must include, at a minimum, end user training manual and online policy documentation
- General approach to evaluating the effectiveness of training and improvement plan
- Training materials must incorporate portions of the pre-service training requirements to meet the settlement agreement

The Contractor is to provide and maintain in collaboration with the State, training environment(s) in accordance with the State's environment security model, and State resources. The Security Activity in this contract encompasses the tasks necessary to protect the new SACWIS and its associated data in all of the environments. In addition, this activity includes identity management for the entire scope of the Contractor's proposed solution, including network, perimeter, and user security. Contractor must include detailed schematics that illustrate the design components as it relates to End-User training. This also must be

included in Task 11.2 in the Comprehensive Training Plan. The Contractor must treat the training environment as though it is a production environment. To aid in the protection of production data it is required that the Contractor to add de-identified data to the training environment(s) that emulates production data and that the Training Environment(s) mirrors the production environment from a security perspective.

The Contractor is required to train child welfare managers separately from the field workers for a portion of the training. The Contractor may provide a joint training for the basics of the new system. The Contractor will provide the mangers a specific manager training track and the workers will receive a more detailed training on the new SACWIS system.

The Contractor must provide the training materials and collaborate with the State Director of Training and the State training curriculum staff to ensure that new training materials and strategies are integrated within the Pre-Service Institute (PSI). The State training staff will be responsible for integrating the material into the PSI. The Contractor will provide a variety of end user aids designed to aid transition to the Michigan SACWIS before, during, and after classroom training to encourage staff to become independent learners on the job.

State Responsibility

- Review and approve the End User Training Strategy
- Provide the Strategic Implementation Plan: Communication and Training for initial direction on the training strategy
- Provide the number of end users that require training
- Collaborate on strategies for resources and materials
- Provide input and clarifications to the Contractor as needed
- Provide training facilities. The Contractor is required to collaborate with the State regarding the overall training strategy including training location availability
- Review Just-In-Time Training schedule.
- Integrating the SACWIS material into the Pre-Service Institute (PSI)

Contractor Responsibility

- Review the Strategic Implementation Plan: Communication and Training Plan
- Develop a comprehensive strategy for ensuring all end users are trained
- Plan, schedule and conduct meetings with appropriate State staff to collaborate on strategies for resources and materials
- Review documentation on training for the Settlement Agreement
- Collaborate with the Director of Training to ensure the SACWIS training materials and strategies are integrated with the Pre-service Institute (PSI) new employee training
- Identify lead trainer responsibilities
- Collaborate with the State regarding the overall training strategy including training location availability
- Develop and submit for State approval a Just-In-Time Training schedule.
- Publish hardcopy and electronic media (example DVDs) for materials generated in End User Training activities.
- Conduct front-end analyses of the various types of users and the tasks they need to learn to be successful when using the Michigan SACWIS.

Acceptance Criteria

11.1: End User Training Strategy

- Documentation of the End User Training Strategy as described in the Contract
- Provision of the proposed approach and methods for training end users
- Integrate State training location availability into training schedule
- Provision of enough equipment for each trainee to work independently on the computer (without sharing)

- Documentation of the timeframes for training
- Identification of the training resources and materials/equipment to be used
- Identification of the training audience/group
- Documentation of the approach for evaluating the effectiveness of the training and improvement plan
- Documentation of the strategy for obtaining training credits
- Documentation of the train-the-trainer strategy
- State approved Just-In-Time training schedule.

Task 11.2: Comprehensive Training Plan

The Contractor will create the Comprehensive Training Plan to document the plan to train all end users, which includes both State and private agency staff. This plan must include at a minimum:

- Description of the group(s) who will receive training and objectives/expected results of the training
- Overview of the training curriculum
- Approach to providing training across the State (localized training, train-the-trainer, etc.)
- Description of the training logistics including schedule, location, duration and dates, roles and responsibilities and identification of persons/groups who will serve as trainers
- *Training environment(s) and resources including facilities, hardware, software, system documentation, and other resources to familiarize trainer with the system and post-implementation training staffing
- Description and format of the types of training materials that will be developed for training and how these materials will provide training credits to meet the Settlement Agreement
- Description of how the Contractor would collaborate with State trainers, in assisting the State to load the information into the State automated online system
- Training strategy and approach to training trainers and end users throughout Michigan, including descriptions of how e-learning and the SACWIS will be deployed
- A description of where training will be held, including facility requirements, equipment requirements, network requirements, and software requirements
- An overview of the training curricula and learning paths for each user group based on the analyses complete at the time of submission. Detail will be added to the curricula plans as the project progresses and before development on the various training material begins.
- A description of the training environments that will be deployed to support training development and delivery. The Instructor's Guide for trainers will include instructions for refreshing the training database technical training, knowledge transfer activities, or both will include instructions for maintaining the environment after implementation.
- A description of the knowledge transfer activities by which the Unisys/DRC Team training staff will instruct DHS staff on how to maintain the training material, including any instruction on unique software or hardware tools used.

The Contractor shall provide training, not only on SACWIS, but also on any additional software products required to support the Contractor's Proposed Solution. The Contractor shall also provide training, as necessary, on the various Hardware and network components used during operations (i.e., scanners, Online User Aids and policies), and the installation of the equipment.

State Responsibility

- Provide training facilities. The Contractor is required to collaborate with the State regarding the overall training strategy including training location availability.
- Review and approve the Comprehensive Training Plan
- Collaborate on training curriculum audience, schedule, locations, duration, dates and training materials
- Provide support to the Contractor in fulfilling Contractor's obligations associated with the use of the State automated online registration/tracking system

Contractor Responsibility

- Create a comprehensive plan to ensure all end users are trained prior to implementation
- Plan, schedule and conduct meetings with appropriate DHS staff to collaborate on training curriculum audience, schedule, locations, duration, dates and training materials
- Create prototypes of the types of training materials that will be developed for training
- Provide and maintain training environment(s) in accordance with the State's environment security model, and resources including projectors, and software
- Collaborate with the State regarding the overall training strategy including training location availability
- Provide system documentation, on-site support and other resources to familiarize trainer with the system and post-implementation training staffing
- Collaborate with the Director of Training to ensure the SACWIS training materials and plans are integrated with the Pre-service Institute (PSI) new employee training

Acceptance Criteria

11.2: Comprehensive Training Plan

- Documentation of the End User Training Plan as described in the Contract
- Inclusion of a description of the group(s) who will receive training
- Provision of an overview of the training curriculum, objectives and approach to providing training across the state (localized training, train-the-trainer, etc.)
- Description of the training logistics including schedule, location, duration and dates, roles and responsibilities and identify persons/groups who will serve as trainers
- Documentation of the training environment(s) and resources including facilities, hardware, software, system documentation, on-site support and other resources
- Inclusion of the description and format of the types of training materials that will be developed for training and how these materials will provide training credits to meet the Settlement Agreement
- Documentation of the collaborative process and the outcome of these meetings
- Provision of enough equipment for each trainee to work independently without sharing computers
- Integrate State training location availability into training schedule

Task 11.3: End User Training Environment(s)

In this task, the Contractor will document and establish the End User Training Environment(s) and related training tools. At least one separate Training Environment shall be provided to avoid disruption of other production and implementation activities. The Training Environment(s) shall include a database that replicates the Production Environment, including copies of all software, databases, tables, and files loaded with de-identified training data.

The Training Environment(s) shall be available from the State network and appropriately configured to adequately emulate Web real world system use. This document shall include an inventory of all software and data stores that will be duplicated in the Training Environment(s). Note: The Hardware and Software required to support this Task must be documented in the Comprehensive Training Plan and in the Hardware and Software Plan discussed at section 2 of this contract.

The Training environment will not disrupt other environments. The Contractor will prepare, implement, and maintain a user Training environment on the State network separately from the production and other environments. The training environment will be able to support concurrent application training classes across multiple sites, including the classroom training facilities. Before the start of pilot training, the Contractor will load the training environment and test it for accessibility from specific representative training sites. The Contractor will maintain all training database and application software in collaboration with the State, to maintain readiness for the next training session activities. If the application should go down during training, the Contractor will make every effort to correct the situation as quickly as possible.

State Responsibility

- Attend training on how to maintain the End User Training Environment(s)
- Test and approve the End User Training Environment(s)
- Collaborate on all State network requirements for the Training Environment(s)
- Add the Training Environment(s) to the State network

Contractor Responsibility

- Build the End User Training Environment(s)
- Provide specifications required for State to add the environment(s) to the Network
- Conduct walkthrough and training of the End User Training Environment(s)
- Add de-identified data to the training environment(s) that emulates production data
- Describe in writing and figures, how the training environments including associated data will be built-out and maintained so as to support transition to the State
- Reset training data as needed

Acceptance Criteria

11.3: End User Training Environment(s)

- Documentation of the necessary hardware and software to support the efficient ongoing operation and maintenance of the Training Environment(s)
- Provision of Training Environment(s) that mirrors the production environment
- Documentation of trainers' ability to refresh training data and environment without IT intervention

Task 11.4: End User Training Materials V1 and *V2

In this task, the Contractor delivers the materials for End User Training. The training materials shall be designed for hands-on use in a classroom, lab situation, computer based training for future reference by users when SACWIS is operational. The Contractor shall be responsible for creating an instructor's manual and a student manual to be used during all classroom sessions. The user's manual at Task 11.5 Online User Aids is separate from the instructor's and the student's manual. The Contractor shall provide an electronic version of all end user training material, as well as hard copies of this material for review purposes and for classroom sessions. The user manual shall include additional practical exercises in the back of the manual that the end user can complete upon return to their work location. Both manuals should include curriculum by functionality, with sufficient examples and exercises to accomplish the stated training objective of assuring that end users gain the skills necessary to perform their job functions in the new SACWIS framework.

The Contractor shall also create any other necessary training aids such as presentation outlines and audiovisual materials. In addition to classroom training materials, the Contractor shall create a CBT that provides the same level of detail as classroom training; however, the web-based CBT will guide the user through each function of the system and provide direct entry and practice. Additional training materials may also include Web Based Tutorials (WBTs), videos, and virtual classrooms. An introduction to these items should be provided during the classroom training, with the intent that these materials supplement the training received by students upon their return to their work location.

V2 All training materials shall be updated based on the lessons learned from training sessions and be delivered to, and become the property of, the State upon the completion of the Statewide rollout.

The Contractors introductory module will consist of approximately 1 hour of student seat time. The Contractor will provide 5 more hours of seat time on topics that parallel the content developed for classroom training. That is, e-learning will be directed to users who are new to the Michigan SACWIS or who wish to refresh their understanding of an area. The specific topics will be identified during the initial analyses and described in the curriculum outline approved by State before instructional designers begin to develop e-learning.

The e-learning provided by the Contractor will be SCORM conformant and operate on a SCORM-conformant learning management system. When the State approves the e-learning, the Contractor's instructional designers will package it for deployment in the way requested by the State. The Contract Web developer will work with the State counterpart to deploy a test operation. Once the test proves successful, the Contractor Team Web developer will work with State to fully deploy the e-learning.

The Contractor will provide the State with a document that fully describes the e-learning files and how they can be modified. An instructional designer from the Contractor Team will meet with the individuals who will maintain the e-learning and walk them through this document and offer advice for maintaining the e-learning.

State Responsibility

- Review and approve the End User Training Materials V1 and V2
- Attend demonstration of training materials presented
- Manually Test CBT Materials
- Provide development resource support to assist in the development of the CBT to simplify the maintenance transition

Contractor Responsibility

- Create instructor's manual and a student user manual to be used during all classroom sessions
- Develop CBT for testing
- Demonstrate the CBT
- Train staff on the use and maintenance of the CBT

Acceptance Criteria

11.4: End User Training Materials V1 and *V2

- Documentation and delivery of materials listed in the Contract requirements and the Training Strategy and Plan
- Delivery of an instructor's manual and a student user manual that incorporate settlement agreement training requirements
- Materials that support end user and instructor needs
- Delivery of an electronic version of all end user training material, as well as hard copies of this material for review purposes and for classroom sessions
- Delivery of necessary training aids such as presentation outlines and audiovisual materials and include WBTs, videos, and virtual classrooms
- Delivery of CBT for testing
- Demonstration of the CBT
- Documentation of maintenance and change procedures for the CBT
- Delivery of revised materials based on lessons learned V2*

Task 11.5: Online User Aids

This task requires the Contractor to produce online policy and user aids, including web page and field help, an Online User Interface Guide, and an industry standard Electronic Performance Support System or EPSS, all functioning as an integral part of the SACWIS system. The Online User Interface Guide and EPSS should be delivered in electronic format only, but be printable by the end user if desired.

The Contractor shall design and develop the Online User Interface Guide and EPSS to include:

- Features most used in SACWIS
- Features hardest to understand
- Problems most significant to the end user
- Features that cause the most calls to a help desk
- Features that would potentially result in less training required, supplementing the training already received
- Simulations to help the user do a task
- Context-sensitive online help
- Task-based online procedures
- Reference topics (such as tickler definitions and case types)
- Short "show me" animations
- Links to e-learning tutorials and simulations
- Links to online policies and other online documents provided by DHS.

The Online User Interface Guide and EPSS will be integrated with the Michigan SACWIS application and made available to users at the point of need.

The EPSS shall address the usage of the system from a business process (workflow) perspective, describing how to accomplish business processes associated with the new system. It should be easy to use by enabling users to quickly locate the particular help they need with options such as "How do I…?" and step-by-step procedures. The Online User Interface Guide shall link to the DHS Policy Manuals to allow the user to identify the policy or regulation directing or yielding an eligibility outcome.

State Responsibility

- Review and approve the Online User Aids
- Incorporate online aids in user acceptance test scripts
- Provide input and clarifications to the Contractor as needed
- Collaborate with Contractor on content

Contractor Responsibility

- Incorporate online aids in system test scripts and end user training manuals
- Demonstrate Online User Aids
- Revise as needed
- Collaborate with State on content

Acceptance Criteria

11.5: Online User Aids

- Delivery of Online User Aids as described in the Contract
- Delivery of an electronic version of all online policy, user aids, and Electronic Performance Support System that is customized to the job task as an integral part of the SACWIS system

Task 11.6: End User Training and Progress Report

As an outcome of this task, the Contractor will provide the End User Training and Progress Report on a weekly basis upon the commencement of User Training. The report shall describe the method for reporting, reviewing, and improving training and shall include the following at a minimum:

- Names of persons trained
- Training date
- Length of training
- Contractor comments regarding the training session
- List of persons who were scheduled for training who did not attend
- Identify training issues and plan to address them

The outcomes of this task shall also include a description of the evaluation techniques to gauge the effectiveness of training, preferably using a standard four-level evaluation approach:

- Level 1, Trainee Satisfaction, collected at completion of training
- Level 2, Pre-Test and Post-Test skills evaluated at the point of training
- Level 3, Impact on Job Performance, evaluated randomly based on OJT (on-the-job-training) evaluations when the trainee is back on the job
- Level 4, Organizational Training Impact, sampled randomly and measured throughout the life of the contract. The Contractor will conduct online surveys of a random sample of users in regular intervals as outlined in the End User Training Plan.

The Contractor will create methods for evaluating the effectiveness of training, work with the State to perform these evaluations, and make any necessary adjustments to the curricula to confirm that training meets the State's objectives.

State Responsibility

- Review and approve weekly reports
- Co-facilitate training sessions
- Provide input and clarifications to the Contractor as needed to complete the reports
- Identify training issues and collaborate on possible modifications to resolve issues

Contractor Responsibility

- Provide training and track attendance
- Evaluate training effectiveness using the four-level evaluation approach
- Identify training issues and collaborate on possible modifications to resolve issues
- Survey State employees following completion of training and deliver results to State but unseen by instructors

Acceptance Criteria

11.6: End User Training and Progress Report

- Documentation of the User Training and Progress Report as described in the Contract
- Submission of weekly reports
- Revision of weekly reports when applicable
- Provision of recommendations for improvement to the training approach, curriculum, and materials and any short term solutions to improve the following weeks training sessions

Task 11.7: End User Training Final Report

The Contractor shall provide the End User Training Final Report after completion of classroom training. The report shall cover aspects of the training activity, including at a minimum:

- Final information from the weekly classroom training reporting
- Demonstration that all training sessions were held, that training covered all areas required in the approved End User Training Plan
- Gap analysis of the difference between the pre-training State and desired state of worker proficiency in using the system to perform their daily responsibilities
- Evaluation of the readiness of trained staff to make best use of the SACWIS system
- Evaluation of impact on job performance and organizational training impact statewide analysis
- User Training Materials *V2

State Responsibility

- Review and approve the End User Training Final Report
- Collaborate with trainers on the recommendations for changes to the User Training Materials V2

Contractor Responsibility

- Evaluation of impact on job performance and organizational training impact statewide analysis
- After training sessions are complete, plan, schedule and conduct meetings with appropriate DHS staff to collaborate on changes needed for User Training Materials V2

Acceptance Criteria

11.7: End User Training Final Report

- Provision of a final report based on the weekly reports submitted
- Provision of documentation on all sessions that were held
- Provision of documentation that all end users were trained
- Provision of a gap analysis of the difference between the pre-training state and desired state of worker proficiency in using the system to perform their daily responsibilities
- Provision of the final recommended changes that will be made for the User Training Materials V2

Activity 12: Technical Training

Objective
Ensure that sufficient members of the State receive hands-on classroom and on the job training for the skills, processes and procedures required to maintain, support and enhance the new SACWIS during and after the Warranty Period.

Description
Technical training is a key Contractor responsibility. However, the State of Michigan intends to have DHS and DTMB staff ultimately assume responsibility for the operations and maintenance of the Michigan SACWIS. To prepare for this responsibility, the technical staff from both departments shall be adequately integrated with the DDI Contractor's technical team and adequately trained. Written approvals from the State validate the accuracy and completeness of the deliverables and the State's agreement to proceed to Pilot. In addition to the formal training and knowledge transfer sessions required, the Contractor will:

- Provide State resources with the same training materials, technical documentation and references that are used by the Contractor to train their own staff, including use in navigation of State enterprise tools.
- Include State resources on all communications related to the training of development staff
- Include State resources in any meetings where additional instruction, processes or technical information required for application development are provided to technical staff
- Inform the State of any changes to development procedures or standards including updated QA standards and distribute the location of the most current documentation describing these

The Contractor's approach to knowledge transfer and technical training will include:

- Classroom training on the architecture and design and application development framework of the Michigan SACWIS
- Classroom training on the software development methodology used to create, document, develop, and test the solution
    - Development processes, procedures and tools for each software artifact type
    - Review of QA processes for each software artifact type
    - Templates, generated code and automated processes used in the development process
    - Process for local debugging and troubleshooting for each type of component
- Code-level knowledge transfer for key areas of the base code
    - Overview of major components and services of the presentation tier
    - Overview of major components and services of the business tier
    - Overview of major components and services of the Data access / persistence tier
    - Overview of the proper use of all 3rd party API's with examples from base code
    - Overview of Batch, Forms and Interfaces core components and base code
- Mentored integration of the State's technical staff with the design and development team
- Hands-on training in building and deploying the Michigan SACWIS application
- Participation of the State's technical staff and project staff in testing activities
- Training in monitoring system resources, troubleshooting and system restoration and recovery
- Classroom training of the State's project staff to prepare for participation in requirements, design, and testing activities
- Working closely with the State to determine the specific training that is required for State project staff throughout the project and identifying the areas where training should be prioritized.
- Conducted assessments with various members of the project staff to confirm that all training needs are understood and the appropriate training is planned for and delivered.

Early on in the project, the Contractor will provide State technical staff classroom training to integrate them into the project teams. In the project's Development and Testing phases, members of State technical staff will be assigned to a mentor from the Contractor's development team, testing team, or both and use knowledge acquired in classroom training to complete design, implementation, and testing tasks. As the implementation nears completion, State technical staff will receive additional training in post-implementation skills that will be required to support and maintain the Michigan SACWIS.

The Contractor understands that they will retain primary responsibility for defect resolution during the warranty period; however, the Contractor will assign fixes to members of the State technical staff as a means of providing them with hands-on experience in analyzing software issues. This type of activity will provide the Contractor with the opportunity to assess the readiness of mentored State staff to take full responsibility for the implemented Michigan SACWIS solution components once the warranty period ends.

Deliverables

- 12.1: Technical Training Strategy
- 12.2: Technical Training Plan
- 12.3: Technical Training Materials
- 12.4: Technical Training Report
- 12.5: Project Staff Training Plan

Task 12.1: Technical Training Strategy

In the Technical Training Strategy task, the Contractor defines the approach to identifying and meeting technical training requirements. The Technical Training Strategy will describe the methods proposed to integrate the development team, to develop and deliver both classroom training and hands-on development training. The strategy will address, at a minimum, the training requirements for technical staff for both pre- and post-implementation periods including a description of how the Contractor plans to transfer the knowledge necessary to develop, maintain, and support the applications to State IT staff such as:

- Pre-requisite skills required to receive knowledge transfer
- Method of training delivery
- Day-to-day hands-on training approach
- Class synopsis
- Class schedule
- Class duration
- Number of hours
- Training location

Technical staff training is skills based and built on measurable performance objectives based on an evaluation of their current skill set. The Contractor's strategy is important to the overall Knowledge Transfer and exchange from the Contractor to the State technical staff. The strategy will include:

6. Performance of needs analysis in an organizational preparedness assessment for the State project and technical teams supporting the Michigan SACWIS
7. Confirmation that State staff received the prerequisite formal training (or equivalent project experience) needed on methodologies (Software Engineering and Project Management), programming languages (SQL and Java), and COTS tools or products (Eclipse and Microsoft Project) is completed before assignment to a mentor
8. Confirmation that technical and operations training are based on configuration and maintenance aspects of the new Michigan SACWIS
9. Outline the mentored activities to integrate State developers with the development team according to specific performance objectives, with supplementary technical documentation for reference.
10. Lead State staff through the training activities. State staff will be mentored by SACWIS system experts, normally the ones who developed the Michigan SACWIS, the technical and operations documentation, and the training material

State Responsibility

- Review and approve the Technical Training Strategy

Contractor Responsibility

- Develop a strategy to address the training requirements for technical staff for both pre- and post-implementation periods
- Present roles and responsibilities for the integrated development team Develop a strategy to address the knowledge transfer to develop, maintain, and support the applications to State IT staff such as pre-requisite skills required to receive knowledge transfer, method of training delivery, day-to-day hands-on

training approach, class synopsis, class schedule, class duration, number of hours, and training location

Acceptance Criteria

12.1: Technical Training Strategy

- Documentation of the Technical Training Strategy as described in the Contract
- Inclusion of delivery of both classroom training and hands-on development training
- Inclusion of regular reporting to State management regarding the skill sets of the State personnel added to the development team

Task 12.2: Technical Training Plan

In this task, the Contractor will create the Technical Training Plan, which includes an overview and introduction to training as well as a description of the hands-on and classroom training methods, training logistics, training environment(s) and resources as well as training materials. It will include topics such as:

- Description of planned training activities and the skills, processes and procedures that will be covered by each activity
- Description of the group(s) who will receive training
- Objectives or expected results of the training activities, including proposed competency testing plan
- Overview of the training curriculum including the order of training activities and activities recommended for each project role
- Approach to the pairing and integrating of selected DTMB technical personnel with Contractor staff to facilitate the knowledge transfer during the development, system integration testing, user acceptance testing, and implementation phases of the project
- Methods of training including, at a minimum, the following:
    - Overview of the transfer system architecture and major components
    - Shadow programming and analysis
    - State participation in defect analysis, QA review activities and technical meetings
    - Supervised and independent design and development activities
    - Comprehensive training of the structure and architecture of the SACWIS
    - In-depth training on base code or the base framework that shall be used for the design and development of the new SACWIS including detailed training sessions on the proposed database design and the various database objects such as packages, procedures, functions, etc.
    - Participation in the unit, functional, end-to-end, acceptance, and regression testing
- Written methodology for resolving System problems, including troubleshooting techniques, problem identification and tracking, and problem resolution
- Description of the training logistics and the skills required for the DHS technical staff. This will include schedule, location, duration and dates, roles and responsibilities and identification of persons/groups who will serve as trainers
- *Training environment(s) and resources including facilities, hardware, software, special hardware/software access apart from full Production Environment system
- System documentation and other resources required to familiarize the DHS technical staff with the System, produce training materials, and provide the actual training
- Description of the types of training materials that will be developed for training

The Contractor shall provide training, not only on the primary software, but also on any additional software products and custom tools or utilities required to support the Contractor's proposed solution. The Contractor shall also provide training, as necessary for the configuration and operation on the various hardware and software purchased from the Hardware and Software Plan.

For technical staff training, the Training Plan will also describe the following topics in detail:

- A technical training strategy that promotes initial training on architectural areas of the Michigan SACWIS. Training objectives will be developed with and approved by the State. Objectives will reflect operational, functional, and technical areas of the SACWIS architecture
- How classrooms will be organized, including the size of the class, appropriate staff to be trained, the schedule, lead times, duration of classes, and development of curricula

- Training classroom requirements, including the number of seats, communication requirements, and type and number of presentation equipment
- Contractor resources who will confirm that the training meets the performance objectives and will enhance any deficient training curricula

State Responsibility
- Review and approve the Technical Training Plan
- Ensure availability of the technical staff that have been identified and selected to participate in the classroom training, hands-on development training, and knowledge transfer
- Provide organization chart of available technical staff qualified to participate in the classroom training, hands-on development training, and knowledge transfer

Contractor Responsibility
- Develop a training plan that describes the group(s) who will receive training, objectives or expected results of the training, overview of the training curriculum, and approach to the pairing and integrating of selected DTMB technical personnel with Contractor staff
- Develop a hands-on training program and classroom training materials
- Provide up to 12 State technical staff with training.

Acceptance Criteria
12.2: Technical Training Plan
- Documentation of the Technical Training Plan as described in the Contract and in the Technical Training Strategy
- Documentation in the plan any additional software products required to support the Contractor's Proposed Solution
- Inclusion of detailed descriptions of each training type and proposed materials to be used
- Inclusion of organizational charts to show mentoring and assignment of developers that will be integrated in the vendor's team

Task 12.3: Technical Training Materials
The Contractor shall describe and deliver the Technical Training Materials, which may include visuals, handouts, workbooks, manuals, computerized display, and demonstrations. Training materials shall be designed for hands-on use in a classroom, lab situation, or for future reference by technical staff when the system is operational. Once training materials are developed, the Contractor shall update/revise training materials to remain current with system enhancements.

The Contractor will make the following suite of training material available to State technical staff to aid in their learning process (Electronic versions of material will also be made available for printing locally):
- Documented processes and procedures related to completion of each training activity that are in alignment with actual processes and procedures used in the development and support of the SACWIS application
- Printed copies of the slide sets presented to users during lecture sessions
- Handouts on subject matter being taught during class sessions
- Self-paced lab exercises
- Answer keys for activities and lab exercises
- Job aids (checklists and process documents)
- Generated documentation representing source code structure and functionality
- Expertly assembled documentation providing background information for system components, organization, and operation
- Links to supplementary technical documentation on various topics for future reference

State Responsibility
- Review and approve the Technical Training Materials
- Collaborate on training materials

Contractor Responsibility

- Design and provide training materials for hands-on use in a classroom, lab situation, or future reference by technical staff when the system is operational
- Update/revise training materials to remain current with system enhancements

Acceptance Criteria

12.3: Technical Training Materials

- Documentation of Training Materials as described in the Contract and in the Technical Training Strategy and Plan
- Provision of sufficient number of copies of Instructor and Student Training Manuals
- Revision of materials as needed

Task 12.4: Technical Training Report

In the Technical Training Report, the Contractor will describe the method for reporting, reviewing, and improving training, which includes at a minimum:

- Names of persons trained
- Training date
- Objectives met by training session or task
- Length of training
- Contractor comments regarding the training session
- List of persons who were scheduled for training who did not attend or complete training
- Training issues and plan to address them
- Technical staff-specific recommendations for additional training based on roles and responsibilities
- Detailed report that will outline the strengths and weaknesses of individual participants with regards to the skills and expertise required for the design, development, and maintenance and operations of SACWIS

The Contractor will develop the following evaluation tools:

- An evaluation that measures the user's perceptions of the effectiveness of training, to be completed by the user at the end of classroom training
- An evaluation of the trainer's perceptions of training, to be completed at the end of each class
- A student satisfaction survey on the effectiveness of the mentorship program

State Responsibility

- Review and approve the Technical Training Report
- Provide input and clarifications to the Contractor as needed to complete the reports
- Provide review of draft report format and collaborate to obtain consensus on the report format

Contractor Responsibility

- Develop a methodology for reporting, reviewing, and improving training
- Design a method to collect information from trainees and their supervisors to evaluate the effectiveness of the technical training
- Obtain consensus on the report format

Acceptance Criteria

12.4: Technical Training Report

- Documentation of the Technical Training Report as described in the Contract and in the Technical Training Strategy and Plan
- Inclusion of both classroom and hands-on training

Task 12.5: Project Staff Training Plan

In this task, the Contractor will create the Project Staff Training Plan, which describes the Contractor's approach to preparing project staff for each phase of the project. This plan must address at a minimum training prior to the start of each activity such as how users will be trained and prepared for design sessions, requirements validation, testing, etc.

Because learning is not a one-time event but rather a continuous, ongoing process, the Contractor will integrate training methods and strategies throughout the project life cycle, to include pre-training support, classroom training, and post-training support. The Contractor will work closely with the State to determine the specific training that is required for State project staff. Interviews will be conducted with various members of the project staff to confirm that all training needs are understood and the appropriate training is planned for and delivered.

The Project Staff Training Plan will include the following topics:

- A description of the technical and nontechnical groups that will receive training
- Objectives or expected results of the training, such as student satisfaction surveys that will measure both the material presented and the trainers who made the presentation
- An overview of the training curriculum by phase
- Any skills required for the project staff attending the training
- A description of the training logistics. This will include schedule, location, duration, dates, roles, responsibilities, and identification of persons and groups who will serve as trainers
- System documentation and other resources required to familiarize project staff with the Michigan SACWIS
- A description of the types of training material that will be developed for training in detail:
    - How classrooms will be organized, including the size of the class, appropriate staff to be trained, the schedule, lead times, duration of classes, and curricula development
- Training classroom requirements, including the number of seats, communication requirements, and type and number of presentation equipment
- Contractor resources who will confirm that training effectively meets the performance objectives and will enhance any deficient training curricula

The Contractor will create methods for evaluating the effectiveness of training, work with the State to perform these evaluations, and make any necessary adjustments to the curricula to confirm that training meets the State's objectives. The Contractor will collaborate with the State throughout the project to prioritize training needs based on the number of State resources available.

State Responsibility

- Review and approve the Project Staff Training Plan
- Supply staff to meet with Contractor to obtain a better understanding of the State's project teams training needs

Contractor Responsibility

- Develop a plan to prepare project staff for each phase of the project
- Evaluate project team needs by conducting interviews, reviewing current State practices and by reviewing lessons learned on other SACWIS projects

Acceptance Criteria

12.5: Project Staff Training Plan

- Documentation of the Project Staffing Training Plan as described in the Contract
- Inclusion of all training that will be required to start each activity including timeframes, attendee suggestions and materials that will be used
- Identification of the methodology used to create this plan

Activity 13: Help Desk

Objective

Provide Help Desk Support during pilot, implementation and transition it over six months into the warranty period to DHS.

Description
The Contractor will ensure that a Help Desk support system is available at the start of pilot. The Help Desk Plan will enable the Contractor to define Help Desk operations, which will include State-approved hours of service, communications, procedures, and reporting mechanisms beginning with the Pilot. Prior to the Pilot, Help Desk staff must be trained in the new SACWIS, Help Desk supporting tools, and the Pilot communication procedures. The Help Desk Plan and the Help Desk Transition Plan must clearly state the roles and responsibilities during the Pilot and through Implementation. The manuals will specify the processes to follow to support the Help Desk.

Deliverables
- 13.1: Help Desk Plan
- 13.2: Help Desk Procedures Manual
- 13.3: User Help Desk Manual
- 13.4: Help Desk Transition Plan
- 13.5: Help Desk Reporting

Task 13.1: Help Desk Plan
The Contractor will create the Help Desk Plan for operations, including staffing, communications, procedures, and reporting mechanisms. It will include topics, such as staffing levels, skills required, role of power-users, response times, and call routing. This task must describe how an incident will be closed when the incident is resolved, either by delivering the required information to the user or by migrating the item to the production support systems, including State enterprise Rational tools. The Contractor will staff the Michigan SACWIS Help Desk with individuals who understand not only the technical architecture but also the application. This will be accomplished by these subject matter experts who will be brought onto the project early and have worked on the analysis, design, testing, and development of user documentation for the Michigan SACWIS. Project staff can roll off their design, testing, and development roles and on to Help Desk positions.

State Responsibility
- Provide input and clarification to the Contractor as needed
- Review and approve Help Desk Plan
- Provide State staffing plan to support Help Desk
- Provides information about “Remedy” software
- Identify location and hours of operation of the help desk
- Provide “Remedy” software and access

Contractor Responsibility
- Develop an approach and collaborate with State to create the Help Desk Plan
- Document qualifications of help desk staff
- Collaborate on the incorporation of Remedy defect and enhancement data into the development team work request

Acceptance Criteria
13.1: Help Desk Plan
- Documentation of the Help Desk Plan as described in the Contract
- Inclusion of methodology for developing the plan
- Inclusion of organization charts to document the State and Contractor integrated team
- Documentation of the State versus Contractor roles and responsibilities
- Inclusion of the use of “Remedy” software supplied by the State

Task 13.2: Help Desk Procedures Manual
The Contractor will create the Help Desk Procedures Manual, which defines and documents the help desk processes and procedures. The State of Michigan will supply the software “Remedy” for Help Desk issue tracking and assignment. Procedures created must include this software. In addition, these procedures will include at a minimum, problem escalation procedures, problem ticketing, problem logging, assignment of priority, and ability to search through previous problems to find resolutions for new problems.

State Responsibility
- Provide input and clarification to the Contractor as needed
- Review and approve Help Desk Manual
- Provide licensed copies of the "Remedy" software as needed for the Contractor staff
- Collaborate on procedures

Contractor Responsibility
- Collaborate with staff on the procedures needed to support the Help Desk
- Review State's current problem escalation, ticketing, logging and assignment procedures
- Make recommendations for improvement on current procedures

Acceptance Criteria
13.2: Help Desk Procedures Manual
- Documentation of the Help Desk Procedure Manual as described in the Contract
- Inclusion of methodology for developing the procedures and manual

Task 13.3: User Help Desk Manual
The Contractor will create the User Help Desk Manual, which shall provide user step-by-step instructions for accomplishing tasks and work processes and creating reports. At a minimum, the manual shall:
- Be organized by functional areas
- Be organized according to logical work flow within the functional areas
- Be segmented according to user role
- Provide illustrations of screens with all fields on the screens identified
- Provide instructions for completing work activities
- Provide instructions for requesting reports
- Provide instructions for system tracking of reported issues to resolution
- Describe available help functions and how to use them
- List any additional resources as needed
- Produced in an electronic version

State Responsibility
- Provide input and clarification to the Contractor as needed
- Review and approve User Help Desk Manual

Contractor Responsibility
- Collaborate with other teams to ensure manual mirrors the design documentation and training materials
- Report common questions and answers and revise manual as needed when design changes occur
- Identify any additional resources needed that were not covered in the plan

Acceptance Criteria
13.3: User Help Desk Manual
- Documentation of the User Help Desk Manual as described in the Contract
- Inclusion of detailed specifications to ensure help desk manual can be used to support issue resolution with end users
- Organization of manual to obtain information quickly while the end user is on the phone

Task 13.4: Help Desk Transition Plan
The Contractor will provide and execute a Help Desk Transition Plan, which outlines all activities necessary for an orderly turnover to DHS of all help desk activities including usage of scripts and decision trees.

State Responsibility
- Review and approve User Help Desk Transition Plan
- Collaborate with Contractor to create a timeframe for turnover

Contractor Responsibility

- Review lessons learn from pilot and implementation
- Incorporate best practices and lessons learned into the transition plan
- Create a checklist of all the necessary activities for transition
- Uninstall State-owned “Remedy” software from Contractor-owned equipment (if necessary) in conjunction with turning over help desk responsibilities

Acceptance Criteria

13.4: Help Desk Transition Plan

- Documentation of the Help Desk Transition Plan as described in the Contract and Help Desk Plans
- Documentation of the necessary steps, resources and activities that must be completed to transition the help desk

Task 13.5: Help Desk Reporting

The Contractor will provide detailed weekly statistical SACWIS help desk reports that must include, at a minimum, the following:

- The number of SACWIS help desk calls per day
- The average amount of time spent resolving problem(s)
- The most frequently asked questions
- A list of root causes and the number of occurrences of each
- The number of calls that relate to a new defect or known defect
- A list of problem calls still pending resolution that are past the time limits set

In addition, the Contractor will create weekly problem escalation reports that must include, at a minimum, the following:

- The number of support problems logged per day
- The length of resolution time for each problem
- The person resolving the problem
- The solution required to address each problem

State Responsibility

- Review and approve the Weekly Reports
- Collaborate on escalated issues reported
- Provide help desk support staff
- Provide input on the format of the weekly report

Contractor Responsibility

- Provide help desk staff
- Lead Help Desk until transition occurs
- Collaborate with State on the format of the weekly report

Acceptance Criteria

13.5: Help Desk Reporting

- Submission of the Weekly Report to project staff as described in the Contract and agreed to in the Help Desk Plan
- Revision of reports as needed
- Presentation of escalated issues
- Performance in accordance with the State-approved Help Desk Plan
- Qualified staff identified
- Management and tracking of Help Desk ticket transfer to support systems and tools.

Activity 14: Pilot

Objective

Certify the system meets contract requirements and validate the statewide implementation process.

Description

The Pilot will include sample county (ies) and/or offices and/or supporting private agencies that will participate in the initial implementation. The Pilot will be considered the final validation stage prior to a full statewide rollout. At completion of the Pilot, the Pilot will be retracted; the project team will assess the results; and modify implementation and support processes. Written approvals from the State validate the accuracy and completeness of the deliverables and the State's agreement to proceed to Implementation.

The data entry and processing of cases that fall within the boundaries of the pilot sites will be performed on both the pilot system and the existing systems concurrently. In doing so, Pilot will require the following steps:

- Data conversion of the pilot site cases from the current SWSS and other systems to the new Michigan SACWIS solution
- Designated staff, within the pilot boundary, will perform all data entry and processes on both the new pilot system and the current systems
- Establishment of controls on all interface processes to make the redundant processing of pilot site cases on the pilot system and the current systems transparent to the systems that the Michigan SACWIS interfaces with. This will be accomplished by directing inbound interface data to both the pilot system as well as the existing systems and processing the data on both systems. For outbound interfaces, even though both systems will be creating outbound data, the data created by the current system will be transmitted to target systems

Deliverables

- 14.1: Pilot Implementation Plan
- 14.2: Pilot Support and Operations Plan
- 14.3: Pilot Test and Analysis

Task 14.1: Pilot Implementation Plan

The Contractor will explain the Contractor's approach for pilot operations including conversion and interfaces in the Pilot Implementation Plan. The plan shall also contain an overview, scope, system flow, systems components, staffing and description, job specifics and assumptions and constraints regarding pilot.

The Pilot Implementation Plan will contain a checklist of various tasks that will be required to conduct the pilot. The checklist will include:

- Creation of a comprehensive Technical Readiness Checklist that identifies every technical aspect of the system that must be complete and functional before the pilot's commencement
- Preparation of the Production Hardware environment
- Installation and preparation of the System Software environment
- Installation and preparation of the Database environments
- Installation of application software modules
- Installation and activation of interfaces, including efforts to make the parallel execution of the new pilot system and the existing system transparent to the systems that interface with the Michigan SACWIS
- Execution of the Automated Data Conversion processes for the pilot site from the existing system and other applications, including the new Michigan SACWIS application
- Execution and completion of manual conversion processes for pilot site data that the automated conversion processes did not convert
- "Turn-on" of the new Michigan SACWIS at the pilot site for users and the execution of day-to-day processes concurrently with the processing of the same cases in the current system
- Verification, monitoring, and measurement of all aspects of the system
- Correction and modifications of pilot environment problems
- Preparation and update of the detailed Statewide Implementation Plan with lessons learned from the pilot implementation
- Performance monitoring and tuning of the Pilot environment

The Contractor will facilitate sessions to collaborate and review Lessons Learned of the Contractor's and the State's past experiences. This dialog will be incorporated into the Pilot Implementation Plan.

State Responsibility

- Review and approve the Contractor's Pilot Implementation Plan
- Collaborate with Contractor on lessons learned from other pilots conducted by the State
- Provide the location of the pilot site(s)
- Collaborate with Contractor to identify metrics for readiness decision-making
- Collaborate with Contractor to identify alternatives to recover in the event of catastrophic failure of Pilot

Contractor Responsibility

- Evaluate lessons learned from other SACWIS projects that had a pilot prior to implementation
- Evaluate lessons learned from previous pilots performed by the State for SWSS
- Conduct interviews of individuals that participated in the SWSS pilot
- Provide guidance on the type of site that would best fit test needed for pilot
- Collaborate with State to identify metrics for readiness decision-making
- Collaborate with State to identify alternatives to recover in the event of catastrophic failure of Pilot

Acceptance Criteria

14.1: Pilot Implementation Plan

- Documentation of the Pilot Implementation Plan as described in the Contract
- Documentation of a proven methodology for the approach to pilot operations including conversion and interfaces
- Incorporation of lessons learned from other SACWIS projects and SWSS previous pilot experience
- Identification of the deployment strategy, deployment schedules, tasks and activities
- Identification of the resource estimates for hardware, software, facilities, special resources, and staffing
- Identification of the staffing and description, job specifics and assumptions and constraints regarding pilot
- Identification of plans for installation of lines and terminals at State locations
- Identification of the potential impact of the transition to the existing infrastructure, operations, support staff, and the user community
- Documentation of risks and mitigation strategies for pilot

14.2: Pilot Support and Operations Plan

The Contractor will create the Pilot Support and Operations Plan, which will include a description of the communication, coordination and pilot training activities, assessment tools, and feedback processes for preparing for and conducting the Pilot. The document identifies operational facilities and equipment, and explains production and operating procedures, quality control procedures, and pilot help desk procedures. The plan must also address staffing onsite to support end users. The Contractor, collaborating with the State, will document a complete support plan for a 60-day pilot period.

The Pilot Support and Operations Plan will contain a resource plan that will describe the level of support needed from State and Contractor. It will describe, in detail, the use of power users and other resources needed to support the pilot.

The Contractor will provide instructions for critical issue resolution, which could include software defects that may not have been identified during earlier rounds of testing as well as other unexpected results, unrelated to the software that may be environmental. Resolution of software defects, identified during the pilot, will use the same incident resolution process used during System and User Acceptance Testing. Defect resolutions will be released to the Pilot environment according to the established Configuration Management procedures. The plan will also describe how post-pilot enhancements will be provided; this may include the following activities:

- Resolving defects identified during the pilot
- Updating and distributing user references as necessary
- Monitoring and tuning system performance

The Michigan SACWIS Help Desk will be a component of the pilot implementation. The Help Desk processes will be documented separately, but the Pilot Support and Operations Plan will summarize the process for reporting defects.

State Responsibility

- Review and approve the Pilot Support and Operations Plan
- Identify and final approval of the contractors on-site support schedule
- Identify field “leaders” to assist with pilot onsite support
- Identify SACWIS State project personnel to assist with pilot onsite support and help desk support
- Provide input and clarifications to the Contractor as needed

Contractor Responsibility

- Define the relationships and responsibilities between the Contractor and State personnel for SACWIS operations
- Prepare the communication, coordination and pilot training activities, assessment tools, and feedback processes for preparing for and conducting the Pilot
- Prepare operational facilities and equipment, production and operating procedures, quality control procedures, and pilot help desk procedures
- Identify the onsite and Help Desk support needed based on pilot location and number of end users that will participate in the pilot

Acceptance Criteria

14.2: Pilot Support and Operations Plan

- Documentation of the Pilot Support and Operations Plan as described in the Contract and in the Pilot Implementation Plan
- Inclusion of the communication, coordination and pilot training activities, assessment tools, and feedback processes for preparing for and conducting the Pilot
- Definition of the relationships and responsibilities between the Contractor and State personnel for SACWIS operations
- Use of organization charts to integrate help desk and onsite support teams for pilot
- Inclusion of operational facilities and equipment, production and operating procedures, quality control procedures, and pilot help desk procedures

Task 14.3: Pilot Test and Analysis

The Pilot Test and Analysis task involves implementing the Pilot by demonstrating full system functionality in a live setting and documentation and correction of problems. After analyzing the results of the Pilot test, the State with support from the Contractor will determine the effectiveness of the system. Revisions to the system and training procedures will be required to tune the system for optimal performance. All production support functions will be operational and tested during Pilot Testing, including the Help Desk, State Office support, break/fix, technical ongoing support, computer operations, and system backup and recovery functions.

Disaster Recovery Test and Analysis

The State will execute the test of the Disaster Recovery Plan to validate its completeness and effectiveness. This will begin with a paper-based checklist simulation of selected disruption/failure scenarios and the planned recovery steps. A complete failover to the secondary facility will be planned and executed after the complete SACWIS solution is staged and migrated to the primary Production environment and after the State provides the secondary facility. The State will exercise all steps in the Disaster Recovery Plan, and record all deviations from expected results. The Contractor will assist in evaluating the test(s) outcome, provide recommendations and update the Disaster Recovery Plan.

Monitored/Measured System Areas

There is substantial benefit in establishing how the system will be measured. The exit criteria will be used to verify and monitor the pilot's progress. Completion of the exit criteria will signal that the Michigan SACWIS is ready for statewide implementation. The following table lists areas of the system that will be monitored and measured.

No.	System Area	Benefits of Measuring and Verifying the Item
1.	Functional aspects of the system	This will enable verification of the completed system's accuracy and compliance with the new system's approved functional requirements.
2.	Operability and stability of software	This will verify that the application can operate in a production environment, measure the system's stability, and enable corrective actions.
3.	Accuracy of conversion of legacy data and manual data	The accuracy of the automated and manual data conversion processes from the current systems is a crucial success factor for the transition to the new system. This measurement will enable processes to improve the accuracy of data conversion before the statewide implementation.
4.	Impact of missing and erroneous data	This will measure the impact of data that may be missing or be in error from data conversion and provide an opportunity for the State to resolve the errors before the statewide implementation.
5.	Ad hoc access to any new data	This will verify that new production data can be accessed for ad hoc reporting.
6.	Inclusion of online reports, batch reports, or both that are relevant to new functionality	This will verify that approved reports (online and batch) are available
7.	Response time and overall system performance	This will measure overall system performance against benchmarks such as transaction response time and other system capacity issues to verify that the system has ample capacity to handle statewide implementation and opportunities for performance improvement.
8.	System hardware, software, and telecommunications performance	This will measure critical system performance, (hardware, software, and telecommunications), to verify that they will perform once the system is implemented statewide.
9.	Accuracy of system, data, and application security	This will verify that the new system meets the requirements for application and data security. This will include verifications that will fulfill the confidentiality requirements for child protection cases as well as compliance with HIPAA requirements and overall application and data security requirements (State and federal) for the SACWIS application.
10.	Implementation Support Framework	This will monitor help desk operations and response.

State Responsibility

- Review and approve the Pilot Test and Analysis
- Participate in the Pilot implementation
- Provide input on and approve readiness of SACWIS system and services to go statewide
- Review and approve the Contractor's statewide rollout strategy

Contractor Responsibility

- Conduct Pilot implementation
- Lead and Support all Pilot activity and analyze results
- Develop a statewide rollout strategy to bring all required offices onto the new system, including the satellite offices

Acceptance Criteria

14.3: Pilot Test and Analysis

- Documentation of the Pilot Test and Analysis as described in the Contract

- Documentation of results that demonstrate readiness for implementation or the modifications necessary for readiness
- Correction, at no cost to State, of any problems resulting from incorrect computer program code, incorrect data conversion, incorrect or inadequate documentation, or from any other failure to meet Contract specifications or performance standards
- At the completion of Pilot Test, provision of a formal report on the Pilot to the State which shall include, at a minimum, information on:
    - Readiness of the software for statewide use
    - Data conversion issues and current status
    - Training issues and current status
    - Site support activities
    - Help desk support activities
    - Issues, concerns, and lessons learned for statewide deployment

Activity 15: Implementation and Readiness

Objective
Put into production a tested and operational SACWIS with minimal disruption to client and provider services.

Description
The Contractor shall implement all SACWIS functionality. The new SACWIS shall satisfy business and technical requirements specified in this Contract. All functions shall work correctly and efficiently according to the approved Implementation Plan.

The Contractor will conduct an approximate 2-month throw-away pilot, and then the Contractor will refresh the Production environment The Contractor will provide a “big-bang” implementation. The Contractor’s implementation team will interface closely with power users at State and local offices to support all sites throughout implementation planning and execution activities specific to the SACWIS solution.

Deliverables
- 15.1: Statewide Implementation Plan
- 15.2: Network & Desktop and Production Requirements
- 15.3: Final Readiness Assessment

Task 15.1: Statewide Implementation Plan
The Contractor will create the Implementation Plan, which describes the plan for implementation and how the objectives of the plan will be achieved. At a minimum, the outcomes of this task shall include:
- A “big bang” implementation strategy
- A description of the activities needed immediately prior to implementation such as identifying the number, type, skill level, and roles of the personnel needed, and a definition of the issue management process
- A description of the pre-implementation dry run of all associated procedures and processes, here a “dry run” refers to the simulation activities and procedures necessary to emulate a statewide implementation
- A description of the implementation activities, including a description of each task and inclusion of the schedule including timelines and dependencies
- Checklist of all items that must be verified prior to onset of production operations
- Checklists of work to be performed and/or outputs to be produced on the first day and at the end of the first week, month, quarter, and year of operation
- A roll back plan to include in detail what will be done if the implementation does not succeed. This plan shall include risks (decision points and triggers), identification of individual decision makers and recovery actions to be taken

The Contractor’s plan shall also include details on the way in which implementation will be coordinated at each local office across five readiness areas:

- Organizational readiness: Activities to align business processes and job responsibilities due to the transition to the Michigan SACWIS
- User readiness: Activities to prepare Michigan SACWIS users with the skills and knowledge to accept and use the system
- Data readiness: Activities to validate the accuracy of converted data in the Michigan SACWIS
- Technical readiness: Activities to prepare DHS offices with the technical infrastructure required to support the Michigan SACWIS
- Help Desk readiness: Activities to prepare Help Desk personnel to support the new Michigan SACWIS

State Responsibility

- Collaborate on the implementation strategy, implementation activities, and checklists
- Review and approve the Statewide Implementation Plan
- Document the criteria for requesting the use of the roll-back plan
- Provide input and clarifications to the Contractor as needed
- Provide lessons learned from previous State roll-out
- Provide lessons learned from the Tennessee implementation
- Identify subset of users who will be available after all data conversion and implementation activities are completed to verify the SACWIS before having all workers in Michigan use it
- Present lessons learned from recent Michigan Bridges and SWSS roll-out

Contractor Responsibility

- Develop implementation strategy
- Collaborate on checklists of items to verify prior to the onset of operations, on the first day of operations, and at the ends of the first week, month, quarter, and year of operations
- Collaborate with State on decision points and triggers that may require roll-back
- Produce data cleanup reports and distribute the reports. Users will be able to execute prescribed implementation readiness tests (mock implementation) simulating an implementation weekend
- Create procedures and processes for implementation
- Discuss with the State the benefits and disadvantages of the “big bang” implementation strategy
- Present lessons learned from Contractor’s Tennessee experience
- Collaborate with the State on analyzing Lessons Learned collected from the State of Tennessee implementation
- Collaborate with the State on analyzing lessons learned from recent Michigan Bridges and SWSS roll-out
- The Contractors Communications Lead will work with his or her State counterpart to review messages and take corrective action where necessary
- Facilitate and deliver Implementation Planning Overview Meetings with local office and State office staff
- Develop Deliverable Expectation Document for the Statewide Implementation Plan

Acceptance Criteria

15.1: Statewide Implementation Plan

- Documentation of the Statewide Implementation Plan as described in the Contract
- Documentation of the activities that must occur immediately prior to, during and after implementation
- Documentation of a dry run of all associated procedures and processes
- Use of a proven methodology for Statewide implementation (”big bang” approach)
- Identification of the lessons learned, risks and mitigation plans for Implementation
- Inclusion of a comprehensive roll-back plan and the decision points and triggers for when this action may need to be taken
- Inclusion of comprehensive checklists and the methodology used to collaborate with State on the creation of these lists

Task 15.2: Network & Desktop and Production Requirements

The Contractor will create the Network & Desktop and Production Requirements. It shall detail the needed enhancements to the State network and DHS desktops to support the SACWIS production requirements specified in the Scope of Work section. At a minimum, the outcomes of this task shall include:

- Network Requirements Specification which will present the network configuration and identify the components needed to operate the SACWIS
- An inventory of the network, communication and data storage components necessary to support the SACWIS and its users
- All inventories that are needed, specifically what needs to be purchased, and when it needs to purchased
- An outline of how the Contractor shall ensure that all components of the architecture are compatible and can handle the specified capacity requirements

The Production Environment shall be able to support all interfaces with DHS legacy systems and external entities and shall integrate into the existing DHS technical architecture. This document shall contain a platform architecture schematic that illustrates the technology components of the SACWIS and how State employees, providers and others accomplish access to the System. Desktop specifications will define the minimum desktop configuration required for SACWIS and identify the DHS desktops requiring upgrades or replacement.

State Responsibility

- Review and approve the Network & Desktop and Production Requirements
- Validate and approve the inventories and purchasing plans
- Provide input and clarifications to the Contractor as needed

Contractor Responsibility

- Evaluate the network and desktop production needs for a statewide system which must address the needs of the Private Agencies as well (all end users)
- Provide adequate time for the State to ensure infrastructure is in place
- Review current network configuration and desktops to identify needs
- Manage response time through the design process by limiting page sizes to avoid poor response

Acceptance Criteria

15.2: Network & Desktop and Production Requirements

- Documentation of the Network & Desktop and Production as described in the Contract
- Documentation of the Network Requirements Specification
- Inclusion of an inventory to operate the SACWIS, identification of all items required for purchase, and specification of timeframe for each purchase
- Documentation of plans (including all schematics) for operational capacity management that assures architectural compatibility and support of all interfaces within the State's required architecture
- Documentation of desktop configuration and identification of variances in inventory for DHS equipment

Task 15.3: Final Readiness Assessment

The Contractor will create the Final Readiness Assessment to assist in the determination of final implementation readiness. Approval of this assessment constitutes the Department's decision to move forward with implementation. At a minimum, the assessment must address the following:

- Status of data migration/conversion efforts including that data conversion has been completed, converted data has been validated and approved and data entry has been completed on all data that was not included in the conversion effort, but is needed by the Agency
- User Acceptance Testing Approval including documentation of completion of UAT and Governance Committee acceptance of results
- Training sign-off, documentation that technical, user and super-user training has been completed and approved by State
- An Assessment Summary that includes the analysis completed, risks, and mitigation associated with implementation and a recommendation for proceeding

- Pilot Testing Approval, including documentation of completion of Pilot and Governance Committee acceptance of results
- Readiness that all locations, system users, and security profiles have been identified and set up in SACWIS
- Help Desk ready and staffed for deployment
- Power-Users available and ready to assist at various sites for initial deployment

The Contractor's Final Readiness Assessment Report must include the following topics:

Organizational Readiness

- Status of actions necessary to support change management goals and objectives
- Progress toward completing action plans for each local and State office to make the necessary organizational changes
- The status of organizational readiness risks, including mitigation strategies, contingency plans, and triggers
- The status of organizational readiness issues and problems, including a mutually agreed action plan for resolving the issue
- A summary of overall organizational readiness

Data Readiness — Conversion and Migration

- An assessment of the progress of data cleanup activities
- An assessment of the progress of manual data conversion activities (if necessary)
- An assessment of the progress of automated data conversion activities
- The status of data readiness risks, including mitigation strategies, contingency plans, and triggers
- The status of data readiness issues and problems, including a mutually agreed action plan for resolving the issue
- A summary of overall data readiness

Technical Readiness

- An assessment of the network and related infrastructure capabilities, including progress on resolving any issues
- An assessment of the progress of technical staff training
- An assessment of progress in the establishment of the Production environment
- An assessment of system reliability and performance
- An assessment of progress in the establishment of required security profiles
- An assessment of progress for the required interfaces
- The status of technical readiness risks, including mitigation strategies, contingency plans, and triggers
- The status of technical readiness issues and problems, including a mutually agreed action plan for resolving the issue
- A summary of overall technical readiness

Help Desk Readiness

- An assessment of progress in preparing the Help Desk to support the new SACWIS

User Readiness

- Documentation of completion of User Acceptance Testing and committee acceptance of User Acceptance Testing results
- Documentation of the pilot implementation's completion and committee acceptance of results
- An assessment of progress toward establishing user security
- An assessment of progress in the preparation of training material
- An assessment of progress in the preparation of user reference material
- An assessment of progress in super user training and preparation against the established schedule
- An assessment of progress in end user training and preparation against the established schedule

- An assessment of the effectiveness of end user and power user training
- The status of user readiness risks, including mitigation strategies, contingency plans, and triggers
- The status of user readiness issues and problems, including a mutually agreed action plan for resolving the issue
- A summary of overall user readiness

State Responsibility
- Review and Approve Final Readiness Assessment
- Provide documented approval that the system is fully implemented and project team concurs with the readiness for implementation
- Co-facilitate presentation for Governance committee approval to move to the Implementation phase of the project

Contractor Responsibility
- Certify to the State that the SACWIS, its domains, functions, data, processes, operational procedures, staffing, telecommunications, and all other associated support are in operation
- Ensure all contingency plans are in order
- Co-facilitate presentation for Governance committee approval to move to the Implementation phase of the project

Acceptance Criteria
15.3: Final Readiness Assessment
- Documentation of the Final Readiness Assessment as described in the Contract
- Written approvals from the State to validate the accuracy and completeness of the Final Readiness Assessment and Pilot Results
- Receipt of the State's agreement to proceed to Transition and Maintenance

Activity 16: Transition and Maintenance

Objective
Ensure that operational support and continuing maintenance of the new SACWIS is successfully transitioned to the State.

Description
The Contractor is responsible for planning for and preparing State staff to support the new SACWIS through training and knowledge transfer. Activities and timeframes for the transition to operations and maintenance are defined in the plan. Evaluations and operating procedures provide information to keep the new SACWIS in use most effectively. Updated documentation ensures that all affected personnel have the needed information to support and use the new SACWIS.

The Contractor will perform maintenance and break/fix support for the Michigan SACWIS during the warranty period. The Contractor will deliver systematic reports of application performance and hardware utilization to the State as well as recommendations to address potential issues in these areas.

Before final turnover of the Michigan SACWIS, the Contractor will review and report to the State on the readiness of identified State personnel to assume maintenance, development and operational support of the system as well as current system status information, outstanding problems, and recommendations for enhancements to the Michigan SACWIS, if any.

Deliverables
- 16.1: Operations and Maintenance Transition Plan
- 16.2: Post-Implementation Evaluations
- 16.3: Operating Procedures
- 16.4: System Updated Documentation

Task 16.1: Operations and Maintenance Transition Plan

The Contractor will create the Operations and Maintenance Transition Plan, which describes the activities and timelines necessary to transition the operations and maintenance of the new SACWIS to State staff, including training, mentoring, and hands-on experience, and identifying the components and criteria required to perform final transition to State staff. It shall, at a minimum, include:

- Transition planning information which defines the approach, activities and schedule for the transition including plans for the Contractor's assistance in performing operations and maintenance prior to and during the one-year Warranty Period. The transition planning section will include the readiness assessment approach and a transition activity matrix, which lists each State staff person to be included in transition activities, identifies the activity that each person will be involved in, and provides the schedule for each activity by person
- Final system turnover. The final system turnover shall include things such as system performance monitoring and tuning, all software used to operate the system, updated source code, production control and system operations, up-to-date documentation, etc.
- Staffing recommendation to enable State staff to take over the ongoing operations and maintenance of the new SACWIS. The staffing recommendation shall include a recommendation for staffing levels by position, an organizational chart, and roles and responsibilities descriptions for each position
- Final System Turnover Assessment, which consists of two components:
    - An analysis of the system against any new Federal and State mandates, any outstanding design considerations not part of the current contract, and an assessment of staff readiness to support the system, including an identification of areas that present risk to the turnover
    - Turnover results report documenting completion and results of the turnover plans, as well as current system status information, outstanding problems, and recommendations for system enhancements, if any. This is completed upon successful turnover to the State

The Contractor will collaborate with the State to create an Operations and Maintenance Transition plan that will include:

- Detail on all required transition activities
- Timelines for all transition activities
- A list of all required State personnel necessary for transition
- A list of all required Contractor personnel required for transition
- Assigned activities for all transition personnel
- Identification of outstanding risks
- Development of recommendations for staffing, procedural, and operations changes that may be needed to address outstanding risks
- Schedule for review of the final SACWIS to evaluate compliance with current federal and State mandates
- Schedule for delivery of final documentation of artifacts to be transferred to State control, including source code, system documentation, operations documentation, production control documentation, user documentation, and training material. For more details on documentation content, please refer to Activity 16.3: Operating Procedures
- Description and delivery of a transition status report that details the results of transition activities
- Description of a turnover status report

To support the Transition, the contractor will develop an organizational preparedness plan that will identify the tasks and plans required to close any gaps between the existing and the identified "to-be" organization. These plans will include action items and key milestones, allowing for a clearly defined plan for the State to close and manage these gaps in expected timeframes.

State Responsibility

- Review and approve Operations and Maintenance Transition Plan
- Provide appropriate State technical staff to support operations and maintenance of the new SACWIS

- Participate in Operations and Maintenance Transition activities, according to the agreed-upon Operations and Maintenance Transition Plan
- Assume primary responsibility for Operations
- Secure budget for staffing to support the operations and transition period

Contractor Responsibility

- Assess the readiness of State technical staff to assume full operations and maintenance of the new system
- Provide warranty support (break fix) during the Warranty Period including monitoring system processing and performance
- Complete knowledge transfer and transition for State staff to support the new system

Acceptance Criteria

16.1: Operations and Maintenance Transition Plan

- Documentation of the Operations and Maintenance Transition Plan as described in the Contract
- Inclusion of comprehensive detailed organization charts with roles and responsibilities
- Provision of a final turnover result report
- Correction of any outstanding defects in the system prior to transition

Task 16.2: Post-Implementation Evaluations

The Contractor will conduct post-implementation evaluations, report on the evaluations, and develop an improvement plan regarding the effectiveness of the implementation. The purpose of the Post-Implementation Evaluation is to assess:

- Has the implementation achieved the defined goals?
- Is the SACWIS operating efficiently and effectively?
- What is the level of acceptance of the SACWIS by users?
- Was the training effective?
- Are the users following the defined policies and processes?
- Are there areas for business improvement?

The Contractor will prepare and execute a plan to conduct two post-implementation evaluations, the first one scheduled for six months following implementation, and the second one after one year, at the end of the Post-Implementation Support Period.

Following each post-implementation review, the Contractor will be required to prepare a written Implementation Review report recapping each review session and providing an assessment of the implementation status.

In addition to the Implementation Review Report, the Contractor will submit an Implementation Improvement Recommendation Report outlining recommendations for improvement to the SACWIS implementation. The final Implementation Improvement Recommendation Report will summarize overall findings and project status, and identify recommended activities for improvement to be undertaken in the medium and long-term. A comparison of actual performance to goals will be included.

State Responsibility

- Review and approve Post Implementation Evaluation
- Identify and provide appropriate State staff to participate in post-implementation evaluations
- Collaborate on format and content for evaluation

Contractor Responsibility

- Develop evaluation format and content
- Obtain input for evaluations
- Analyze and summarize results of post-implementation evaluations
- Develop recommendations for improvement

Acceptance Criteria

16.2: Post-Implementation Evaluations

- Documentation of the Post Implementation Evaluation as described in the Contract
- Documentation of future enhancement recommendations based on the analysis conducted for final turnover
- Inclusion of lessons learned

Task 16.3: Operating Procedures

The Contractor will document the Operating Procedures to assist programmers and other technical staff in operation and maintenance of the system. These procedures help define and provide understanding of system operations and performance. The operations procedures will address all facets of the technical operation of the system including the following topics

- System troubleshooting and system tuning procedures
- System administration procedures, such as copy file management and code management
- System interface processing procedures
- On-line and batch processing procedures
- System backup and recovery procedures
- System password and user ID maintenance procedures
- Unique processing procedures
- Report generation procedures
- Menu structures, chaining, and system command mode operations procedures
- Job scheduling/dependencies procedures
- Job cycles (daily, weekly, monthly, quarterly, annually, and special) procedures
- System monitoring tools procedures

State Responsibility

- Review and approve Operating Procedures
- Take over maintenance of operating procedures manuals
- Collaborate on the content and format of the Operating Procedures

Contractor Responsibility

- Collaborate on the content and format of the Operating Procedures
- Create manuals

Acceptance Criteria

16.3: Operating Procedures

- Documentation of the Operating Procedures as described in the Contract
- Provision of comprehensive manual that supports SACWIS operations

Task 16.4: System Updated Documentation

The Contractor shall submit to the State the current and complete versions of all SACWIS documentation in a form and content consistent with all applicable State standards. This documentation will include, but is not limited to:

- Requirements documents that provides the State how each requirement was met
- System architecture and design documents, which are updated with any changes that occurred during design, development, testing and implementation
- Development Library, which includes any changes made from the original documentation (created in development)
- Training materials, which include any changes needed based on lessons learned during training and implementation

State Responsibility

- Review and approve all updated deliverables
- Collaborate with vendor on which deliverables require revisions
- Take over maintenance of updated documentation

Contractor Responsibility
- Identify which deliverables require revisions
- Discuss the identified deliverables with State to ensure there is a comprehensive list

Acceptance Criteria
16.4: System Updated Documentation
- Updating and submission of all deliverables that required revisions
- Complete, accurate, and up-to-date documentation at transition

Activity 17: Federal Review

Objective
Have all information needed for ACF review and monitoring activities.

Description
At the earliest opportunity after implementation, the State plans to request a federal review in order to determine if the SACWIS is federally compliant. The Contractor will assist the State in preparing for and conducting these reviews. An updated review guide will support State and Contractor staff in preparing for the review.

As part of the ongoing support and maintenance contract for the Michigan SACWIS, the Contractor and the State of Michigan will participate in all phases of the on-site SACWIS Assessment Review (SAR), including preparatory conference calls, the kickoff meeting, daily review meetings, the on-site closeout review meeting, and all follow-up meetings and calls to remain fully informed on findings and directions. The Contractor will support the State lead and participating State staff in using the SAR information repository. This repository would typically consist of SARGe traceability and related system documentation, all project-related plans and deliverables, SARGe submission, mock SACWIS review results, and other resources to assist in demonstrating full SACWIS compliance in accordance with the SAR requirements.

As the Michigan SACWIS is designed, developed, and tested, the Contractor's approach will create a series of logical building blocks that provide the system's conceptual and detailed designs. As by-products of the approach to requirements management, each of these design components are tied back specifically to unique Michigan requirements (and therefore to SARGe requirements), enabling each Michigan requirement to be readily identified in each area of the Michigan SACWIS.
This structured approach will produce detailed documentation of the business and the technical processes integrated to form the entire Michigan SACWIS. This documentation will provide a reliable and comprehensive foundation for the SARGe. Together with the traceability functionality in the approach, each federal and State requirement can be readily expanded to the many Web pages, report specifications, data definitions, and system interface details required to elaborate and explain how the Michigan SACWIS meets or exceeds the federal SARGe requirements.

Deliverables
- 17.1: Updated SACWIS Assessment Review Guide (SARGe)

Task 17.1: Updated SACWIS Assessment Review Guide (SARGe)
The Contractor will provide the Updated SACWIS Assessment Review Guide (SARGe), which shall follow the format of the most current SARGe document available from ACF. At a minimum, for each requirement listed in the SARGe Appendix C and Appendix D, the Contractor will indicate whether or not the requirement was selected as a system option and will complete the "State Response" section so that functionality developed to address the specific requirement clearly supports that requirement. The SARGe must be updated after any data system change to maintain up-to-date information about the functioning of the State's SACWIS. Michigan's SARGe will be updated incrementally after each area of the system is developed by the Contractor and accepted by DHS and will be used in review and monitoring activities as needed.

State Responsibility

- Review and approve updated SARGe Assessment Review Guide
- Prepare and submit to ACF for Review and Monitoring
- Provide contractor with the current version of the SARGe

Contractor Responsibility

- Update SARGe Assessments
- Collaborate in aspects of the Federal review

Acceptance Criteria

17.1: Updated SACWIS Assessment Review Guide (SARGe)

- Documentation of the Updated SARGe Assessment Review Guide as described in the Contract

Activity 18: Other Services

Requests for new activities and tasks or changes to services provided via this Contract may occur within the duration of this Contract. Such changes will be administered in accordance with Section 1.404 Change Management and Section 2.024 Change Request. The following information is intended to facilitate the handling of such requests so that only those with a solid business case acceptable to the State can be incorporated into the project.

The State has established a reserve bank of 150,000 hours for such additional services. The services and tasks will be associated with accomplishing the objectives of this project. The Contractor's costs for the reserved 150,000 hours of project work is provided in Appendix F – Cost Tables.

Additional service(s) requested will be documented using the Project's Change Control processes and be subject to a rigorous review process before being submitted to the Contractor for impact assessment and estimates. The State review process will help ensure that only requests with an obvious business case are forwarded to the Contractor for such assessments.

Requests that the State deems potentially viable pursuant to preliminary estimates will be passed on to the Contractor and authorized for impact assessment (impact on existing plans, approach, labor , etc.) for that request.

Note: The additional services or tasks must not impact the schedule, approach, service level, cost, or other activities and tasks requested in this Contract without the explicit acknowledgement and authorization of the State Project Manager.

Tasks

- Provide preliminary estimates for additional services and tasks as approved by the State Project Manager
- Provide an impact assessment, with elements identified above, for additional tasks and services
- Provide the services and tasks authorized

Deliverable(s)

- To be determined in the Statement of Work

Acceptance Criteria

- Acceptance criteria of additional services and tasks will be identified as part of the Statement of Work

II. Requirements

A. Technical/General System Requirements and Functional Requirements

Appendix C lists the Mandatory Requirements for the Michigan SACWIS and Appendix D lists the Additional Features for the Michigan SACWIS. The Contractor will gather requirements, design, construct, test, performance tune and implement all agreed upon requirements from Appendices C and D.

1.200 Roles and Responsibilities

1.201 CONTRACTOR STAFF, ROLES, AND RESPONSIBILITIES

A. Contractor Staff

The Contractor will utilize the following subcontractors:

Subcontractor Name:	Dynamics Research Corporation
Address:	Two Tech Drive Andover, MA 01810

Role on the project:
DRC will be providing staff who are knowledgeable on the Tennessee SACWIS application and staff with expertise in the child welfare domain for the project's Requirements, Design, and Development phases. The staff DRC will be providing have experience with implementing the transfer application for two states (Ohio and Tennessee). DRC will be developing the training material for online training and instructor-led training. DRC has performed SACWIS training for several states.

Subcontractor Name:	Computer Data, Inc.
Address:	29299 Franklin Road Southfield, MI 48034

Role on the project:
Computer Data will leverage existing delivery infrastructure in Michigan to provide DHS SACWIS staff with end user training. Computer Data has provided State of Michigan users with training since 1994.

Subcontractor Name:	Data-Core, Inc.
Address:	5711 Kingsmill Bloomfield Hills, MI 48301

Role on the project:
Data-Core will contribute the knowledge and insights of the DHS child welfare environment as needed for staff augmentation. .

The Contractor's Single Point of Contact (SPOC) is

Name: Brian Nederhoff
E-Mail: Brian.Nederhoff@unisys.com
Phone: 469-525-4141

The Contractor will provide the following individuals as Key Personnel:

Role	Name
Manager of overall Design, Development and Implementation activities	Bill Thornton
Deputy Project Manager	Rob Plummer – DRC
Business Manager	Tim Orient
IT Manager	Chris Cox

Director of Infrastructure (analogous to State Director of Leveraged Services)	Matt Florian
Data Migration Coordinator	Rebekah Darnell
Communications Lead	Garland Kemper
Training Coordinator	Virginia Smith – DRC
Requirements Lead	John Kelly
Business Analyst Lead	Mike Stubbs – DRC
Quality Assurance/Testing Lead	Juan Ribot

B. On Site Work Requirements
No Michigan specific SACWIS work will be performed offshore.

1. **Location of Work**
   The work shall be performed, completed, and managed at the following location:
   State Facility located in Lansing, Michigan.

2. **Hours of Operation:**
   a. Normal State working hours are 8:00 a.m. to 5:00 p.m. EST, Monday through Friday, with work performed as necessary after those hours to meet project deadlines. . If the Contractor is required to work additional hours to meet project deadlines, this will be done at no additional cost to the State. The State will provide access to the facilities beyond the standard working hours, with advanced notice. No overtime will be authorized or paid. Key administrative, computing system, business, and contract decisions must be made within the context of the project's governance model, which is executed within normal state working hours.
   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. The Contractor shall observe the same standard holidays as State employees. The State does not compensate for holiday pay.

3. **Travel/Housing Accommodations:**
   a. No travel or expenses will be reimbursed, including travel costs related to training provided to the State by the Contractor.
   b. Travel time will not be reimbursed.
   c. The State is not responsible for providing the use of vehicles for the Contractor.
   d. The State is not responsible for providing housing accommodations to the Contractor.

4. **Additional Security and Background Check Requirements:**
   Child welfare data is highly sensitive. Before any Contractor staff may have access to State facilities and systems, they must submit to an enhanced level of background checks. The following checks will be required of the successful Contractor for any staff assigned to this project, and results will be used to determine Contractor staff eligibility for working within State facilities and systems.
   - The Contractor must present certifications evidencing satisfactory Michigan State Police Background checks, ICHAT (Internet Criminal History Access Tool) and drug tests for all staff identified for assignment to this project.

   - In addition, proposed Contractor personnel will be required to complete and submit an RI-8 Fingerprint Card for the National Crime Information Center (NCIC) Finger Prints, if required by project.

   Contractor will pay for all costs associated with ensuring their staff meets all requirements.

1.203 STATE STAFF, ROLES, AND RESPONSIBILITIES

The State's responsibilities are documented in Article 1, Section 1.104 Work and Deliverables. In addition to those responsibilities, the State will provide the following resources at the State facility for the Contractor's use on this project:

- Work space
- Desks
- Telephones
- Printers (with the option for the bidder to provide its own printer)
- Access to copiers and fax machine

Note: The State reserves the right to inspect and scan any equipment supplied by the contractor that will be connected to the State's network.

The Contractor is responsible for the return of all State issued equipment in the same condition as when provided by the State, reasonable wear and tear expected, upon Contractor staff release from the project.

State Employees normal work hours are 8:00 a.m. to 5:00 p.m., Monday through Friday. State holidays and potential furlough days may impact availability of State Employees. Unanticipated furlough days are subject to issues, risks and change control processes.

1.300 Project Plan

1.301 PROJECT PLAN MANAGEMENT

Project Plan
See Section 1.104 WORK AND DELIVERABLES - Activity 1: Project Management

Project Control
The Contractor will carry out this project under the direction and control of the State.

Orientation Meeting
Upon fifteen (15) calendar days from execution of the Contract, the Contractor will be required to 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
The State will require the Contractor to attend monthly meetings, at a minimum and meetings in accordance with the governance model, 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.

1.302 REPORTS

Reporting formats are addressed in Section 1.104 Work and Deliverables.

1.400 Project Management

Also see Activity 1: for additional information on project management.

1.401 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 Contractor will provide issue management in accordance with the Project Plan, which includes an Issue Management Plan. The Contractor will use, and assist the State in configuring the State's enterprise tool for issue management. Issues shall be escalated for resolution in accordance with the project governance model.

1.402 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.

The Contractor will provide risk management in accordance with the Project Plan, which includes, a Risk Management Plan. The Contractor will use, and also assist the State in configuring the State's enterprise tool for risk management. Risks shall be escalated for resolution/management in accordance with the project governance model. The Contractor will work with the State within the project governance model regarding input on risk prioritization.

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.

1.404 CHANGE MANAGEMENT

Change management is defined as the process to communicate, assess, monitor, and control all changes to system resources and processes. The State also employs change management in its administration of the Contract.

Project Change Control Management

The Contractor will provide a Change Control Management Plan in accordance with the Project Plan. The Contractor will use, and assist the State in configuring the State's enterprise tool for change control management. Change controls shall be escalated for approval in accordance with the project governance model.

Contract Change Management

If a proposed contract change is approved by the Agency, the Contract Compliance Inspector will submit a request for change to the Department of Technology, Management and Budget, Purchasing Operations Buyer, who will make recommendations regarding ultimate approval/disapproval of change request. All labor rates for such changes must be fully loaded and compliant with the fee structure proposed by the Contractor in Appendix F- Cost Tables, Table 8. Section 2.024 regarding Change Requests takes precedence with respect to Change Management. If the DTMB Purchasing Operations agrees with the proposed modification, and all required approvals are obtained (including State Administrative Board), the Purchasing Operations Buyer will issue an addendum to the Contract, via a Contract Change Notice. **Contractors who provide products or services prior to the issuance of a Contract Change Notice by the DTMB Purchasing Operations, risk non-payment for the out-of-scope/pricing products and/or services.**

1.500 Acceptance

1.501 CRITERIA

The specific criteria, processes and/or procedures for each deliverable are identified in Section 1.104 Work and Deliverables.

To the extent known, requirements for the deliverables have been documented in this Contract. However, prior to the creation and submission of each deliverable, the Contractor will work with the State Project Manager to determine and agree upon the final format, content, acceptance criteria, and review process for the deliverable. The result will be a Deliverables Expectation Document (DED) for each deliverable.

The Contractor shall propose a format for each deliverable and gain State approval prior to preparation of the deliverable. This approval process shall include submission of a DED. The sole purpose of the DED is to ensure that a common understanding exists between the State and the Contractor regarding the scope and content (depth and breadth) of the deliverable prior to the Contractor beginning work on the deliverable. The complexity of the DED should be proportional to the complexity of the deliverable. The DED will contain items such as:

- Deliverable objectives
- An outline of the deliverable, table of contents, sample format, sample pages, and a general description of the information that will be contained in the deliverable
- Deliverable acceptance criteria which is consistent with the requirements of the contract
- Estimated Size of the final document, in pages or another relevant metric
- State roles recommended to review
- Schedule for review (in accordance with the Project Schedule)

1.600 Compensation and Payment

1.601 COMPENSATION AND PAYMENT

This is a firm fixed-price deliverables-based Contract.

Method of Payment
The project will be paid by deliverable in accordance with Appendix F.

Travel
The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc. Travel time will not be reimbursed.

Notification of Price Reductions
If Contractor reduces its prices for any of the software or services during the term of this Contract, the State shall have the immediate benefit of such lower prices for new purchases. Contractor shall send notice to the State's DTMB Contract Administrator with the reduced prices within fifteen (15) Business Days of the reduction taking effect.

Statements of Work and Issuance of Purchase Orders

- Unless otherwise agreed by the parties, each Statement of Work will include:
    1. Background
    2. Project Objective
    3. Scope of Work
    4. Deliverables
    5. Acceptance Criteria
    6. Project Control and Reports
    7. Specific Department Standards
    8. Payment Schedule
    9. Travel and Expenses
    10. Project Contacts

11. Agency Responsibilities and Assumptions
12. Location of Where the Work is to be performed
13. Expected Contractor Work Hours and Conditions

- The parties agree that the Services/Deliverables to be rendered by Contractor pursuant to this Contract (and any future amendments of it) will be defined and described in detail in Statements of Work or Purchase Orders (PO) executed under this Contract. Contractor shall not be obliged or authorized to commence any work to implement a Statement of Work until authorized via a PO issued against this Contract. Contractor shall perform in accordance with this Contract, including the Statements of Work/Purchase Orders executed under it.

Invoicing
Contractor will submit properly itemized Monthly invoices to "Bill To" Address on Purchase Order.

Invoices must provide and itemize, as applicable:

- Contract number;
- Purchase Order number
- Contractor name, address, phone number, and Federal Tax Identification Number;
- Itemized Description of the deliverables delivered and accepted by the State;
- Date(s) of delivery and/or date(s) of installation and set up;
- Price for each deliverable, identifying any holdback that was applied in accordance with Appendix F;
- Net invoice price for each item (Price minus Holdback);
- Other applicable charges;
- Total invoice price; and
- Payment terms, including any available prompt payment discount.

Incorrect or incomplete invoices will be returned to Contractor for correction and reissue.

1.602 HOLDBACK

The State will hold back an amount equal to ten percent (10%) of all amounts invoiced by Contractor for Services/Deliverables. The amounts held back shall be released to Contractor after the State has granted Final Acceptance. The holdback will be returned to the Contractor at Final Acceptance; not at the end of each phase.

Article 2 - Terms and Conditions

2.000 Contract Structure and Term

2.001 CONTRACT TERM

This Contract is for a period of three (3) years beginning March 22, 2011 through March 21, 2014. All outstanding Purchase Orders must also expire upon the termination for any of the reasons listed in **Section 2.150** of the Contract, unless otherwise extended under the Contract. Absent an early termination for any reason, Purchase Orders issued but not expired, by the end of the Contract's stated term, shall remain in effect for the balance of the fiscal year for which they were issued.

2.002 OPTIONS TO RENEW

This Contract may be renewed in writing by mutual agreement of the parties not less than 30 days before its expiration. The Contract may be renewed for up to two (2) additional one (1) year periods. This could include contract extensions associated with Transition and Maintenance.

2.003 LEGAL EFFECT

Contractor accepts this Contract by signing two copies of the Contract and returning them to the Purchasing Operations. The Contractor shall not proceed with the performance of the work to be done under the Contract, including the purchase of necessary materials, until both parties have signed the Contract to show acceptance of its terms, and the Contractor receives a contract release/purchase order that authorizes and defines specific performance requirements.

Except as otherwise agreed in writing by the parties, the State shall not be liable for costs incurred by Contractor or payment under this Contract, until Contractor is notified in writing that this Contract or Change Order has been approved by the State Administrative Board (if required), signed by all the parties and a Purchase Order against the Contract has been issued.

2.004 ATTACHMENTS & EXHIBITS

All Attachments and Exhibits affixed to any and all Statement(s) of Work, or appended to or referencing this Contract, are incorporated in their entirety and form part of this Contract.

2.005 ORDERING

The State must issue an approved written Purchase Order, Blanket Purchase Order, Direct Voucher or Procurement Card Order to order any Services/Deliverables under this Contract. All orders are subject to the terms and conditions of this Contract. No additional terms and conditions contained on either a Purchase Order or Blanket Purchase Order apply unless they are specifically contained in that Purchase Order or Blanket Purchase Order's accompanying Statement of Work. Exact quantities to be purchased are unknown; however, the Contractor will be required to furnish all such materials and services as may be ordered during the Contract period. Quantities specified, if any, are estimates based on prior purchases, and the State is not obligated to purchase in these or any other quantities.

2.006 ORDER OF PRECEDENCE

The Contract, including any Statements of Work and Exhibits, to the extent not contrary to the Contract, each of which is incorporated for all purposes, constitutes the entire agreement between the parties with respect to the subject matter and supersedes all prior agreements, whether written or oral, with respect to the subject matter and as additional terms and conditions on the purchase order must apply as limited by **Section 2.005.**

In the event of any inconsistency between the terms of the Contract and a Statement of Work, the terms of the Statement of Work shall take precedence (as to that Statement of Work only); provided, however, that a Statement of Work may not modify or amend the terms of the Contract. The Contract may be modified or amended only by a formal Contract amendment.

2.007 HEADINGS

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

2.008 FORM, FUNCTION & UTILITY

If the Contract is for use of more than one State agency and if the Deliverable/Service does not the meet the form, function, and utility required by that State agency, that agency may, subject to State purchasing policies, procure the Deliverable/Service from another source.

2.009 REFORMATION AND SEVERABILITY

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

2.010 Consents and Approvals

Except as expressly provided otherwise in the Contract, if either party requires the consent or approval of the other party for the taking of any action under the Contract, the consent or approval must be in writing and must not be unreasonably withheld or delayed.

2.011 NO WAIVER OF DEFAULT

If a party fails to insist upon strict adherence to any term of the Contract then the party has not waived the right to later insist upon strict adherence to that term, or any other term, of the Contract.

2.012 SURVIVAL

Any provisions of the Contract that impose continuing obligations on the parties, including without limitation the parties' respective warranty, indemnity and confidentiality obligations, survive the expiration or termination of the Contract for any reason. Specific references to survival in the Contract are solely for identification purposes and not meant to limit or prevent the survival of any other section.

2.020 Contract Administration

2.021 ISSUING OFFICE

This Contract is issued by the Department of Technology, Management and Budget (DTMB), Purchasing Operations and Department of Human Services (DHS) (collectively, including all other relevant State of Michigan departments and agencies, the "State"). Purchasing Operations is the sole point of contact in the State with regard to all procurement and contractual matters relating to the Contract. The Purchasing Operations Contract Administrator for this Contract is:

Steve Motz, Buyer
Purchasing Operations
Department of Technology, Management and Budget
Mason Bldg, 2nd Floor
PO Box 30026
Lansing, MI 48909
motzs@michigan.gov
(517) 241-3215

2.022 CONTRACT COMPLIANCE INSPECTOR

The Director of Purchasing Operations directs the person named below, or his or her designee, to monitor and coordinate the activities for the Contract on a day-to-day basis during its term. **Monitoring Contract activities does not imply the authority to change, modify, clarify, amend, or otherwise alter the prices, terms, conditions and specifications of the Contract. Purchasing Operations is the only State office authorized to change, modify, amend, alter or clarify the prices, specifications, terms and conditions of this Contract.** The Contract Compliance Inspector for this Contract is:

James Hogan, Chief Information Officer
Department of Technology, Management & Budget
Grand Tower, Suite 1403
Lansing, MI 48909
HoganJ@Michigan.gov
Phone (517) 373-6702
Fax (517) 335-0171

2.023 PROJECT MANAGER

The following individual will oversee the project:

Nancy Palmateer, Program Management Division Director
Department of Technology, Management & Budget
Grand Tower, Suite 615
Lansing, MI 48909
PalmateerN@michigan.gov
Phone (517) 241-8509
FAX: (517) 335-0171

2.024 CHANGE REQUESTS

The State reserves the right to request from time to time any changes to the requirements and specifications of the Contract and the work to be performed by the Contractor under the Contract. During the course of ordinary business, it may become necessary for the State to discontinue certain business practices or create Additional Services/Deliverables. Such changes in Services/Deliverables could include but not be limited to, a change in federal regulations which govern the State's implementation of the SACWIS Project. At a minimum, to the extent applicable, Contractor shall provide a detailed outline of all work to be done, including tasks necessary to accomplish the Additional Services/Deliverables, timeframes, listing of key personnel assigned, estimated hours for each individual per task, and a complete and detailed cost justification.

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

If the State requests or directs the Contractor to perform any services or provide deliverables that are consistent with and similar to the Services/Deliverables being provided by the Contractor under the Contract, but which the Contractor reasonably and in good faith believes are not included within the Statements of Work, then before performing such Services or providing such Deliverables, the Contractor shall notify the State in writing that it considers the Services or Deliverables to be an Additional Service/Deliverable for which the Contractor should receive additional compensation. If the Contractor does not so notify the State, the Contractor shall have no right to claim thereafter that it is entitled to additional compensation for performing that Service or providing that Deliverable. If the Contractor does so notify the State, then such a Service or Deliverable shall be governed by the Change Request procedure in this Section.

In the event prices or service levels are not acceptable to the State, the Additional Services or New Work shall be subject to competitive bidding based upon the specifications.

(1) Change Request at State Request

If the State requires Contractor to perform New Work, Additional Services or make changes to the Services that would affect the Contract completion schedule or the amount of compensation due Contractor (a "Change"), the State shall submit a written request for Contractor to furnish a proposal for carrying out the requested Change (a "Change Request").

(2) Contractor Recommendation for Change Requests:
Contractor shall be entitled to propose a Change to the State, on its own initiative, should Contractor believe the proposed Change would benefit the Contract.

(3) Upon receipt of a Change Request or on its own initiative, Contractor shall examine the implications of the requested Change on the technical specifications, Contract schedule and price of the Deliverables and Services and shall submit to the State without undue delay a written proposal for carrying out the Change. Contractor's proposal shall include any associated changes in the technical specifications, Contract schedule and price and method of pricing of the Services. If the Change is to be performed on a time and materials basis, the proposed labor rates contained in Appendix F- Cost Tables Table 8, shall apply to the provision of such Services. If Contractor provides a written proposal and should Contractor be of the opinion that a requested Change is not to be recommended, it shall communicate its opinion to the State but shall nevertheless carry out the Change as specified in the written proposal if the State directs it to do so.

(4) By giving Contractor written notice within a reasonable time, the State shall be entitled to accept a Contractor proposal for Change, to reject it, or to reach another agreement with Contractor. Should the parties agree on carrying out a Change, a written Contract Change Notice must be prepared and issued under this Contract, describing the Change and its effects on the Services and any affected components of this Contract (a "Contract Change Notice").

(5) No proposed Change shall be performed until the proposed Change has been specified in a duly executed Contract Change Notice issued by the Department of Technology, Management and Budget, Purchasing Operations.

(6) If the State requests or directs the Contractor to perform any activities that Contractor believes constitute a Change, the Contractor must notify the State that it believes the requested activities are a Change before beginning to work on the requested activities. If the Contractor fails to notify the State before beginning to work on the requested activities, then the Contractor waives any right to assert any claim for additional compensation or time for performing the requested activities. If the Contractor commences performing work outside the scope of this Contract and then ceases performing that work, the Contractor must, at the request of the State, retract any out-of-scope work that would adversely affect the Contract.

2.025 NOTICES

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

State: State of Michigan
Purchasing Operations
Attention: (Buyer identified on the Contract or updated through change notice)
PO Box 30026
530 West Allegan
Lansing, Michigan 48909

Contractor: Unisys
(Contractor Contact identified on the Contract or updated through change notice)

Either party may change its address where notices are to be sent by giving notice according to this Section.

2.026 BINDING COMMITMENTS

Representatives of Contractor must have the authority to make binding commitments on Contractor's behalf within the bounds set forth in the Contract. Contractor may change the representatives from time to time upon giving written notice.

2.027 RELATIONSHIP OF THE PARTIES

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

2.028 COVENANT OF GOOD FAITH

Each party shall act reasonably and in good faith. Unless stated otherwise in the Contract, the parties shall not unreasonably delay, condition or withhold the giving of any consent, decision or approval that is either requested or reasonably required of them in order for the other party to perform its responsibilities under the Contract.

2.029 ASSIGNMENTS

Neither party may assign the Contract, or assign or delegate any of its duties or obligations under the Contract, to any other party (whether by operation of law or otherwise), without the prior written consent of the other party; provided, however, that the State may assign the Contract to any other State agency, department, division or department without the prior consent of Contractor and Contractor may assign the Contract to an affiliate so long as the affiliate is adequately capitalized and can provide adequate assurances that the affiliate can perform the Contract. The State may withhold consent from proposed assignments, subcontracts, or novations when the transfer of responsibility would operate to decrease the State's likelihood of receiving performance on the Contract or the State's ability to recover damages.

Contractor may not, without the prior written approval of the State, assign its right to receive payments due under the Contract. If the State permits an assignment, the Contractor is not relieved of its responsibility to perform any of its contractual duties and the requirement under the Contract that all payments must be made to one entity continues.

If the Contractor intends to assign the contract or any of the Contractor's rights or duties under the Contract, the Contractor must notify the State in writing at least 90 days before the assignment. The Contractor also must provide the State with adequate information about the assignee within a reasonable amount of time before the assignment for the State to determine whether to approve the assignment.

2.030 General Provisions

2.031 MEDIA RELEASES

News releases (including promotional literature and commercial advertisements) pertaining to the RFP and Contract or project to which it relates shall not be made without prior written State approval, and then only in accordance with the explicit written instructions from the State. No results of the activities associated with the RFP and Contract are to be released without prior written approval of the State and then only to persons designated.

2.032 CONTRACT DISTRIBUTION

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

2.033 PERMITS

Contractor must obtain and pay any associated costs for all required governmental permits, licenses and approvals for the delivery, installation and performance of the Services. The State shall pay for all costs and expenses incurred in obtaining and maintaining any necessary easements or right of way.

2.034 WEBSITE INCORPORATION

The State is not bound by any content on the Contractor's website, even if the Contractor's documentation specifically referenced that content and attempts to incorporate it into any other communication, unless the State has actual knowledge of the content and has expressly agreed to be bound by it in a writing that has been manually signed by an authorized representative of the State.

2.035 FUTURE BIDDING PRECLUSION

Contractor acknowledges that, to the extent this Contract involves the creation, research, investigation or generation of a future RFP; it may be precluded from bidding on the subsequent RFP. The State reserves the right to disqualify any bidder if the State determines that the bidder has used its position (whether as an incumbent Contractor, or as a Contractor hired to assist with the RFP development, or as a Vendor offering free assistance) to gain a competitive advantage on the RFP.

2.036 FREEDOM OF INFORMATION

All information in any proposal submitted to the State by Contractor and this Contract is subject to the provisions of the Michigan Freedom of Information Act, 1976 Public Act No. 442, as amended, MCL 15.231, et seq (the "FOIA").

2.037 DISASTER RECOVERY

Contractor and the State recognize that the State provides essential services in times of natural or man-made disasters. Therefore, except as so mandated by Federal disaster response requirements, Contractor personnel dedicated to providing Services/Deliverables under this Contract shall provide the State with priority service for repair and work around in the event of a natural or man-made disaster.

2.040 Financial Provisions

2.041 FIXED PRICES FOR SERVICES/DELIVERABLES

Each Statement of Work or Purchase Order issued under this Contract shall specify (or indicate by reference to the appropriate Contract Exhibit) the firm, fixed prices for all Services/Deliverables, and the associated payment milestones and payment amounts. The State may make progress payments to the Contractor when requested as work progresses, but not more frequently than monthly, in amounts approved by the Contract Administrator, after negotiation. Contractor shall show verification of measurable progress at the time of requesting progress payments.

2.042 ADJUSTMENTS FOR REDUCTIONS IN SCOPE OF SERVICES/DELIVERABLES

If the scope of the Services/Deliverables under any Statement of Work issued under this Contract is subsequently reduced by the State, the parties shall negotiate an equitable reduction in Contractor's charges under such Statement of Work commensurate with the reduction in scope.

2.043 SERVICES/DELIVERABLES COVERED

The State shall not be obligated to pay any amounts in addition to the charges specified in this Contract for all Services/Deliverables to be provided by Contractor and its Subcontractors, if any, under this Contract.

2.044 INVOICING AND PAYMENT – IN GENERAL

(a) Each Statement of Work issued under this Contract shall list (or indicate by reference to the appropriate Contract Exhibit) the prices for all Services/Deliverables, equipment and commodities to be provided, and the associated payment milestones and payment amounts.

(b) Each Contractor invoice shall show details as to charges by Service/Deliverable component and location at a level of detail reasonably necessary to satisfy the State's accounting and charge-back requirements. Invoices for Services performed on a time and materials basis shall show, for each individual, the number of hours of Services performed during the billing period, the billable skill/labor category for such person and the applicable hourly billing rate. Prompt payment by the State is contingent on the Contractor's invoices showing the amount owed by the State minus any holdback amount to be retained by the State in accordance with **Section 1.600**.

(c) Correct invoices shall be due and payable by the State, in accordance with the State's standard payment procedure as specified in 1984 Public Act No. 279, MCL 17.51 et seq., within 45 days after receipt, provided the State determines that the invoice was properly rendered.

(d) All invoices should reflect actual work done. Specific details of invoices and payments shall be agreed upon between the Contract Administrator and the Contractor after the proposed Contract Agreement has been signed and accepted by both the Contractor and the Director of Purchasing Operations, Department

of Technology, Management and Budget. This activity shall occur only upon the specific written direction from Purchasing Operations.

The specific payment schedule for any Contract(s) entered into, as the State and the Contractor(s) shall be mutually agreed upon. The schedule should show payment amount and should reflect actual work done by the payment dates, less any penalty cost charges accrued by those dates. As a general policy, statements shall be forwarded to the designated representative by the 15th day of the following month.

The Government may make progress payments to the Contractor when requested as work progresses, but not more frequently than monthly, in amounts approved by the Contract Administrator, after negotiation. Contractor must show verification of measurable progress at the time of requesting progress payments.

2.045 PRO-RATION

To the extent there are Services that are to be paid for on a monthly basis, the cost of such Services shall be pro-rated for any partial month.

2.046 ANTITRUST ASSIGNMENT

The Contractor assigns to the State any claim for overcharges resulting from antitrust violations to the extent that those violations concern materials or services supplied by third parties to the Contractor, toward fulfillment of this Contract.

2.047 FINAL PAYMENT

The making of final payment by the State to Contractor does not constitute a waiver by either party of any rights or other claims as to the other party's continuing obligations under the Contract, nor shall it constitute a waiver of any claims by one party against the other arising from unsettled claims or failure by a party to comply with this Contract, including claims for Services and Deliverables not reasonably known until after acceptance to be defective or substandard. Contractor's acceptance of final payment by the State under this Contract shall constitute a waiver of all claims by Contractor against the State for payment under this Contract, other than those claims previously filed in writing on a timely basis and still unsettled.

2.048 ELECTRONIC PAYMENT REQUIREMENT

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

2.050 Taxes

2.051 EMPLOYMENT TAXES

Contractor shall collect and pay all applicable federal, state, and local employment taxes, including the taxes.

2.052 SALES AND USE TAXES

Contractor shall register and remit sales and use taxes on taxable sales of tangible personal property or services delivered into the State. Contractors that lack sufficient presence in Michigan to be required to register and pay tax must do so as a volunteer. This requirement extends to: (1) all members of any controlled group as defined in § 1563(a) of the Internal Revenue Code and applicable regulations of which the company is a member, and (2) all organizations under common control as defined in § 414(c) of the Internal Revenue Code and applicable regulations of which the company is a member that make sales at retail for delivery into the State are registered with the State for the collection and remittance of sales and use taxes. In applying treasury regulations defining "two or more trades or businesses under common control" the term "organization" means sole proprietorship, a partnership (as defined in § 701(a) (2) of the Internal Revenue Code), a trust, an estate, a corporation, or a limited liability company.

2.060 Contract Management

2.061 CONTRACTOR PERSONNEL QUALIFICATIONS

All persons assigned by Contractor to the performance of Services under this Contract must be employees of Contractor or its majority-owned (directly or indirectly, at any tier) subsidiaries (or a State-approved Subcontractor) and must be fully qualified to perform the work assigned to them. Contractor must include a similar provision in any subcontract entered into with a Subcontractor. For the purposes of this Contract, independent contractors engaged by Contractor solely in a staff augmentation role must be treated by the State as if they were employees of Contractor for this Contract only; however, the State understands that the relationship between Contractor and Subcontractor is an independent contractor relationship.

2.062 CONTRACTOR KEY PERSONNEL

(a) The Contractor must provide the Contract Compliance Inspector with the names of the Key Personnel.

(b) Key Personnel must be dedicated as defined in the Statement of Work to the Project for its duration in the applicable Statement of Work with respect to other individuals designated as Key Personnel for that Statement of Work.

(c) The State shall have 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 shall notify the State of the proposed assignment, shall introduce the individual to the appropriate State representatives, and shall 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 shall provide a written explanation including reasonable detail outlining the reasons for the rejection.

(d) Contractor must not remove any Key Personnel from their assigned roles on the 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"). Unauthorized Removals 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. Unauthorized Removals does not include replacing Key Personnel because of promotions or other job movements allowed by Contractor personnel policies or Collective Bargaining Agreement(s) as long as the State receives prior written notice before shadowing occurs and Contractor provides 30 days of shadowing unless parties agree to a different time period. The Contractor with the State must review any Key Personnel replacements, and appropriate transition planning will be established. Any Unauthorized Removal may be considered by the State to be a material breach of the Contract, in respect of which the State may elect to exercise its termination and cancellation rights. Financial penalties for noncompliance with this section are described in Section 2.234 Liquidated Damages.

(e) The Contractor must notify the Contract Compliance Inspector and the Contract Administrator at least 10 business days before redeploying non-Key Personnel, who are dedicated to primarily to the Project, to other projects. If the State does not object to the redeployment by its scheduled date, the Contractor may then redeploy the non-Key Personnel.

2.063 RE-ASSIGNMENT OF PERSONNEL AT THE STATE'S REQUEST

The State reserves the right to require the removal from the Project of 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. Additionally, the State's request must be based on legitimate, good faith reasons. Replacement personnel for the removed person must be fully qualified for the position. If the State exercises this right, and the Contractor cannot immediately replace the removed personnel, the State agrees to an equitable adjustment in schedule or other terms that may be affected by the State's required removal. If any incident with removed personnel results in delay not reasonably anticipatable under the circumstances and which is attributable to the State, the applicable SLAs for the affected Service shall not be counted for a time as agreed to by the parties.

2.064 CONTRACTOR PERSONNEL LOCATION

All staff assigned by Contractor to work on the Contract shall perform their duties either primarily at Contractor's offices and facilities or at State facilities. Without limiting the generality of the foregoing, Key Personnel shall, at a minimum, spend at least the amount of time on-site at State facilities as indicated in the applicable Statement of Work. Subject to availability, selected Contractor personnel may be assigned office space to be shared with State personnel.

2.065 CONTRACTOR IDENTIFICATION

Contractor employees must be clearly identifiable while on State property by wearing a State-issued badge, as required. Contractor employees are required to clearly identify themselves and the company they work for whenever making contact with State personnel by telephone or other means.

2.066 COOPERATION WITH THIRD PARTIES

Contractor agrees to cause its personnel and the personnel of any Subcontractors to cooperate with the State and its agents and other contractors including the State's Quality Assurance personnel. As reasonably requested by the State in writing, the Contractor shall provide to the State's agents and other contractors reasonable access to Contractor's Project personnel, systems and facilities to the extent the access relates to activities specifically associated with this Contract and shall not interfere or jeopardize the safety or operation of the systems or facilities. The State acknowledges that Contractor's time schedule for the Contract is very specific and agrees not to unnecessarily or unreasonably interfere with, delay or otherwise impeded Contractor's performance under this Contract with the requests for access.

2.067 CONTRACT MANAGEMENT RESPONSIBILITIES

Contractor shall be responsible for all acts and omissions of its employees, as well as the acts and omissions of any other personnel furnished by Contractor to perform the Services. Contractor shall have overall responsibility for managing and successfully performing and completing the Services/Deliverables, subject to the overall direction and supervision of the State and with the participation and support of the State as specified in this Contract. Contractor's duties shall include monitoring and reporting the State's performance of its participation and support responsibilities (as well as Contractor's own responsibilities) and providing timely notice to the State in Contractor's reasonable opinion if the State's failure to perform its responsibilities in accordance with the Project Plan is likely to delay the timely achievement of any Contract tasks.

The Contractor shall provide the Services/Deliverables directly or through its affiliates, subsidiaries, subcontractors or resellers. Regardless of the entity providing the Service/Deliverable, the Contractor shall act as a single point of contact coordinating these entities to meet the State's need for Services/Deliverables. Nothing in this Contract, however, shall be construed to authorize or require any party to violate any applicable law or regulation in its performance of this Contract.

2.068 CONTRACTOR RETURN OF STATE EQUIPMENT/RESOURCES

The Contractor shall return to the State any State-furnished equipment, facilities and other resources when no longer required for the Contract in the same condition as when provided by the State, reasonable wear and tear excepted.

2.070 Subcontracting by Contractor

2.071 CONTRACTOR FULL RESPONSIBILITY

Contractor shall have full responsibility for the successful performance and completion of all of the Services and Deliverables. The State shall consider Contractor to be the sole point of contact with regard to all contractual matters under this Contract, including payment of any and all charges for Services and Deliverables.

2.072 STATE CONSENT TO DELEGATION

Contractor shall not delegate any duties under this Contract to a Subcontractor unless the Department of Technology, Management and Budget, Purchasing Operations has given written consent to such delegation. The State shall have the right of prior written approval of all Subcontractors and to require Contractor to

replace any Subcontractors found, in the reasonable judgment of the State, to be unacceptable. The State's request shall be written with reasonable detail outlining the reasons for the removal request. Additionally, the State's request shall be based on legitimate, good faith reasons. Replacement Subcontractor(s) for the removed Subcontractor shall be fully qualified for the position. If the State exercises this right, and the Contractor cannot immediately replace the removed Subcontractor, the State shall agree to an equitable adjustment in schedule or other terms that may be affected by the State's required removal. If any such incident with a removed Subcontractor results in delay not reasonable anticipatable under the circumstances and which is attributable to the State, the applicable SLA for the affected Work shall not be counted for a time agreed upon by the parties.

2.073 SUBCONTRACTOR BOUND TO CONTRACT

In any subcontracts entered into by Contractor for the performance of the Services, Contractor shall require the Subcontractor, to the extent of the Services to be performed by the Subcontractor, to be bound to Contractor by the terms of this Contract and to assume toward Contractor all of the obligations and responsibilities that Contractor, by this Contract, assumes toward the State. The State reserves the right to receive copies of and review all subcontracts, although Contractor may delete or mask any proprietary information, including pricing, contained in such contracts before providing them to the State. The management of any Subcontractor shall be the responsibility of Contractor, and Contractor shall remain responsible for the performance of its Subcontractors to the same extent as if Contractor had not subcontracted such performance. Contractor shall make all payments to Subcontractors or suppliers of Contractor. Except as otherwise agreed in writing by the State and Contractor, the State shall not be obligated to direct payments for the Services other than to Contractor. The State's written approval of any Subcontractor engaged by Contractor to perform any obligation under this Contract shall not relieve Contractor of any obligations or performance required under this Contract. A list of the Subcontractors, if any, approved by the State as of the execution of this Contract, together with a copy of the applicable subcontract is attached.

2.074 FLOW DOWN

Except where specifically approved in writing by the State on a case-by-case basis, Contractor shall flow down the obligations in **Sections 2.031, 2.060, 2.100, 2.110, 2.120, 2.130, and 2.200** in all of its agreements with any Subcontractors.

2.075 COMPETITIVE SELECTION

The Contractor shall select subcontractors (including suppliers) on a competitive basis to the maximum practical extent consistent with the objectives and requirements of the Contract.

2.080 State Responsibilities

2.081 EQUIPMENT

The State shall provide only the equipment and resources identified in the Statement of Work and other Contract Exhibits.

2.082 FACILITIES

The State must designate space as long as it is available and as provided in the Statement of Work, to house the Contractor's personnel whom the parties agree will perform the Services/Deliverables at State facilities (collectively, the "State Facilities"). The Contractor shall have reasonable access to, and unless agreed otherwise by the parties in writing must observe and comply with all rules and regulations relating to each of the State Facilities (including hours of operation) used by the Contractor in the course of providing the Services. Contractor agrees that it shall not, without the prior written consent of the State, use any State Facilities or access any State information systems provided for the Contractor's use, or to which the Contractor otherwise gains access in the course of performing the Services, for any purpose other than providing the Services to the State.

2.090 Security

2.091 BACKGROUND CHECKS

On a case-by-case basis, the State may investigate the Contractor's personnel before they may have access to State facilities and systems. The scope of the background check is at the discretion of the State and the results shall be used to determine Contractor personnel eligibility for working within State facilities and systems. The investigations shall include Michigan State Police Background checks (ICHAT) and may include the National Crime Information Center (NCIC) Finger Prints. Proposed Contractor personnel may be required to complete and submit an RI-8 Fingerprint Card for the NCIC Finger Print Check. Any request for background checks shall be initiated by the State and shall be reasonably related to the type of work requested.

All Contractor personnel shall also be expected to comply with the State's security and acceptable use policies for State IT equipment and resources. See http://www.michigan.gov/dit. Furthermore, Contractor personnel shall be expected to agree to the State's security and acceptable use policies before the Contractor personnel shall be accepted as a resource to perform work for the State. It is expected the Contractor shall present these documents to the prospective employee before the Contractor presents the individual to the State as a proposed resource. Contractor staff shall be expected to comply with all Physical Security procedures in place within the facilities where they are working.

2.092 SECURITY BREACH NOTIFICATION

If the Contractor breaches this Section, the Contractor must (i) promptly cure any deficiencies and (ii) comply with any applicable federal and state laws and regulations pertaining to unauthorized disclosures. Contractor and the State shall cooperate to mitigate, to the extent practicable, the effects of any breach, intrusion, or unauthorized use or disclosure. Contractor must report to the State in writing any use or disclosure of Confidential Information, whether suspected or actual, other than as provided for by the Contract within 10 days of becoming aware of the use or disclosure or the shorter time period as is reasonable under the circumstances.

2.093 PCI DATA SECURITY REQUIREMENTS - THIS SECTION DOES NOT CURRENTLY APPLY TO THIS CONTRACT

Contractors with access to credit/debit card cardholder data must adhere to the Payment Card Industry (PCI) Data Security requirements. Contractor agrees that they are responsible for security of cardholder data in their possession. Contractor agrees that data can ONLY be used for assisting the State in completing a transaction, supporting a loyalty program, supporting the State, providing fraud control services, or for other uses specifically required by law.

Contractor agrees to provide business continuity in the event of a major disruption, disaster or failure.

The Contractor shall contact the Department of Technology, Management and Budget, Financial Services immediately to advise them of any breaches in security where card data has been compromised. In the event of a security intrusion, the Contractor agrees the Payment Card Industry representative, or a Payment Card Industry approved third party, shall be provided with full cooperation and access to conduct a thorough security review. The review will validate compliance with the Payment Card Industry Data Security Standard for protecting cardholder data.
Contractor agrees to properly dispose sensitive cardholder data when no longer needed. The Contractor shall continue to treat cardholder data as confidential upon contract termination.

The Contractor shall provide the Department of Technology, Management and Budget, Financial Services documentation showing PCI Data Security certification has been achieved. The Contractor shall advise the Department of Technology, Management and Budget, Financial Services of all failures to comply with the PCI Data Security Requirements. Failures include, but are not limited to system scans and self-assessment questionnaires. The Contractor shall provide a time line for corrective action.

2.100 Confidentiality

2.101 CONFIDENTIALITY

Contractor and the State each acknowledge that the other possesses and shall continue to possess confidential information that has been developed or received by it. As used in this Section, "Confidential Information" of Contractor must mean all non-public proprietary information of Contractor (other than Confidential Information of the State as defined below), which is marked confidential, restricted, proprietary, or with a similar designation. "Confidential Information" of the State must mean any information which is retained in confidence by the State (or otherwise required to be held in confidence by the State under applicable federal, state and local laws and regulations) or which, in the case of tangible materials provided to Contractor by the State under its performance under this Contract, is marked as confidential, proprietary or with a similar designation by the State. "Confidential Information" excludes any information (including this Contract) that is publicly available under the Michigan FOIA.

2.102 PROTECTION AND DESTRUCTION OF CONFIDENTIAL INFORMATION

The State and Contractor shall each use at least the same degree of care to prevent disclosing to third parties the Confidential Information of the other as it employs to avoid unauthorized disclosure, publication, or dissemination of its own confidential information of like character, but in no event less than reasonable care. Neither Contractor nor the State shall (i) make any use of the Confidential Information of the other except as contemplated by this Contract, (ii) acquire any right in or assert any lien against the Confidential Information of the other, or (iii) if requested to do so, refuse for any reason to promptly return the other party's Confidential Information to the other party. Each party shall limit disclosure of the other party's Confidential Information to employees and Subcontractors who must have access to fulfill the purposes of this Contract. Disclosure to, and use by, a Subcontractor is permissible where (A) use of a Subcontractor is authorized under this Contract, (B) the disclosure is necessary or otherwise naturally occurs in connection with work that is within the Subcontractor's scope of responsibility, and (C) Contractor obligates the Subcontractor in a written Contract to maintain the State's Confidential Information in confidence. At the State's request, any employee of Contractor and of any Subcontractor having access or continued access to the State's Confidential Information may be required to execute an acknowledgment that the employee has been advised of Contractor's and the Subcontractor's obligations under this Section and of the employee's obligation to Contractor or Subcontractor, as the case may be, to protect the Confidential Information from unauthorized use or disclosure.

Promptly upon termination or cancellation of the Contract for any reason, Contractor must certify to the State that Contractor has destroyed all State Confidential Information.

2.103 EXCLUSIONS

Notwithstanding the foregoing, the provisions in this Section shall not apply to any particular information which the State or Contractor can demonstrate (i) was, at the time of disclosure to it, in the public domain; (ii) after disclosure to it, is published or otherwise becomes part of the public domain through no fault of the receiving party; (iii) was in the possession of the receiving party at the time of disclosure to it without an obligation of confidentiality; (iv) was received after disclosure to it from a third party who had a lawful right to disclose the information to it without any obligation to restrict its further disclosure; or (v) was independently developed by the receiving party without reference to Confidential Information of the furnishing party. Further, the provisions of this Section shall not apply to any particular Confidential Information to the extent the receiving party is required by law to disclose the Confidential Information, provided that the receiving party (i) promptly provides the furnishing party with notice of the legal request, and (ii) assists the furnishing party in resisting or limiting the scope of the disclosure as reasonably requested by the furnishing party.

2.104 NO IMPLIED RIGHTS

Nothing contained in this Section must be construed as obligating a party to disclose any particular Confidential Information to the other party, or as granting to or conferring on a party, expressly or impliedly, any right or license to the Confidential Information of the other party.

2.105 RESPECTIVE OBLIGATIONS

The parties' respective obligations under this Section must survive the termination or expiration of this Contract for any reason.

2.110 Records and Inspections

2.111 INSPECTION OF WORK PERFORMED

The State's authorized representatives shall at all reasonable times and with 10 days prior written request, have the right to enter Contractor's premises, or any other places, where the Services are being performed, and shall have access, upon reasonable request, to interim drafts of Deliverables or work-in-progress. Upon 10 Days prior written notice and at all reasonable times, the State's representatives shall be allowed to inspect, monitor, or otherwise evaluate the work being performed and to the extent that the access will not reasonably interfere or jeopardize the safety or operation of the systems or facilities. Contractor shall provide all reasonable facilities and assistance for the State's representatives.

2.112 EXAMINATION OF RECORDS

For seven years after the Contractor provides any work under this Contract (the "Audit Period"), the State may examine and copy any of Contractor's books, records, documents and papers pertinent to establishing Contractor's compliance with the Contract and with applicable laws and rules. The State shall notify the Contractor 20 days before examining the Contractor's books and records. The State does not have the right to review any information deemed confidential by the Contractor to the extent access would require the confidential information to become publicly available. This provision also applies to the books, records, accounts, documents and papers, in print or electronic form, of any parent, affiliated or subsidiary organization of Contractor, or any Subcontractor of Contractor performing services in connection with the Contract.

2.113 RETENTION OF RECORDS

Contractor shall maintain at least until the end of the Audit Period all pertinent financial and accounting records (including time sheets and payroll records, and information pertaining to the Contract and to the Services, equipment, and commodities provided under the Contract) pertaining to the Contract according to generally accepted accounting principles and other procedures specified in this Section. Financial and accounting records shall be made available, upon request, to the State at any time during the Audit Period. If an audit, litigation, or other action involving Contractor's records is initiated before the end of the Audit Period, the records shall be retained until all issues arising out of the audit, litigation, or other action are resolved or until the end of the Audit Period, whichever is later.

2.114 AUDIT RESOLUTION

If necessary, the Contractor and the State shall meet to review each audit report promptly after issuance. The Contractor shall respond to each audit report in writing within 30 days from receipt of the report, unless a shorter response time is specified in the report. The Contractor and the State shall develop, agree upon and monitor an action plan to promptly address and resolve any deficiencies, concerns, and/or recommendations in the audit report.

2.115 ERRORS

If the audit demonstrates any errors in the documents provided to the State, then the amount in error shall be reflected as a credit or debit on the next invoice and in subsequent invoices until the amount is paid or refunded in full. However, a credit or debit may not be carried for more than four invoices. If a balance remains after four invoices, then the remaining amount shall be due as a payment or refund within 45 days of the last quarterly invoice that the balance appeared on or termination of the contract, whichever is earlier.

In addition to other available remedies, the difference between the payment received and the correct payment amount is greater than 10%, then the Contractor shall pay all of the reasonable costs of the audit.

2.120 Warranties

2.121 WARRANTIES AND REPRESENTATIONS

The Contractor represents and warrants:

(a) It is capable in all respects of fulfilling and must fulfill all of its obligations under this Contract. The performance of all obligations under this Contract must be provided in a timely, professional, and workman-like manner and must meet the performance and operational standards required under this Contract.

(b) The Contract Appendices, Attachments and Exhibits identify the equipment and software and services necessary for the Deliverable(s) to perform and Services to operate in compliance with the Contract's requirements and other standards of performance.

(c) It is the lawful owner or licensee of any Deliverable licensed or sold to the State by Contractor or developed by Contractor under this Contract, and Contractor has all of the rights necessary to convey to the State the ownership rights or licensed use, as applicable, of any and all Deliverables. None of the Deliverables provided by Contractor to the State under neither this Contract, nor their use by the State shall infringe the patent, copyright, trade secret, or other proprietary rights of any third party.

(d) If, under this Contract, Contractor procures any equipment, software or other Deliverable for the State (including equipment, software and other Deliverables manufactured, re-marketed or otherwise sold by Contractor under Contractor's name), then in addition to Contractor's other responsibilities with respect to the items in this Contract, Contractor must assign or otherwise transfer to the State or its designees, or afford the State the benefits of, any manufacturer's warranty for the Deliverable.

(e) The contract signatory has the power and authority, including any necessary corporate authorizations, necessary to enter into this Contract, on behalf of Contractor.

(f) It is qualified and registered to transact business in all locations where required.

(g) Neither the Contractor nor any Affiliates, nor any employee of either, has, must have, or must acquire, any contractual, financial, business, or other interest, direct or indirect, that would conflict in any manner or degree with Contractor's performance of its duties and responsibilities to the State under this Contract or otherwise create an appearance of impropriety with respect to the award or performance of this Agreement. Contractor must notify the State about the nature of the conflict or appearance of impropriety within two days of learning about it.

(h) Neither Contractor nor any Affiliates, nor any employee of either has accepted or must accept anything of value based on an understanding that the actions of the Contractor or Affiliates or employee on behalf of the State would be influenced. Contractor must not attempt to influence any State employee by the direct or indirect offer of anything of value.

(i) Neither Contractor nor any Affiliates, nor any employee of either has paid or agreed to pay any person, other than bona fide employees and consultants working solely for Contractor or the Affiliate, any fee, commission, percentage, brokerage fee, gift, or any other consideration, contingent upon or resulting from the award or making of this Contract.

(j) 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; 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.

(k) All financial statements, reports, and other information furnished by Contractor to the State as part of its response to the RFP or otherwise in connection with the award of this Contract fairly and accurately represent the business, properties, financial condition, and results of operations of Contractor as of the respective dates, or for the respective periods, covered by the financial statements, reports, other information. Since the respective dates or periods covered by the financial statements, reports, or other information, there have been no material adverse changes in the business, properties, financial condition, or results of operations of Contractor.

(l) All written information furnished to the State by or for the Contractor in connection with this Contract, including its bid, 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.

(m) It 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 or the department within the previous five years for the reason that Contractor failed to perform or otherwise breached an obligation of the contract.

(n) If any of the certifications, representations, or disclosures made in the Contractor's original bid response change after contract award, the Contractor is required to report those changes immediately to the Department of Technology, Management and Budget, Purchasing Operations.

2.122 THIS SECTION IS RESERVED

2.123 THIS SECTION IS RESERVED

2.124 THIS SECTION IS RESERVED

2.125 THIS SECTION IS RESERVED

2.126 THIS SECTION IS RESERVED

2.127 THIS SECTION IS RESERVED

2.128 CONSEQUENCES FOR BREACH

In addition to any remedies available in law, if the Contractor breaches any of the warranties contained in this section, the breach may be considered as a default in the performance of a material obligation of this Contract.

2.130 Insurance

2.131 LIABILITY INSURANCE

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

The Contractor waives all rights against the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees and agents for recovery of damages to the extent these damages are covered by the insurance policies the Contractor is required to maintain under this Contract.

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

The insurance must be written for not less than any minimum coverage specified in this Contract or required by law, whichever is greater.

The insurers selected by Contractor must have an A.M. Best rating of A or better, or as otherwise approved in writing by the State, or if the ratings are no longer available, with a comparable rating from a recognized insurance rating agency. All policies of insurance required in this Contract must be issued by companies that have been approved to do business in the State.
See www.michigan.gov/dleg.

Where specific limits are shown, they are the minimum acceptable limits. If Contractor's policy contains higher limits, the State must be entitled to coverage to the extent of the higher limits.

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

☑ 1. Commercial General Liability with the following minimum coverage:
$2,000,000 General Aggregate Limit other than Products/Completed Operations
$2,000,000 Products/Completed Operations Aggregate Limit
$1,000,000 Personal & Advertising Injury Limit
$1,000,000 Each Occurrence Limit

The Contractor must list the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees and agents as ADDITIONAL INSUREDS on the Commercial General Liability certificate. The Contractor also agrees to provide evidence that insurance policies contain a waiver of subrogation by the insurance company.

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

The Contractor must list the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees and agents as ADDITIONAL INSUREDS on the vehicle liability certificate. The Contractor also agrees to provide evidence that insurance policies contain a waiver of subrogation by the insurance company.

☑ 3. Workers’ compensation coverage must be provided according to applicable laws governing the employees and employers work activities in the state of the Contractor’s domicile. If a self-insurer provides the applicable coverage, proof must be provided of approved self-insured authority by the jurisdiction of domicile. For employees working outside of the state of qualification, Contractor must provide appropriate certificates of insurance proving mandated coverage levels for the jurisdictions where the employees’ activities occur.

Any certificates of insurance received must also provide a list of states where the coverage is applicable.

The Contractor also agrees to provide evidence that insurance policies contain a waiver of subrogation by the insurance company. This provision must not be applicable where prohibited or limited by the laws of the jurisdiction in which the work is to be performed.

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

2.132 SUBCONTRACTOR INSURANCE COVERAGE

Except where the State has approved in writing a Contractor subcontract with other insurance provisions, Contractor must require all of its Subcontractors under this Contract to purchase and maintain the insurance coverage as described in this Section for the Contractor in connection with the performance of work by those Subcontractors. Alternatively, Contractor may include any Subcontractors under Contractor’s insurance on the coverage required in this Section. Subcontractor(s) must fully comply with the insurance coverage required in this Section. Failure of Subcontractor(s) to comply with insurance requirements does not limit Contractor’s liability or responsibility.

2.133 CERTIFICATES OF INSURANCE AND OTHER REQUIREMENTS

Contractor must furnish to DTMB Purchasing Operations, certificate(s) of insurance verifying insurance coverage or providing satisfactory evidence of self-insurance as required in this Section (the “Certificates”). The Certificate must be on the standard “accord” form or equivalent. **The Contract Number or the Purchase Order Number must be shown on the Certificate of Insurance To Assure Correct Filing.** All Certificate(s) are to be prepared and submitted by the Insurance Provider. All Certificate(s) must contain a provision indicating that coverage afforded under the policies SHALL NOT BE CANCELLED, MATERIALLY CHANGED, OR NOT RENEWED without 30 days prior written notice, except for 10 days for non-payment of premium, having been given to the Director of Purchasing Operations, Department of Technology, Management and

Budget. The notice must include the Contract or Purchase Order number affected. Before the Contract is signed, and before the insurance expiration date every year thereafter, the Contractor must provide evidence that the State and its agents, officers and employees are listed as additional insured under each commercial general liability and commercial automobile liability policy. In the event the State approves the representation of the State by the insurer's attorney, the attorney may be required to be designated as a Special Assistant Attorney General by the Attorney General of the State of Michigan.

The Contractor must maintain all required insurance coverage throughout the term of the Contract and any extensions and, in the case of claims-made Commercial General Liability policies, must secure tail coverage for at least three years following the expiration or termination for any reason of this Contract. The minimum limits of coverage specified above are not intended, and must not be construed; to limit any liability or indemnity of Contractor under this Contract to any indemnified party or other persons. Contractor is responsible for all deductibles with regard to the insurance. If the Contractor fails to pay any premium for required insurance as specified in this Contract, or if any insurer cancels or significantly reduces any required insurance as specified in this Contract without the State's written consent, then the State may, after the State has given the Contractor at least 30 days written notice, pay the premium or procure similar insurance coverage from another company or companies. The State may deduct any part of the cost from any payment due the Contractor, or the Contractor must pay that cost upon demand by the State.

2.140 Indemnification

2.141 GENERAL INDEMNIFICATION

To the extent permitted by law, the Contractor must indemnify, defend and hold harmless the State from liability, including all claims and losses, and all related costs and expenses (including reasonable attorneys' fees and costs of investigation, litigation, settlement, judgments, interest and penalties), accruing or resulting to any person, firm or corporation that may be injured or damaged by the Contractor in the performance of this Contract and that are attributable to the negligence or tortious acts of the Contractor or any of its subcontractors, or by anyone else for whose acts any of them may be liable.

2.142 CODE INDEMNIFICATION

To the extent permitted by law, the Contractor shall indemnify, defend and hold harmless the State from any claim, loss, or expense arising from Contractor's breach of the No Surreptitious Code Warranty.

2.143 EMPLOYEE INDEMNIFICATION

In any claims against the State of Michigan, its departments, divisions, agencies, sections, commissions, officers, employees and agents, by any employee of the Contractor or any of its subcontractors, the indemnification obligation under the Contract must not be limited in any way by the amount or type of damages, compensation or benefits payable by or for the Contractor or any of its subcontractors under worker's disability compensation acts, disability benefit acts or other employee benefit acts. This indemnification clause is intended to be comprehensive. Any overlap in provisions, or the fact that greater specificity is provided as to some categories of risk, is not intended to limit the scope of indemnification under any other provisions.

2.144 PATENT/COPYRIGHT INFRINGEMENT INDEMNIFICATION

The current Contract does not provide for Unisys to supply any equipment or other products to the State, and only provides for Unisys to supply services and custom software deliverables, so the following provisions of Section 2.144 only apply to the current Contract as they relate to Unisys custom software deliverables.

To the extent permitted by law, the Contractor must indemnify, defend and hold harmless the State from and against all losses, liabilities, damages (including taxes), and all related costs and expenses (including reasonable attorneys' fees and costs of investigation, litigation, settlement, judgments, interest and penalties) incurred in connection with any action or proceeding threatened or brought against the State to the extent that the action or proceeding is based on a claim that any piece of Unisys equipment, software, commodity or service supplied by the Contractor or its subcontractors under this Contract, or the operation of the equipment, software, commodity or service, or the use or reproduction of any documentation provided with the equipment,

software, commodity or service infringes any United States patent, copyright, trademark or trade secret of any person or entity, which is enforceable under the laws of the United States. The State will provide prompt written notice in the event of an actual or threatened claim of infringement.

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

Notwithstanding the foregoing, the Contractor has no obligation to indemnify or defend the State for, or to pay any costs, damages or attorneys' fees related to, any claim based upon (i) equipment developed based on written specifications of the State; (ii) use of the equipment in a configuration other than implemented or approved in writing by the Contractor, including, but not limited to, any modification of the equipment by the State; or (iii) the combination, operation, or use of the equipment with equipment or software not supplied by the Contractor under this Contract.

2.145 CONTINUATION OF INDEMNIFICATION OBLIGATIONS

The Contractor's duty to indemnify under this Section continues in full force and effect, notwithstanding the expiration or early cancellation of the Contract, with respect to any claims based on facts or conditions that occurred before expiration or cancellation.

2.146 INDEMNIFICATION PROCEDURES

The procedures set forth below must apply to all indemnity obligations under this Contract.

(a) After the State receives notice of the action or proceeding involving a claim for which it shall seek indemnification, the State must promptly notify Contractor of the claim in writing and take or assist Contractor in taking, as the case may be, any reasonable action to avoid the imposition of a default judgment against Contractor. No failure to notify the Contractor relieves the Contractor of its indemnification obligations except to the extent that the Contractor can prove damages attributable to the failure. Within 10 days following receipt of written notice from the State relating to any claim, the Contractor must notify the State in writing whether Contractor agrees to assume control of the defense and settlement of that claim (a "Notice of Election"). After notifying Contractor of a claim and before the State receiving Contractor's Notice of Election, the State is entitled to defend against the claim, at the Contractor's expense, and the Contractor will be responsible for any reasonable costs incurred by the State in defending against the claim during that period.

(b) If Contractor delivers a Notice of Election relating to any claim: (i) the State is entitled to participate in the defense of the claim and to employ counsel at its own expense to assist in the handling of the claim and to monitor and advise the State about the status and progress of the defense; (ii) the Contractor must, at the request of the State, demonstrate to the reasonable satisfaction of the State, the Contractor's financial ability to carry out its defense and indemnity obligations under this Contract; (iii) the Contractor must periodically advise the State about the status and progress of the defense and must obtain the prior written approval of the State before entering into any settlement of the claim or ceasing to defend against the claim and (iv) to the extent that any principles of Michigan governmental or public law may be involved or challenged, the State has the right, at its own expense, to control the defense of that portion of the claim involving the principles of Michigan governmental or public law. But the State may retain control of the defense and settlement of a claim by notifying the Contractor in writing within 10 days after the State's receipt of Contractor's information requested by the State under clause (ii) of this paragraph if the State determines that the Contractor has failed to demonstrate to the reasonable satisfaction of the State the Contractor's financial ability to carry out its defense and indemnity obligations under this Section. Any litigation activity on behalf of the State, or any of its subdivisions under this Section, must be coordinated with the Department of Attorney General. In the event the insurer's attorney represents

the State under this Section, the insurer's attorney may be required to be designated as a Special Assistant Attorney General by the Attorney General of the State of Michigan.

(c) If Contractor does not deliver a Notice of Election relating to any claim of which it is notified by the State as provided above, the State may defend the claim in the manner as it may deem appropriate, at the cost and expense of Contractor. If it is determined that the claim was one against which Contractor was required to indemnify the State, upon request of the State, Contractor must promptly reimburse the State for all the reasonable costs and expenses.

2.150 Termination/Cancellation

2.151 NOTICE AND RIGHT TO CURE

If the Contractor breaches the contract, then the State shall provide the Contractor with written notice of the breach and a time period (not less than 30 days) to cure the Breach. The notice of breach and opportunity to cure is inapplicable for successive or repeated breaches or if the State determines in its sole discretion that the breach poses a serious and imminent threat to the health or safety of any person or the imminent loss, damage, or destruction of any real or tangible personal property.

2.152 TERMINATION FOR CAUSE

(a) The State may terminate this contract, for cause, by notifying the Contractor in writing, if the Contractor (i) breaches any of its material duties or obligations under this Contract (including a Chronic Failure to meet any particular SLA), or (ii) fails to cure a breach within the time period specified in the written notice of breach provided by the State

(b) If this Contract is terminated for cause, the Contractor must pay all costs incurred by the State in terminating this Contract, including but not limited to, State administrative costs, reasonable attorneys' fees and court costs, and any reasonable additional costs the State may incur to procure the Services/Deliverables required by this Contract from other sources. Re-procurement costs are not consequential, indirect or incidental damages, and cannot be excluded by any other terms otherwise included in this Contract, provided the costs are not in excess of 50% more than the prices for the Service/Deliverables provided under this Contract.

(c) If the State chooses to partially terminate this Contract for cause, charges payable under this Contract shall be equitably adjusted to reflect those Services/Deliverables that are terminated and the State must pay for all Services/Deliverables for which Final Acceptance has been granted provided up to the termination date. Services and related provisions of this Contract that are terminated for cause must cease on the effective date of the termination.

(d) If the State terminates this Contract for cause under this Section, and it is determined, for any reason, that Contractor was not in breach of contract under the provisions of this section, that termination for cause must be deemed to have been a termination for convenience, effective as of the same date, and the rights and obligations of the parties must be limited to that otherwise provided in this Contract for a termination for convenience.

2.153 TERMINATION FOR CONVENIENCE

The State may terminate this Contract for its convenience, in whole or part, if the State determines that a termination is in the State's best interest. Reasons for the termination must be left to the sole discretion of the State and may include, but not necessarily be limited to (a) the State no longer needs the Services or products specified in the Contract, (b) relocation of office, program changes, changes in laws, rules, or regulations make implementation of the Services no longer practical or feasible, (c) unacceptable prices for Additional Services or New Work requested by the State, or (d) falsification or misrepresentation, by inclusion or non-inclusion, of information material to a response to any RFP issued by the State. The State may terminate this Contract for its convenience, in whole or in part, by giving Contractor written notice at least 30 days before the date of termination. If the State chooses to terminate this Contract in part, the charges payable under this Contract must be equitably adjusted to reflect those Services/Deliverables that are terminated. Services and related provisions of this Contract that are terminated for convenience must cease on the effective date of the termination.

2.154 TERMINATION FOR NON-APPROPRIATION

(a) Contractor acknowledges that, if this Contract extends for several fiscal years, continuation of this Contract is subject to appropriation or availability of funds for this Contract. If funds to enable the State to effect continued payment under this Contract are not appropriated or otherwise made available, the State must terminate this Contract and all affected Statements of Work, in whole or in part, at the end of the last period for which funds have been appropriated or otherwise made available by giving written notice of termination to Contractor. The State must give Contractor at least 30 days advance written notice of termination for non-appropriation or unavailability (or the time as is available if the State receives notice of the final decision less than 30 days before the funding cutoff).

(b) If funding for the Contract is reduced by law, or funds to pay Contractor for the agreed-to level of the Services or production of Deliverables to be provided by Contractor are not appropriated or otherwise unavailable, the State may, upon 30 days written notice to Contractor, reduce the level of the Services or change the production of Deliverables in the manner and for the periods of time as the State may elect. The charges payable under this Contract shall be equitably adjusted to reflect any equipment, services or commodities not provided by reason of the reduction.

(c) If the State terminates this Contract, eliminates certain Deliverables, or reduces the level of Services to be provided by Contractor under this Section, the State must pay Contractor for all Work-in-Process performed through the effective date of the termination or reduction in level, as the case may be and as determined by the State, to the extent funds are available. This Section shall not preclude Contractor from reducing or stopping Services/Deliverables or raising against the State in a court of competent jurisdiction, any claim for a shortfall in payment for Services performed or Deliverables finally accepted before the effective date of termination.

2.155 TERMINATION FOR CRIMINAL CONVICTION

The State may terminate this Contract immediately and without further liability or penalty in the event Contractor, an officer of Contractor, or an owner of a 25% or greater share of Contractor is convicted of a criminal offense related to a State, public or private contract or subcontract.

2.156 TERMINATION FOR APPROVALS RESCINDED

The State may terminate this Contract if any final administrative or judicial decision or adjudication disapproves a previously approved request for purchase of personal services under Constitution 1963, Article 11, § 5, and Civil Service Rule 7-1. In that case, the State shall pay the Contractor for only the work completed to that point under the Contract. Termination may be in whole or in part and may be immediate as of the date of the written notice to Contractor or may be effective as of the date stated in the written notice.

2.157 RIGHTS AND OBLIGATIONS UPON TERMINATION

(a) If the State terminates this Contract for any reason, the Contractor must (a) stop all work as specified in the notice of termination, (b) take any action that may be necessary, or that the State may direct, for preservation and protection of Deliverables or other property derived or resulting from this Contract that may be in Contractor's possession, (c) return all materials and property provided directly or indirectly to Contractor by any entity, agent or employee of the State, (d) transfer title in, and deliver to, the State, unless otherwise directed, all Deliverables intended to be transferred to the State at the termination of the Contract and which are resulting from the Contract (which must be provided to the State on an "As-Is" basis except to the extent the amounts paid by the State in respect of the items included compensation to Contractor for the provision of warranty services in respect of the materials), and (e) take any action to mitigate and limit any potential damages, or requests for Contractor adjustment or termination settlement costs, to the maximum practical extent, including terminating or limiting as otherwise applicable those subcontracts and outstanding orders for material and supplies resulting from the terminated Contract.

(b) If the State terminates this Contract before its expiration for its own convenience, the State must pay Contractor for all charges due for Services provided before the date of termination (including any amounts previously withheld pursuant to the 10% holdback) and, if applicable, as a separate item of payment under this Contract, for Work In Process, on a percentage of completion basis at the level of completion determined by the State. All completed or partially completed Deliverables prepared by Contractor under this Contract, at the option of the State, becomes the State's property, and Contractor is entitled to receive equitable fair compensation for the Deliverables. Regardless of the basis for the termination, the

State is not obligated to pay, or otherwise compensate, Contractor for any lost expected future profits, costs or expenses incurred with respect to Services not actually performed for the State.

(c) Upon a good faith termination, the State may assume, at its option, any subcontracts and agreements for services and deliverables provided under this Contract, and may further pursue completion of the Services/Deliverables under this Contract by replacement contract or otherwise as the State may in its sole judgment deem expedient.

2.158 RESERVATION OF RIGHTS

Any termination of this Contract or any Statement of Work issued under it by a party must be with full reservation of, and without prejudice to, any rights or remedies otherwise available to the party with respect to any claims arising before or as a result of the termination.

2.160 Termination by Contractor

2.161 TERMINATION BY CONTRACTOR

If the State breaches the Contract, and the Contractor in its sole discretion determines that the breach is curable, then the Contractor will provide the State with written notice of the breach and a time period (not less than 30 days) to cure the breach. The Notice of Breach and opportunity to cure is inapplicable for successive and repeated breaches.

The Contractor may terminate this Contract if the State (i) materially breaches its obligation to pay the Contractor undisputed amounts due and owing under this Contract, (ii) breaches its other obligations under this Contract to an extent that makes it impossible or commercially impractical for the Contractor to perform the Services, or (iii) does not cure the breach within the time period specified in a written notice of breach. But the Contractor must discharge its obligations under **Section 2.160** before it terminates the Contract.

2.170 Transition Responsibilities

2.171 CONTRACTOR TRANSITION RESPONSIBILITIES

If the State terminates this contract, for convenience or cause, or if the Contract is otherwise dissolved, voided, rescinded, nullified, expires or rendered unenforceable, the Contractor shall comply with direction provided by the State to assist in the orderly transition of equipment, services, software, leases, etc. to the State or a third party designated by the State. If this Contract expires or terminates, the Contractor agrees to make all reasonable efforts to effect an orderly transition of services within a reasonable period of time that in no event will exceed ninety (90) days. These efforts must include, but are not limited to, those listed in **Section 2.150.**

2.172 CONTRACTOR PERSONNEL TRANSITION

The Contractor shall work with the State, or a specified third party, to develop a transition plan setting forth the specific tasks and schedule to be accomplished by the parties, to effect an orderly transition. The Contractor must allow as many personnel as practicable to remain on the job to help the State, or a specified third party, maintain the continuity and consistency of the services required by this Contract. In addition, during or following the transition period, in the event the State requires the Services of the Contractor's subcontractors or vendors, as necessary to meet its needs, Contractor agrees to reasonably, and with good-faith, work with the State to use the Services of Contractor's subcontractors or vendors. Contractor will notify all of Contractor's subcontractors of procedures to be followed during transition.

2.173 CONTRACTOR INFORMATION TRANSITION

The Contractor shall provide reasonable detailed specifications for all Services/Deliverables needed by the State, or specified third party, to properly provide the Services/Deliverables required under this Contract. The Contractor will provide the State with asset management data generated from the inception of this Contract through the date on which this Contractor is terminated in a comma-delineated format unless otherwise requested by the State. The Contractor will deliver to the State any remaining owed reports and documentation still in Contractor's possession subject to appropriate payment by the State.

2.174 CONTRACTOR SOFTWARE TRANSITION

The Contractor shall reasonably assist the State in the acquisition of any Contractor software required to perform the Services/use the Deliverables under this Contract. This must include any documentation being used by the Contractor to perform the Services under this Contract. If the State transfers any software licenses to the Contractor, those licenses must, upon expiration of the Contract, transfer back to the State at their current revision level. Upon notification by the State, Contractor may be required to freeze all non-critical changes to Deliverables/Services.

2.175 TRANSITION PAYMENTS

If the transition results from a termination for any reason, the termination provisions of this Contract must govern reimbursement. If the transition results from expiration, the Contractor will be reimbursed for all reasonable transition costs (i.e. costs incurred within the agreed period after contract expiration that result from transition operations) at the rates agreed upon by the State. The Contractor will prepare an accurate accounting from which the State and Contractor may reconcile all outstanding accounts.

2.176 STATE TRANSITION RESPONSIBILITIES

In the event that this Contract is terminated, dissolved, voided, rescinded, nullified, or otherwise rendered unenforceable, the State agrees to reconcile all accounts between the State and the Contractor, complete any pending post-project reviews and perform any others obligations upon which the State and the Contractor agree.

(a) Reconciling all accounts between the State and the Contractor;
(b) Completing any pending post-project reviews.

2.180 Stop Work

2.181 STOP WORK ORDERS

The State may, at any time, by written Stop Work Order to Contractor, require that Contractor stop all, or any part, of the work called for by the Contract for a period of up to 90 calendar days after the Stop Work Order is delivered to Contractor, and for any further period to which the parties may agree. The Stop Work Order must be identified as a Stop Work Order and must indicate that it is issued under this **Section**. Upon receipt of the stop work order, Contractor must immediately comply with its terms and take all reasonable steps to minimize incurring costs allocable to the work covered by the Stop Work Order during the period of work stoppage. Within the period of the stop work order, the State must either: (a) cancel the stop work order; or (b) terminate the work covered by the Stop Work Order as provided in **Section 2.182**.

2.182 CANCELLATION OR EXPIRATION OF STOP WORK ORDER

The Contractor shall resume work if the State cancels a Stop Work Order or if it expires. The parties shall agree upon an equitable adjustment in the delivery schedule, the Contract price, or both, and the Contract shall be modified, in writing, accordingly, if: (a) the Stop Work Order results in an increase in the time required for, or in Contractor's costs properly allocable to, the performance of any part of the Contract; and (b) Contractor asserts its right to an equitable adjustment within 30 calendar days after the end of the period of work stoppage; provided that, if the State decides the facts justify the action, the State may receive and act upon a Contractor proposal submitted at any time before final payment under the Contract. Any adjustment will conform to the requirements of **Section 2.024**.

2.183 ALLOWANCE OF CONTRACTOR COSTS

If the Stop Work Order is not canceled and the work covered by the Stop Work Order is terminated for reasons other than material breach, the termination shall be deemed to be a termination for convenience under **Section 2.153**, and the State shall pay reasonable costs resulting from the Stop Work Order in arriving at the termination settlement. For the avoidance of doubt, the State shall not be liable to Contractor for loss of profits because of a Stop Work Order issued under this Section**.**

2.190 Dispute Resolution

2.191 IN GENERAL

Any claim, counterclaim, or dispute between the State and Contractor arising out of or relating to the Contract or any Statement of Work must be resolved as follows. For all Contractor claims seeking an increase in the amounts payable to Contractor under the Contract, or the time for Contractor's performance, Contractor must submit a letter, together with all data supporting the claims, executed by Contractor's Contract Administrator or the Contract Administrator's designee certifying that (a) the claim is made in good faith, (b) the amount claimed accurately reflects the adjustments in the amounts payable to Contractor or the time for Contractor's performance for which Contractor believes the State is liable and covers all costs of every type to which Contractor is entitled from the occurrence of the claimed event, and (c) the claim and the supporting data are current and complete to Contractor's best knowledge and belief.

2.192 INFORMAL DISPUTE RESOLUTION

(a) All disputes between the parties shall be resolved under the Contract Management procedures in this Contract. If the parties are unable to resolve any dispute after compliance with the processes, the parties must meet with the Director of Purchasing Operations, DTMB, or designee, to resolve the dispute without the need for formal legal proceedings, as follows:

(1) The representatives of Contractor and the State must meet as often as the parties reasonably deem necessary to gather and furnish to each other all information with respect to the matter at issue which the parties believe to be appropriate and germane in connection with its resolution. The representatives shall discuss the problem and negotiate in good faith in an effort to resolve the dispute without the necessity of any formal proceeding.

(2) During the course of negotiations, all reasonable requests made by one party to another for non-privileged information reasonably related to the Contract shall be honored in order that each of the parties may be fully advised of the other's position.

(3) The specific format for the discussions shall be left to the discretion of the designated State and Contractor representatives, but may include the preparation of agreed upon statements of fact or written statements of position.

(4) Following the completion of this process within 60 calendar days, the Director of Purchasing Operations, DTMB, or designee, shall issue a written opinion regarding the issue(s) in dispute within 30 calendar days. The opinion regarding the dispute must be considered the State's final action and the exhaustion of administrative remedies.

(b) This Section shall not be construed to prevent either party from instituting, and a party is authorized to institute, formal proceedings earlier to avoid the expiration of any applicable limitations period, to preserve a superior position with respect to other creditors, or under Section 2.193.

(c) The State shall not mediate disputes between the Contractor and any other entity, except state agencies, concerning responsibility for performance of work under the Contract.

2.193 INJUNCTIVE RELIEF

The only circumstance in which disputes between the State and Contractor shall not be subject to the provisions of **Section 2.192** is where a party makes a good faith determination that a breach of the terms of the Contract by the other party is that the damages to the party resulting from the breach shall be so immediate, so large or severe and so incapable of adequate redress after the fact that a temporary restraining order or other immediate injunctive relief is the only adequate remedy.

2.194 CONTINUED PERFORMANCE

Each party agrees to continue performing its obligations under the Contract while a dispute is being resolved except to the extent the issue in dispute precludes performance (dispute over payment must not be deemed to preclude performance) and without limiting either party's right to terminate the Contract as provided in **Section 2.150**, as the case may be.

2.200 Federal and State Contract Requirements

2.201 NONDISCRIMINATION

In the performance of the Contract, Contractor agrees not to discriminate against any employee or applicant for employment, with respect to his or her hire, tenure, terms, conditions or privileges of employment, or any matter directly or indirectly related to employment, because of race, color, religion, national origin, ancestry, age, sex, height, weight, and marital status, physical or mental disability. Contractor further agrees that every subcontract entered into for the performance of this Contract or any purchase order resulting from this Contract will contain a provision requiring non-discrimination in employment, as specified here, binding upon each Subcontractor. This covenant is required under the Elliot 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., and any breach of this provision may be regarded as a material breach of the Contract.

2.202 UNFAIR LABOR PRACTICES

Under 1980 PA 278, MCL 423.321, et seq., the State shall not award a Contract or subcontract to an employer whose name appears in the current register of employers failing to correct an unfair labor practice compiled under section 2 of the Act. This information is compiled by the United States National Labor Relations Board. A Contractor of the State, in relation to the Contract, shall not enter into a contract with a Subcontractor, manufacturer, or supplier whose name appears in this register. Under section 4 of 1980 PA 278, MCL 423.324, the State may void any Contract if, after award of the Contract, the name of Contractor as an employer or the name of the Subcontractor, manufacturer or supplier of Contractor appears in the register.

2.203 WORKPLACE SAFETY AND DISCRIMINATORY HARASSMENT

In performing Services for the State, the Contractor shall comply with the Department of Civil Services Rule 2-20 regarding Workplace Safety and Rule 1-8.3 regarding Discriminatory Harassment. In addition, the Contractor shall comply with Civil Service regulations and any applicable agency rules provided to the Contractor. For Civil Service Rules, see http://www.mi.gov/mdcs/0,1607,7-147-6877---,00.html.

2.204 PREVAILING WAGE

Wages rates and fringe benefits to be paid each class of individuals employed by the Contractor, its subcontractors, their subcontractors, and all persons involved with the performance of this Contract in privity of contract with the Contractor shall not be less than the wage rates and fringe benefits established by the Michigan Department of Labor and Economic Development, Wage and Hour Bureau, schedule of occupational classification and wage rates and fringe benefits for the local where the work is to be performed. The term Contractor shall include all general contractors, prime contractors, project managers, trade contractors, and all of their contractors or subcontractors and persons in privity of contract with them.

The Contractor, its subcontractors, their subcontractors and all persons involved with the performance of this contract in privity of contract with the Contractor shall keep posted on the work site, in a conspicuous place, a copy of all wage rates and fringe benefits as prescribed in the Contract. Contractor shall also post, in a conspicuous place, the address and telephone number of the Michigan Department of Labor and Economic Development, the agency responsible for enforcement of the wage rates and fringe benefits. Contractor shall keep an accurate record showing the name and occupation of the actual wage and benefits paid to each individual employed in connection with this contract. This record shall be available to the State upon request for reasonable inspection.

If any trade is omitted from the list of wage rates and fringe benefits to be paid to each class of individuals by the Contractor, it is understood that the trades omitted shall also be paid not less than the wage rate and fringe benefits prevailing in the local where the work is to be performed.

2.210 Governing Law

2.211 GOVERNING LAW

The Contract shall in all respects be governed by, and construed according to, the substantive laws of the State of Michigan without regard to any Michigan choice of law rules that would apply the substantive law of any other jurisdiction to the extent not inconsistent with, or pre-empted by federal law.

2.212 COMPLIANCE WITH LAWS

Contractor shall comply with all applicable state, federal and local laws and ordinances in providing the Services/Deliverables.

2.213 JURISDICTION

Any dispute arising from the Contract shall be resolved in the State of Michigan. With respect to any claim between the parties, Contractor consents to venue in Ingham County, Michigan, and irrevocably waives any objections it may have to the jurisdiction on the grounds of lack of personal jurisdiction of the court or the laying of venue of the court or on the basis of forum non conveniens or otherwise. Contractor agrees to appoint agents in the State of Michigan to receive service of process.

2.220 Limitation of Liability

2.221 LIMITATION OF LIABILITY

Neither the Contractor nor the State shall be liable to each other, regardless of the form of action, for consequential, incidental, indirect, or special damages. This limitation of liability does not apply to claims for infringement of United States patent, copyright, trademark or trade secrets; to claims for personal injury or damage to property caused by the gross negligence or willful misconduct of the Contractor; to claims covered by other specific provisions of this Contract calling for liquidated damages; or to court costs or attorney's fees awarded by a court in addition to damages after litigation based on this Contract.

The Contractor's liability for damages to the State is limited to $15,000,000. The foregoing limitation of liability does not apply to claims for infringement of United States patent, copyright, trademarks or trade secrets; to claims for personal injury or damage to property caused by the gross negligence or willful misconduct of the Contractor; to claims covered by other specific provisions of this Contract calling for court costs or attorney's fees awarded by a court in addition to damages after litigation based on this Contract.

The State's liability for damages to the Contractor is limited to the value of the Contract.

2.230 Disclosure Responsibilities

2.231 DISCLOSURE OF LITIGATION

Contractor shall disclose any material criminal litigation, investigations or proceedings involving the Contractor (and each Subcontractor) or any of its officers or directors or any litigation, investigations or proceedings under the Sarbanes-Oxley Act. In addition, each Contractor (and each Subcontractor) shall notify the State of any material civil litigation, arbitration or proceeding which arises during the term of the Contract and extensions, to which Contractor (or, to the extent Contractor is aware, any Subcontractor) is a party, and which involves: (i) disputes that might reasonably be expected to adversely affect the viability or financial stability of Contractor or any Subcontractor; or (ii) a claim or written allegation of fraud against Contractor or, to the extent Contractor is aware, any Subcontractor by a governmental or public entity arising out of their business dealings with governmental or public entities. The Contractor shall disclose in writing to the Contract Administrator any litigation, investigation, arbitration or other proceeding (collectively, "Proceeding") within 30 days of its occurrence. Details of settlements that are prevented from disclosure by the terms of the settlement may be annotated. Information provided to the State from Contractor's publicly filed documents referencing its material litigation shall be deemed to satisfy the requirements of this Section.

If any Proceeding disclosed to the State under this Section, or of which the State otherwise becomes aware, during the term of this Contract would cause a reasonable party to be concerned about:

(a) the ability of Contractor (or a Subcontractor) to continue to perform this Contract according to its terms and conditions, or

(b) whether Contractor (or a Subcontractor) in performing Services for the State is engaged in conduct which is similar in nature to conduct alleged in the Proceeding, which conduct would constitute a breach of this Contract or a violation of Michigan law, regulations or public policy, then the Contractor must provide the State all reasonable assurances requested by the State to demonstrate that:

(1) Contractor and its Subcontractors will be able to continue to perform this Contract and any Statements of Work according to its terms and conditions, and

(2) Contractor and its Subcontractors have not and will not engage in conduct in performing the Services which is similar in nature to the conduct alleged in the Proceeding.

(c) Contractor shall make the following notifications in writing:

(1) Within 30 days of Contractor becoming aware that a change in its ownership or officers has occurred, or is certain to occur, or a change that could result in changes in the valuation of its capitalized assets in the accounting records, Contractor must notify DTMB Purchasing Operations.

(2) Contractor shall also notify DTMB Purchasing Operations within 30 days whenever changes to asset valuations or any other cost changes have occurred or are certain to occur as a result of a change in ownership or officers.

(3) Contractor shall also notify DTMB Purchase Operations within 30 days whenever changes to company affiliations occur.

2.232 CALL CENTER DISCLOSURE

Contractor and/or all subcontractors involved in the performance of this Contract providing call or contact center services to the State shall disclose the location of its call or contact center services to inbound callers. Failure to disclose this information is a material breach of this Contract.

2.233 BANKRUPTCY

The State may, without prejudice to any other right or remedy, terminate this Contract, in whole or in part, and, at its option, may take possession of the "Work in Process" and finish the Works in Process by whatever appropriate method the State may deem expedient if:

(a) the Contractor files for protection under the bankruptcy laws;

(b) an involuntary petition is filed against the Contractor and not removed within 30 days;

(c) the Contractor becomes insolvent or if a receiver is appointed due to the Contractor's insolvency;

(d) the Contractor makes a general assignment for the benefit of creditors; or

(e) the Contractor or its affiliates are unable to provide reasonable assurances that the Contractor or its affiliates can deliver the services under this Contract.

Contractor will fix appropriate notices or labels on the Work in Process to indicate ownership by the State. To the extent reasonably possible, materials and Work in Process shall be stored separately from other stock and marked conspicuously with labels indicating ownership by the State.

2.240 Performance

2.241 TIME OF PERFORMANCE

(a) Contractor shall use commercially reasonable efforts to provide the resources necessary to complete all Services and Deliverables according to the time schedules contained in the Statements of Work and other Exhibits governing the work, and with professional quality.

(b) Without limiting the generality of **Section 2.241,** Contractor shall notify the State in a timely manner upon becoming aware of any circumstances that may reasonably be expected to jeopardize the timely and successful completion of any Deliverables/Services on the scheduled due dates in the latest State-approved delivery schedule and must inform the State of the projected actual delivery date.

(c) If the Contractor believes that a delay in performance by the State has caused or will cause the Contractor to be unable to perform its obligations according to specified Contract time periods, the Contractor must

notify the State in a timely manner and must use commercially reasonable efforts to perform its obligations according to the Contract time periods notwithstanding the State's failure. Contractor will not be in default for a delay in performance to the extent the delay is caused by the State.

2.242 SERVICE LEVEL AGREEMENT (SLA)

(a) SLAs will be completed with the following operational considerations:

(1) SLAs will not be calculated for individual Incidents where any event of Excusable Failure has been determined; Incident means any interruption in Services.
(2) SLAs will not be calculated for individual Incidents where loss of service is planned and where the State has received prior notification or coordination.
(3) SLAs will not apply if the applicable Incident could have been prevented through planning proposed by Contractor and not implemented at the request of the State. To invoke this consideration, complete documentation relevant to the denied planning proposal must be presented to substantiate the proposal.
(4) Time period measurements will be based on the time Incidents are received by the Contractor and the time that the State receives notification of resolution based on 24x7x365 time period, except that the time period measurement will be suspended based on the following:
    (i) Time period(s) will not apply where Contractor does not have access to a physical State Location and where access to the State Location is necessary for problem identification and resolution.
    (ii) Time period(s) will not apply where Contractor needs to obtain timely and accurate information or appropriate feedback and is unable to obtain timely and accurate information or appropriate feedback from the State.

(b) Chronic Failure for any Service(s) will be defined as three unscheduled outage(s) or interruption(s) on any individual Service for the same reason or cause or if the same reason or cause was reasonably discoverable in the first instance over a rolling 30 day period. Chronic Failure will result in the State's option to terminate the effected individual Service(s) and procure them from a different vendor for the chronic location(s) with Contractor to pay the difference in charges for up to three additional months. The termination of the Service will not affect any tiered pricing levels.

(c) Root Cause Analysis will be performed on any Business Critical outage(s) or outage(s) on Services when requested by the Contract Administrator. Contractor will provide its analysis within two weeks of outage(s) and provide a recommendation for resolution.

(d) All decimals must be rounded to two decimal places with five and greater rounding up and four and less rounding down unless otherwise specified.

2.243 LIQUIDATED DAMAGES

The parties acknowledge that late or improper completion of the Work will cause loss and damage to the State, and that it would be impracticable and extremely difficult to fix the actual damage sustained by the State as a result. Therefore, the Contractor and the State agree that if a failure to meet certain Required Deliverable delivery dates in the then-current project schedule is solely attributable to Contractor and the State does not elect to exercise its rights under **Section 2.152**, as the sole and exclusive remedy for such failure the State is entitled to collect liquidated damages in the amounts identified in Appendix F for deliverables designated "y", specifically 2% of the specified deliverable price for the first business day, and .25% per business day thereafter The total amount of liquidated damages assessed for a specific deliverable will be deducted from the holdback payment for that deliverable and will not exceed the holdback amount for that deliverable. The Contractor may earn back, in whole or in part, accrued liquidated damages at the sole discretion of the State, and Contractor shall earn back all accrued liquidated damages if Contractor meets the Final Acceptance date in the then-current project schedule, except to the extent that the State incurs additional actual and reasonable costs solely attributable to expenses incurred in engaging additional resources in order to assure that the Contractor meets the Final Acceptance date or interim deliverable completion, over and above the costs that could be expected to be incurred by the State to meet their contract responsibilities. Such reasonable costs may be deducted by the State from the Contractor's liquidated damages earn back for each deliverable based on the State's expenses in assisting Contractor in completing that particular deliverable.

Unauthorized Removal of any Key Personnel
It is acknowledged that an Unauthorized Removal will interfere with the timely and proper completion of the 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 2.152**, the State may assess liquidated damages against Contractor as specified below.

For the Unauthorized Removal of any Key Personnel designated in the applicable Statement of Work, the liquidated damages amount is $25,000.00 per individual if the Contractor identifies a replacement approved by the State under **Section 2.060** and assigns the replacement to the Project to shadow the Key Personnel who is leaving for a period of at least 30 days before the Key Personnel's removal.

If Contractor fails to assign a replacement to shadow the removed Key Personnel for at least 30 days, in addition to the $25,000.00 liquidated damages for an Unauthorized Removal, Contractor must pay the amount of $833.33 per day for each day of the 30 day shadow period that the replacement Key Personnel does not shadow the removed Key Personnel, up to $25,000.00 maximum per individual. The total liquidated damages that may be assessed per Unauthorized Removal and failure to provide 30 days of shadowing must not exceed $50,000.00 per individual.

If the Contractor does not replace Key Personnel within 5 working days because of illness, disability, leave of absence, personal emergency circumstances, resignation or for cause termination, the State may invoke up to $25,000.00 maximum per individual with $833.33 per day for each day the position remains vacant, with a not to exceed limit of $50,000.00 per individual. The replacement must meet all the requirements of "Key Personnel."

2.244 EXCUSABLE FAILURE

Neither party will be liable for any default, damage or delay in the performance of its obligations under the Contract to the extent the default, damage or delay is caused by government regulations or requirements (executive, legislative, judicial, military or otherwise), power failure, electrical surges or current fluctuations, lightning, earthquake, war, water or other forces of nature or acts of God, delays or failures of transportation, equipment shortages, suppliers' failures, or acts or omissions of common carriers, fire; riots, civil disorders; strikes or other labor disputes, embargoes; injunctions (provided the injunction was not issued as a result of any fault or negligence of the party seeking to have its default or delay excused); or any other cause beyond the reasonable control of a party; provided the non-performing party and its Subcontractors are without fault in causing the default or delay, and the default or delay could not have been prevented by reasonable precautions and cannot reasonably be circumvented by the non-performing party through the use of alternate sources, workaround plans or other means, including disaster recovery plans.

If a party does not perform its contractual obligations for any of the reasons listed above, the non-performing party will be excused from any further performance of its affected obligation(s) for as long as the circumstances prevail. However, the party must use commercially reasonable efforts to recommence performance whenever and to whatever extent possible without delay. A party must promptly notify the other party in writing immediately after the excusable failure occurs, and also when it abates or ends.

If any of the above-enumerated circumstances substantially prevent, hinder, or delay the Contractor's performance of the Services/provision of Deliverables for more than 10 Business Days, and the State determines that performance is not likely to be resumed within a period of time that is satisfactory to the State in its reasonable discretion, then at the State's option: (a) the State may procure the affected Services/Deliverables from an alternate source, and the State is not be liable for payment for the unperformed Services/ Deliverables not provided under the Contract for so long as the delay in performance continues; (b) the State may terminate any portion of the Contract so affected and the charges payable will be equitably adjusted to reflect those Services/Deliverables terminated; or (c) the State may terminate the affected Statement of Work without liability to Contractor as of a date specified by the State in a written notice of

termination to the Contractor, except to the extent that the State must pay for Services/Deliverables provided through the date of termination.

The Contractor will not have the right to any additional payments from the State as a result of any Excusable Failure occurrence or to payments for Services not rendered/Deliverables not provided as a result of the Excusable Failure condition. Defaults or delays in performance by Contractor which are caused by acts or omissions of its Subcontractors will not relieve Contractor of its obligations under the Contract except to the extent that a Subcontractor is itself subject to an Excusable Failure condition described above and Contractor cannot reasonably circumvent the effect of the Subcontractor's default or delay in performance through the use of alternate sources, workaround plans or other means.

2.250 Approval of Deliverables

2.251 DELIVERY OF DELIVERABLES

A list of the Deliverables to be prepared and delivered by Contractor including, for each Deliverable, the scheduled delivery date and a designation of whether the Deliverable is a document ("Written Deliverable") or a custom software deliverable. All Deliverables shall be completed and delivered for State review and written approval and, where applicable, installed in accordance with the State-approved delivery schedule and any other applicable terms and conditions of this Contract.

Prior to delivering any Deliverable to the State, Contractor will first perform all required quality assurance activities, and, in the case of custom software deliverables, System Testing to verify that the Deliverable is complete and in conformance with its specifications. Before delivering a Deliverable to the State, Contractor shall certify to the State that (1) it has performed such quality assurance activities, (2) it has performed any applicable testing, (3) it has corrected all material deficiencies discovered during such quality assurance activities and testing, (4) the Deliverable is in a suitable state of readiness for the State's review and approval, and (5) the Deliverable/Service has all Critical Security patches/updates applied.

In discharging its obligations under this Section, Contractor shall be at all times (except where the parties agree otherwise in writing) in compliance with Level 3 of the Software Engineering Institute's Capability Maturity Model for Software ("CMM Level 3") or its equivalent.

2.252 CONTRACTOR SYSTEM TESTING

Contractor will be responsible for System Testing each custom software deliverable in Contractor's development environment prior to turning over the custom software deliverable for the Quality Assurance Testing and subsequent User Acceptance Testing and approval. Contractor's System Testing shall include the following, at a minimum, plus any other testing required by CMM Level 3 or Contractor's system development methodology:

Contractor will be responsible for performing Unit Testing and incremental Integration Testing of the components of each custom software deliverable.

Contractor's System Testing will also include Integration Testing of each custom software deliverable to ensure proper inter-operation with all prior software Deliverables, interfaces and other components that are intended to inter-operate with such custom software deliverable, and will include Regression Testing, volume and stress testing to ensure that the custom software deliverables are able to meet the State's projected growth in the number and size of transactions to be processed by the Application and number of users, as such projections are set forth in the applicable Statement of Work.

Contractor's System Testing will also include Business Function Testing and Technical Testing of each Application in a simulated production environment. Business Function Testing will include testing of full work streams that flow through the Application as the Application will be incorporated within the State's computing environment. The State shall participate in and provide support for the Business Function Testing to the extent reasonably requested by Contractor. At minimum ten (10) days prior to the commencement of Business

Function Testing pursuant to this Section, Contractor shall provide the State for State review and written approval Contractor's test plan for Business Function Testing.

Within five (5) Business Days following the completion of System Testing pursuant to this **Section**, Contractor shall provide to the State a testing matrix establishing that testing for each condition identified in the System Testing plans has been conducted and successfully concluded. To the extent that testing occurs on State premises, the State shall be entitled to observe or otherwise participate in testing under this Section as the State may elect.

2.253 APPROVAL OF DELIVERABLES, IN GENERAL

All Deliverables (Written Deliverables and custom software deliverables) require formal written approval by the State, in accordance with the following procedures. Formal approval by the State requires that the Deliverable be confirmed in writing by the State to meet its specifications, which, in the case of custom software deliverables, will include the successful completion of State User Acceptance Testing, to be led by the State with the support and assistance of Contractor. The parties acknowledge that the approval process set forth herein will be facilitated by ongoing consultation between the parties, visibility of interim and intermediate Deliverables and collaboration on key decisions.

The State's obligation to comply with any State Review Period is conditioned on the timely delivery of Deliverables being reviewed. If Contractor fails to provide a Deliverable to the State in a timely manner, the State will nevertheless use commercially reasonable efforts to complete its review or testing within the applicable State Review Period.

Before commencement of its review or testing of a Deliverable, the State may inspect the Deliverable to confirm that all components of the Deliverable (e.g., software, associated documentation, and other materials) have been delivered. If the State determines that the Deliverable is incomplete, the State may refuse delivery of the Deliverable without performing any further inspection or testing of the Deliverable. Otherwise, the review period will be deemed to have started on the day the State receives the Deliverable and the applicable certification by Contractor in accordance with this Section.

The State will approve in writing a Deliverable upon confirming that it conforms to and, in the case of a custom software deliverable, performs in accordance with, its specifications without material deficiency. The State may, but shall not be required to, conditionally approve in writing a Deliverable that contains material deficiencies if the State elects to permit Contractor to rectify them post-approval. In any case, Contractor will be responsible for working diligently to correct within a reasonable time at Contractor's expense all deficiencies in the Deliverable that remain outstanding at the time of State approval.

If, after three (3) opportunities (the original and two repeat efforts), Contractor is unable to correct all deficiencies preventing State approval of a Deliverable, the State may: (i) demand that Contractor cure the failure and give Contractor additional time to cure the failure at the sole expense of Contractor; or (ii) keep this Contract in force and do, either itself or through other parties, whatever Contractor has failed to do, in which event Contractor shall bear any excess expenditure incurred by the State in so doing beyond the contract price for such Deliverable and will pay the State an additional sum equal to ten percent (10%) of such excess expenditure to cover the State's general expenses without the need to furnish proof in substantiation of such general expenses; or (iii) terminate this Contract for default, either in whole or in part by notice to Contractor (and without the need to afford Contractor any further opportunity to cure). Notwithstanding the foregoing, the State shall not use, as a basis for exercising its termination rights under this Section, deficiencies discovered in a repeat State Review Period that could reasonably have been discovered during a prior State Review Period.

The State, at any time and in its own discretion, may halt the UAT or approval process if such process reveals deficiencies in or problems with a Deliverable in a sufficient quantity or of a sufficient severity as to make the continuation of such process unproductive or unworkable. In such case, the State may return the applicable Deliverable to Contractor for correction and re-delivery prior to resuming the review or UAT process and, in that event, Contractor will correct the deficiencies in such Deliverable in accordance with the Contract, as the case may be.

Approval in writing of a Deliverable by the State shall be provisional; that is, such approval shall not preclude the State from later identifying deficiencies in, and declining to accept, a subsequent Deliverable based on or which incorporates or inter-operates with an approved Deliverable, to the extent that the results of subsequent review or testing indicate the existence of deficiencies in the subsequent Deliverable, or if the Application of which the subsequent Deliverable is a component otherwise fails to be accepted pursuant to **Section 2.080**.

2.255 PROCESS FOR APPROVAL OF WRITTEN DELIVERABLES

The State Review Period for Written Deliverables will be the number of days set forth in the applicable Statement of Work following delivery of the final version of the Written Deliverable (failing which the State Review Period, by default, shall be five (5) Business Days for Written Deliverables of one hundred (100) pages or less and ten (10) Business Days for Written Deliverables of more than one hundred (100) pages). The duration of the State Review Periods will be doubled if the State has not had an opportunity to review an interim draft of the Written Deliverable prior to its submission to the State. The State agrees to notify Contractor in writing by the end of the State Review Period either stating that the Written Deliverable is approved in the form delivered by Contractor or describing any deficiencies that shall be corrected prior to approval of the Written Deliverable (or at the State's election, subsequent to approval of the Written Deliverable). If the State delivers to Contractor a notice of deficiencies, Contractor will correct the described deficiencies and within five (5) Business Days resubmit the Deliverable in a form that shows all revisions made to the original version delivered to the State. Contractor's correction efforts will be made at no additional charge. Upon receipt of a corrected Written Deliverable from Contractor, the State will have a reasonable additional period of time, not to exceed the length of the original State Review Period, to review the corrected Written Deliverable to confirm that the identified deficiencies have been corrected. If the State fails to respond within the applicable State Review Period in the then-current project schedule, Contractor may submit a Change Request to reflect the impact on price and/or project schedule for the delay, and the State shall be obligated to pay all direct damages suffered by Contractor as a direct result of the delay documented in the Change Request, and the project schedule will be revised accordingly.

2.255 PROCESS FOR APPROVAL OF CUSTOM SOFTWARE DELIVERABLES

The State will conduct UAT of each custom software deliverable in accordance with the following procedures to determine whether it meets the criteria for State approval – i.e., whether it conforms to and performs in accordance with its specifications without material deficiencies.

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 custom software deliverable to the State for approval, Contractor shall 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 custom software deliverable. Contractor, upon request by the State, shall provide the State with reasonable assistance and support during the UAT process.

For the custom software deliverables listed in an attachment, the State Review Period for conducting UAT will be as indicated in the attachment. For any other custom software deliverables not listed in an attachment, the State Review Period shall be the number of days agreed in writing by the parties (failing which it shall be forty-five (45) days by default). The State Review Period for each custom software deliverable will begin when Contractor has delivered the custom software deliverable to the State accompanied by the certification required by this **Section** and the State's inspection of the Deliverable has confirmed that all components of it have been delivered.

The State's UAT will consist of executing test scripts from the proposed testing submitted by Contractor, but may also include any additional testing deemed appropriate by the State. If the State determines during the UAT that the custom software deliverable contains any deficiencies, the State will notify Contractor of the deficiency by making an entry in an incident reporting system available to both Contractor and the State. Contractor will modify promptly the custom software deliverable to correct the reported deficiencies, conduct appropriate System Testing (including Regression Testing) to confirm the proper correction of the deficiencies and re-deliver the corrected version to the State for re-testing in UAT. Contractor will coordinate the re-delivery

of corrected versions of custom software deliverables with the State so as not to disrupt the State's UAT process. The State will promptly re-test the corrected version of the Software Deliverable after receiving it from Contractor.

Within three (3) business days after the end of the State Review Period, the State will give Contractor a written notice indicating the State's approval or rejection of the custom software deliverable according to the criteria and process set out in this **Section**.

2.256 FINAL ACCEPTANCE

"Final Acceptance" shall be considered to occur when the custom software deliverable to be delivered has been approved by the State and has been operating in production without any material deficiency for fourteen (14) consecutive days. If the State elects to defer putting a custom software deliverable into live production for its own reasons, not based on concerns about outstanding material deficiencies in the Deliverable, the State shall nevertheless grant Final Acceptance of the Project.

2.260 Ownership

2.261 OWNERSHIP OF WORK PRODUCT BY STATE

The State owns all Deliverables, as they are work made for hire by the Contractor for the State. The State owns all United States and international copyrights, trademarks, patents or other proprietary rights in the Deliverables, excluding any pre-existing intellectual property owned by Unisys or its partners.

2.262 VESTING OF RIGHTS

With the sole exception of any preexisting licensed works identified in the SOW, the Contractor assigns, and upon creation of each Deliverable automatically assigns, to the State, ownership of all United States and international copyrights, trademarks, patents, or other proprietary rights in each and every Deliverable, whether or not registered by the Contractor, insofar as any the Deliverable, by operation of law, may not be considered work made for hire by the Contractor for the State. From time to time upon the State's request, the Contractor must confirm the assignment by execution and delivery of the assignments, confirmations of assignment, or other written instruments as the State may request. The State may obtain and hold in its own name all copyright, trademark, and patent registrations and other evidence of rights that may be available for Deliverables.

2.263 RIGHTS IN DATA

The State is the owner of all data made available by the State to the Contractor or its agents, Subcontractors or representatives under the Contract. The Contractor will not use the State's data for any purpose other than providing the Services, nor will any part of the State's data be disclosed, sold, assigned, leased or otherwise disposed of to the general public or to specific third parties or commercially exploited by or on behalf of the Contractor. No employees of the Contractor, other than those on a strictly need-to-know basis, have access to the State's data. Contractor will not possess or assert any lien or other right against the State's data. Without limiting the generality of this Section, the Contractor must only use personally identifiable information as strictly necessary to provide the Services and must disclose the information only to its employees who have a strict need-to-know the information. The Contractor must comply at all times with all laws and regulations applicable to the personally identifiable information.

The State is the owner of all State-specific data under the Contract. The State may use the data provided by the Contractor for any purpose. The State will not possess or assert any lien or other right against the Contractor's data. Without limiting the generality of this Section, the State may use personally identifiable information only as strictly necessary to utilize the Services and must disclose the information only to its employees who have a strict need to know the information, except as provided by law. The State must comply at all times with all laws and regulations applicable to the personally identifiable information. Other material developed and provided to the State remains the State's sole and exclusive property.

2.264 OWNERSHIP OF MATERIALS

The State and the Contractor will continue to own their respective proprietary technologies developed before entering into the Contract. Any hardware bought through the Contractor by the State, and paid for by the State, will be owned by the State. Any software licensed through the Contractor and sold to the State, will be licensed directly to the State.

2.265 OWNERSHIP OF WORK PRODUCT BY DEPARTMENT OF HEALTH AND HUMAN SERVICES

In accordance with Title 45, Code of Federal Regulations (CFR), Part 95 - General Administration—Grant Programs (Public Assistance, Medical Assistance And State Children's Health Insurance Programs), Subpart F—Automatic Data Processing Equipment and Services—Conditions for Federal Financial Participation (FFP), Section § 95.617 Software and ownership rights, (b) Federal License, The Department of Health and Human Services reserves a royalty-free, nonexclusive, and irrevocable license to reproduce, publish, or otherwise use and to authorize others to use for Federal Government, purposes, such software, modifications, and documentation.

2.270 State Standards

2.272 EXISTING TECHNOLOGY STANDARDS

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

2.272 ACCEPTABLE USE POLICY

To the extent that Contractor has access to the State computer system, Contractor must comply with the State's Acceptable Use Policy, see http://www.michigan.gov/dmb/0,1607,7-150-56355-107739--,00.html All Contractor employees must be required, in writing, to agree to the State's Acceptable Use Policy before accessing the State system. The State reserves the right to terminate Contractor's access to the State system if a violation occurs.

2.273 SYSTEMS CHANGES

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

2.280 Extended Purchasing - Deleted – N/A

2.290 Environmental Provision

2.291 ENVIRONMENTAL PROVISION

Energy Efficiency Purchasing Policy: The State seeks wherever possible to purchase energy efficient products. This includes giving preference to U.S. Environmental Protection Agency (EPA) certified 'Energy Star' products for any category of products for which EPA has established Energy Star certification. For other purchases, the State may include energy efficiency as one of the priority factors to consider when choosing among comparable products.

Environmental Purchasing Policy: The State of Michigan is committed to encouraging the use of products and services that impact the environment less than competing products. The State is accomplishing this by including environmental considerations in purchasing decisions, while remaining fiscally responsible, to promote practices that improve worker health, conserve natural resources, and prevent pollution. Environmental components that are to be considered include: recycled content and recyclables; energy efficiency; and the presence of undesirable materials in the products, especially those toxic chemicals which

are persistent and bioaccumulative. The Contractor should be able to supply products containing recycled and environmentally preferable materials that meet performance requirements and is encouraged to offer such products throughout the duration of this Contract. Information on any relevant third party certification (such as Green Seal, Energy Star, etc.) should also be provided.

Hazardous Materials: For the purposes of this Section, "Hazardous Materials" is a generic term used to describe asbestos, ACBMs, PCBs, petroleum products, construction materials including paint thinners, solvents, gasoline, oil, and any other material the manufacture, use, treatment, storage, transportation or disposal of which is regulated by the federal, state or local laws governing the protection of the public health, natural resources or the environment. This includes, but is not limited to, materials the as batteries and circuit packs, and other materials that are regulated as (1) "Hazardous Materials" under the Hazardous Materials Transportation Act, (2) "chemical hazards" under the Occupational Safety and Health Administration standards, (3) "chemical substances or mixtures" under the Toxic Substances Control Act, (4) "pesticides" under the Federal Insecticide Fungicide and Rodenticide Act, and (5) "hazardous wastes" as defined or listed under the Resource Conservation and Recovery Act.

(a) The Contractor shall use, handle, store, dispose of, process, transport and transfer any material considered a Hazardous Material according to all federal, State and local laws. The State shall provide a safe and suitable environment for performance of Contractor's Work. Before the commencement of Work, the State shall advise the Contractor of the presence at the work site of any Hazardous Material to the extent that the State is aware of the Hazardous Material. If the Contractor encounters material reasonably believed to be a Hazardous Material and which may present a substantial danger, the Contractor shall immediately stop all affected Work, notify the State in writing about the conditions encountered, and take appropriate health and safety precautions.

(b) Upon receipt of a written notice, the State will investigate the conditions. If (a) the material is a Hazardous Material that may present a substantial danger, and (b) the Hazardous Material was not brought to the site by the Contractor, or does not result in whole or in part from any violation by the Contractor of any laws covering the use, handling, storage, disposal of, processing, transport and transfer of Hazardous Materials, the State shall order a suspension of Work in writing. The State shall proceed to have the Hazardous Material removed or rendered harmless. In the alternative, the State shall terminate the affected Work for the State's convenience.

(c) Once the Hazardous Material has been removed or rendered harmless by the State, the Contractor shall resume Work as directed in writing by the State. Any determination by the Michigan Department of Community Health or the Michigan Department of Environmental Quality that the Hazardous Material has either been removed or rendered harmless is binding upon the State and Contractor for the purposes of resuming the Work. If any incident with Hazardous Material results in delay not reasonable anticipatable under the circumstances and which is attributable to the State, the applicable SLAs for the affected Work will not be counted in a time as mutually agreed by the parties.

(d) If the Hazardous Material was brought to the site by the Contractor, or results in whole or in part from any violation by the Contractor of any laws covering the use, handling, storage, disposal of, processing, transport and transfer of Hazardous Material, or from any other act or omission within the control of the Contractor, the Contractor shall bear its proportionate share of the delay and costs involved in cleaning up the site and removing and rendering harmless the Hazardous Material according to Applicable Laws to the condition approved by applicable regulatory agency(ies).

Labeling: Michigan has a Consumer Products Rule pertaining to labeling of certain products containing volatile organic compounds. For specific details visit http://www.michigan.gov/deq/0,1607,7-135-3310_4108-173523--,00.html

Refrigeration and Air Conditioning: The Contractor shall comply with the applicable requirements of Sections 608 and 609 of the Clean Air Act (42 U.S.C. 7671g and 7671h) as each or both apply to this contract.

Environmental Performance: Waste Reduction Program - Contractor shall establish a program to promote cost-effective waste reduction in all operations and facilities covered by this contract. The Contractor's programs shall comply with applicable Federal, State, and local requirements, specifically including Section 6002 of the Resource Conservation and Recovery Act (42 U.S.C. 6962, et seq.).

2.300 Deliverables

2.301 SOFTWARE

A list of the items of software the State is required to purchase for executing the Contract is attached. The list includes all software required to complete the Contract and make the Deliverables operable; if any additional software is required in order for the Deliverables to meet the requirements of this Contract, such software shall be provided to the State by Contractor at no additional charge (except where agreed upon and specified in a Statement of Work or Contract Change Notice). The attachment also identifies certain items of software to be provided by the State. Refer to Table 6 of the Cost Tables (Appendix F).

2.302 HARDWARE

A list of the items of hardware the State is required to purchase for execution the Contract is attached. The list includes all hardware required to complete the Contract and make the Deliverables operable; if any additional hardware is required in order for the Deliverables to meet the requirements of this Contract, such hardware shall be provided to the State by Contractor at no additional charge (except where agreed upon and specified in a Contract Change Notice). The attachment also identifies certain items of hardware to be provided by the State. Refer to Table 5 of the Cost Tables (Appendix F).

2.310 Software Warranties

2.311 PERFORMANCE WARRANTY

The Contractor represents and warrants that Deliverables, after Final Acceptance, will perform and operate in compliance with the requirements and other standards of performance contained in this Contract (including all descriptions, specifications and drawings made a part of the Contract) for a period of (90) ninety days. In the event of a breach of this warranty, Contractor will promptly correct the affected Deliverable(s) at no charge to the State.

2.312 NO SURREPTITIOUS CODE WARRANTY

The Contractor represents and warrants that no copy of licensed Software provided to the State contains or will contain any Self-Help Code or any Unauthorized Code as defined below. This warranty is referred to in this Contract as the “No Surreptitious Code Warranty.”

As used in this Contract, “Self-Help Code” means any back door, time bomb, drop dead device, or other software routine designed to disable a computer program automatically with the passage of time or under the positive control of a person other than the licensee of the software. Self-Help Code does not include Software routines in a computer program, if any, designed to permit an owner of the computer program (or other person acting by authority of the owner) to obtain access to a licensee’s computer system(s) (e.g. remote access via modem) for purposes of maintenance or technical support.

As used in this Contract, “Unauthorized Code” means any virus, Trojan horse, spyware, worm or other Software routines or components designed to permit unauthorized access to disable, erase, or otherwise harm software, equipment, or data; or to perform any other such actions. The term Unauthorized Code does not include Self-Help Code. Unauthorized Code does not include Software routines in a computer program, if any, designed to permit an owner of the computer program (or other person acting by authority of the owner) to obtain access to a licensee’s computer system(s) (e.g. remote access via modem) for purposes of maintenance or technical support.

In addition, Contractor will use up-to-date commercial virus detection software to detect and remove any viruses from any software prior to delivering it to the State.

2.313 CALENDAR WARRANTY

The Contractor represents and warrants that all software for which the Contractor either sells or licenses to the State of Michigan and used by the State prior to, during or after the calendar year 2000, includes or shall include, at no added cost to the State, design and performance so the State shall not experience software

abnormality and/or the generation of incorrect results from the software, due to date oriented processing, in the operation of the business of the State of Michigan.

The software design, to insure calendar year rollover compatibility, shall include, but is not limited to: data structures (databases, data files, etc.) that provide 4-digit date century; stored data that contain date century recognition, including, but not limited to, data stored in databases and hardware device internal system dates; calculations and program logic (e.g., sort algorithms, calendar generation, event recognition, and all processing actions that use or produce date values) that accommodates same century and multi-century formulas and date values; interfaces that supply data to and receive data from other systems or organizations that prevent non-compliant dates and data from entering any State system; user interfaces (i.e., screens, reports, etc.) that accurately show 4 digit years; and assurance that the year 2000 shall be correctly treated as a leap year within all calculation and calendar logic.

2.314 THIRD-PARTY SOFTWARE WARRANTY

The Contractor represents and warrants that it will disclose the use or incorporation of any third-party software into the Deliverables. At the time of Delivery, the Contractor shall provide in writing the name and use of any Third-party Software, including information regarding the Contractor's authorization to include and utilize such software. The notice shall include a copy of any ownership agreement or license that authorizes the Contractor to use the Third-party Software.

2.315 PHYSICAL MEDIA WARRANTY

Contractor represents and warrants that each licensed copy of the Software provided by the Contractor is free from physical defects in the media that tangibly embodies the copy. This warranty does not apply to defects discovered more than (30) thirty days after that date of Final Acceptance of the Software by the State. This warranty does not apply to defects arising from acts of Excusable Failure. If the Contractor breaches this warranty, then the State shall be entitled to replacement of the non-compliant copy by Contractor, at Contractor's expense (including shipping and handling).

2.320 Software Licensing

2.321 CROSS-LICENSE, DELIVERABLES ONLY, LICENSE TO CONTRACTOR

The State grants to the Contractor, the royalty-free, world-wide, non-exclusive right and license under any Deliverable now or in the future owned by the State, or with respect to which the State has a right to grant such rights or licenses, to the extent required by the Contractor to market the Deliverables and exercise its full rights in the Deliverables, including, without limitation, the right to make, use and sell products and services based on or incorporating such Deliverables.

2.322 CROSS-LICENSE, DELIVERABLES AND DERIVATIVE WORK, LICENSE TO CONTRACTOR

The State grants to the Contractor, the royalty-free, world-wide, non-exclusive right and license under any Deliverable and/or Derivative Work now or in the future owned by the State, or with respect to which the State has a right to grant such rights or licenses, to the extent required by the Contractor to market the Deliverables and/or Derivative Work and exercise its full rights in the Deliverables and/or Derivative Work, including, without limitation, the right to make, use and sell products and services based on or incorporating such Deliverables and/or Derivative Work.

2.323 LICENSE BACK TO THE STATE

Unless otherwise specifically agreed to by the State, before initiating the preparation of any Deliverable that is a Derivative of a preexisting work, the Contractor shall cause the State to have and obtain the irrevocable, nonexclusive, worldwide, royalty-free right and license to (1) use, execute, reproduce, display, perform, distribute internally or externally, sell copies of, and prepare Derivative Works based upon all preexisting works and Derivative Works thereof, and (2) authorize or sublicense others from time to time to do any or all of the foregoing.

2.324 LICENSE RETAINED BY CONTRACTOR

No software currently falls under 2.324. Any software later included under 2.324 will be identified by change order.

Contractor grants to the State a non-exclusive, royalty-free, site-wide, irrevocable, transferable license to use the Software and related documentation according to the terms and conditions of this Contract. For the purposes of this license, "site-wide" includes any State of Michigan office regardless of its physical location.

The State may modify the Software and may combine such with other programs or materials to form a derivative work. The State will own and hold all copyright, trademarks, patent and other intellectual property rights in any derivative work, excluding any rights or interest in Software other than those granted in this Contract.

The State may copy each item of Software to multiple hard drives or networks unless otherwise agreed by the parties.

The State will make and maintain no more than one archival copy of each item of Software, and each copy will contain all legends and notices and will be subject to the same conditions and restrictions as the original. The State may also make copies of the Software in the course of routine backups of hard drive(s) for the purpose of recovery of hard drive contents.

In the event that the Contractor shall, for any reason, cease to conduct business, or cease to support the Software, the State shall have the right to convert these licenses into perpetual licenses, with rights of quiet enjoyment, but subject to payment obligations not to exceed the then current rates.

2.325 PRE-EXISTING MATERIALS FOR CUSTOM SOFTWARE DELIVERABLES

Neither Contractor nor any of its Subcontractors shall incorporate any preexisting materials (including Standard Software) into custom software deliverables or use any pre-existing materials to produce custom software deliverables if such pre-existing materials will be needed by the State in order to use the custom software deliverables unless (i) such pre-existing materials and their owners are identified to the State in writing and (ii) such pre-existing materials are either readily commercially available products for which Contractor or its Subcontractor, as the case may be, has obtained a license (in form and substance approved by the State) in the name of the State, or are materials that Contractor or its Subcontractor, as the case may be, has the right to license to the State and has licensed to the State on terms and conditions approved by the State prior to using such pre-existing materials to perform the Services.

2.330 Source Code Escrow

2.331 DEFINITION

"Source Code Escrow Package" shall mean:

(a) A complete copy in machine-readable form of the source code and executable code of the Licensed Software, including any updates or new releases of the product;

(b) A complete copy of any existing design documentation and user documentation, including any updates or revisions; and/or

(c) Complete instructions for compiling and linking every part of the source code into executable code for purposes of enabling verification of the completeness of the source code as provided below. Such instructions shall include precise identification of all compilers, library packages, and linkers used to generate executable code.

2.332 DELIVERY OF SOURCE CODE INTO ESCROW

Contractor shall deliver a Source Code Escrow Package to the Escrow Agent, pursuant to the Escrow Contract, which shall be entered into on commercially reasonable terms subject to the provisions of this Contract within (30) thirty days of the execution of this Contract.

2.333 DELIVERY OF NEW SOURCE CODE INTO ESCROW

If at any time during the term of this Contract, the Contractor provides a maintenance release or upgrade version of the Licensed Software, Contractor shall within ten (10) days deposit with the Escrow Agent, in

accordance with the Escrow Contract, a Source Code Escrow Package for the maintenance release or upgrade version, and provide the State with notice of the delivery.

2.334 VERIFICATION

The State reserves the right at any time, but not more than once a year, either itself or through a third party contractor, upon thirty (30) days written notice, to seek verification of the Source Code Escrow Package.

2.335 ESCROW FEES

The Contractor will pay all fees and expenses charged by the Escrow Agent.

2.336 RELEASE EVENTS

The Source Code Escrow Package may be released from escrow to the State, temporarily or permanently, upon the occurrence of one or more of the following:

(a) The Contractor becomes insolvent, makes a general assignment for the benefit of creditors, files a voluntary petition of bankruptcy, suffers or permits the appointment of a receiver for its business or assets, becomes subject to any proceeding under bankruptcy or insolvency law, whether domestic or foreign;

(b) The Contractor has wound up or liquidated its business voluntarily or otherwise and the State has reason to believe that such events will cause the Contractor to fail to meet its warranties and maintenance obligations in the foreseeable future;

(c) The Contractor voluntarily or otherwise discontinues support of the provided products or fails to support the products in accordance with its maintenance obligations and warranties.

2.337 RELEASE EVENT PROCEDURES

If the State desires to obtain the Source Code Escrow Package from the Escrow Agent upon the occurrence of an Event in this **Section**, then:

(a) The State shall comply with all procedures in the Escrow Contract;

(b) The State shall maintain all materials and information comprising the Source Code Escrow Package in confidence in accordance with this Contract;

(c) If the release is a temporary one, then the State shall promptly return all released materials to Contractor when the circumstances leading to the release are no longer in effect.

2.338 LICENSE

Upon release from the Escrow Agent pursuant to an event described in this **Section**, the Contractor automatically grants the State a non-exclusive, irrevocable license to use, reproduce, modify, maintain, support, update, have made, and create Derivative Works. Further, the State shall have the right to use the Source Code Escrow Package in order to maintain and support the Licensed Software so that it can be used by the State as set forth in this Contract.

2.339 DERIVATIVE WORKS

Any Derivative Works to the source code released from escrow that are made by or on behalf of the State shall be the sole property of the State. The State acknowledges that its ownership rights are limited solely to the Derivative Works and do not include any ownership rights in the underlying source code or any Unisys preexisting intellectual property owned by Unisys or its partners.

Appendix A: RESERVED

Appendix B: RESERVED

Appendix C: Mandatory Michigan SACWIS Requirements

The State of Michigan has identified the following mandatory Michigan SACWIS requirements that must be incorporated in the Contractor's design solution. All mandatory requirements must be met by the solution.

The Contractor will deliver the Michigan SACWIS solution by making all mandatory requirements fully functional in one of three categories as indicated:

4. "**Currently met by the solution presented**" – the Contractor's baseline solution already fully meets the requirement's functionality without modification. If during Joint Application Design (JAD) sessions, the State finds that the current baseline solution does not meet the mandatory fully functional requirements as indicated, no additional cost will be incurred by the State.

5. "**Will be met with the solution presented**" - the Contractor will modify their baseline solution to meet the requirements full functionality.

6. "**Will be met with COTS**" - the Contractor will use a Commercial off the Shelf (COTS) product to meet the requirements fully functionality. The Contractor has identified all required Commercial off the Shelf (COTS) products within Appendix F.

The Contractor will deliver and the State will accept each requirement in Appendix C as being met so long as the demonstrated as-is functionality of the proposed solution meets the requirement as written, and does not violate federal law, state law or published state policy effective as of October 1, 2010. In the event that the State requires modifications to Appendix C requirements, or the demonstrated as-is functionality of the proposed solution (not attributable to failure to meet the requirements as written, violation of federal law, state law, or published State policy effective as of October 1, 2010), the requested modification(s) will be reviewed through Change Control processes.

FUNCTIONAL REQUIREMENTS

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Common Administrative	Person Management	General	58230	The system must assign a unique identifier for each person entered.	X		
Common Administrative	Person Management	General	58231	The system must allow a person to be assigned one or more roles.		X	
Common Administrative	Person Management	General	58232	The system must maintain data that is specific to an individual and must not require re-entry when cases or roles change.	X		
Common Administrative	Person Management	Person Demographics	58234	The system must allow users to record the names, addresses and phone numbers of collaterals.	X		
Common Administrative	Person Management	Person Demographics	58235	The system must allow users to record the name and aliases of any person entered into the system.	X		
Common Administrative	Person Management	Person Demographics	58236	The system shall allow the user to enter in multiple races up to five (5) races per person.	X		
Common Administrative	Person Management	Person Demographics	58237	The system must allow the user to select the ethnicity for each person.	X		
Common Administrative	Person Management	Person Demographics	58238	The system must allow the user to select if the person's ethnicity is Hispanic/Latino using Yes and No identifiers.	X		
Common Administrative	Person Management	Person Demographics	58239	The system must record if the child is "Native American or Alaskan Native".	X		
Common Administrative	Person Management	Person Demographics	58240	The system must allow the user to record the gender/sex of the person.	X		
Common Administrative	Person Management	Person Demographics	58242	The system must allow the user to track and select the child's height, weight, eye color, hair color and distinctive characteristics.		X	
Common Administrative	Person Management	Person Demographics	58244	The system shall track the child's birth information which includes country, state, county, city, hospital name and address.	X		
Common Administrative	Person Management	Person Demographics	58245	The system must allow the user to record a person's date of birth.	X		
Common Administrative	Person Management	Person Demographics	58246	The system must allow the user to indicate if the person's date of birth is an estimate.	X		
Common Administrative	Person Management	Person Demographics	58247	The system must calculate and display the person's age.	X		
Common Administrative	Person Management	Person Demographics	58248	The system must allow the user to record if the date of birth was verified and the source of verification.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Common Administrative	Person Management	Person Demographics	58249	The system must document when a user requested the birth certificate and when it was received.		X	
Common Administrative	Person Management	Person Demographics	58258	The system shall allow user to record the date of death.	X		
Common Administrative	Person Management	Person Demographics	58259	The system shall allow the user to record the verification source of the death and the date of verification.		X	
Common Administrative	Person Management	Person Demographics	58250	The system must allow the user to record the person's Social Security Number.	X		
Common Administrative	Person Management	Person Demographics	58251	The system must indicate the source and the date that the Social Security Number was verified.	X		
Common Administrative	Person Management	Person Demographics	58253	The system must record if an application for a Social Security Number was completed and the date it was completed.	X		
Common Administrative	Person Management	Person Demographics	58255	The system must allow a user to record if the person requires an interpreter.	X		
Common Administrative	Person Management	Person Demographics	58256	The system must allow the user to record the person's primary language.	X		
Common Administrative	Person Management	Person Demographics	58262	The system must support United States addresses (domestic) as well as foreign addresses.	X		
Common Administrative	Person Management	Person Demographics	58264	The system shall allow for only one primary address per person.	X		
Common Administrative	Person Management	Person Demographics	58265	The system shall allow a user to enter in the type of address (e.g. work address, daycare address, school address, etc).	X		
Common Administrative	Person Management	Person Demographics	58266	The system shall allow the user to enter in effective dates for each address entered.	X		
Common Administrative	Person Management	Person Demographics	58269	The system must provide the user a mechanism to enter in one address for a family and associate it to each person.	X		
Common Administrative	Person Management	Person Demographics	58270	The system must record a person's citizenship and date of verification.		X	
Common Administrative	Person Management	Person Demographics	58272	The system must track the citizenships source of verification and date of verification.		X	
Common Administrative	Person Management	Person Demographics	58274	The system must allow recording a person's refugee status.		X	
Common Administrative	Person Management	Person Demographics	58275	The system shall allow recording of the child's Parent's Country of Origin.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Common Administrative	Person Management	Person Demographics	58276	The system shall allow recording of the Date a person entered the USA.		X	
Common Administrative	Person Management	Person Demographics	58278	The system shall allow the user to record the reason for coming to the USA.		X	
Common Administrative	Person Management	Person Demographics	58279	The system must allow recording a person's migrant status.		X	
Common Administrative	Person Management	Person Demographics	58280	The system must track if the person is a legal dependent of an individual on Active Duty with the US Armed Services.	X		
Common Administrative	Person Management	Person Demographics	58281	The system must track if the person is an individual on Active Duty with the US Armed Services.	X		
Case Management	Person Management	Person Demographics	58594	The system must provide the capability to enter family religious affiliation and special requirements based on their religious affiliation.		X	
Common Administrative	Person Management	Relationships	58283	The system shall allow user to set, maintain and associate relationships to each person which allows for tracking across multiple generations and multiple cases.	X		
Common Administrative	Person Management	Relationships	58284	The system must automatically determine reciprocal relationships (e.g. father - son identified by user, son - father determined by system).	X		
Common Administrative	Person Management	Relationships	58287	The system must allow family relationship values to be configurable.	X		
Common Administrative	Person Management	Relationships	58288	The system must record the relationship between the child and the caretaker (e.g. parent, relative, guardian, potential adoptive parent, aunt, uncle, grandmother, etc).	X		
Common Administrative	Person Management	Relationships	58290	The system must maintain and display a history of all relationships entered.	X		
Common Administrative	Person Management	Relationships	58292	The system must capture if the mother was married at the time of child's birth.	X		
Common Administrative	Person Management	Relationships	58293	The system must capture the current marital status of the mother and father.		X	
Common Administrative	Person Management	Background Check	58310	The system must tie all types of background checks and criminal information to persons.	X		
Common Administrative	Person Management	Person Search	58295	The system must provide a proven Soundex-like capability for searching to find exact matches and close matches for name searches.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Common Administrative	Person Management	Person Search	58296	The system must display the results of person(s) that meet search criteria displaying exact matches first.		X	
Common Administrative	Person Management	Person Search	58298	The system must include automatic search of alias names during a search.		X	
Common Administrative	Person Management	Person Search	58299	The system must indicate when a search is returned based on an alias match rather than a name match.		X	
Common Administrative	Person Management	Person Search	58300	The system must allow the user to view case information such as other case members when validating a new person.		X	
Common Administrative	Person Management	Person Search	58301	The system must allow the worker to determine involvement in the Child Welfare System from returned search results.	X		
Common Administrative	Person Management	Person Search	58302	The system must provide the capability to search for a person by multiple parameters with a minimum of name or partial name, address, ID numbers, date of birth, social security number and sex.	X		
Common Administrative	Person Management	Person Search	58304	The system shall identify potential matches based on a search criteria and support drilling down to more detailed data.	X		
Common Administrative	Person Management	Person Merge	58305	The system must allow merging of a duplicate person's data into a single active record, allowing the user to determine which data elements to keep from either record.	X		
Common Administrative	Person Management	Person Merge	58307	The system must allow reversing the merged person's record.	X		
Common Administrative	Person Management	Educational Information	58313	The system must track child's education standing and maintain history.	X		
Common Administrative	Person Management	Educational Information	58314	The system shall record information pertaining to a child's educational profile (e.g. name of the school, grade level, and achievement scores).	X		
Common Administrative	Person Management	Educational Information	58318	The system must allow the user to enter pass or fail when a child is in kindergarten through 8th grade and the report card is received.		X	
Common Administrative	Person Management	Educational Information	58321	The system must track the school district, name, address, and school type.	X		
Common Administrative	Person Management	Educational Information	58322	The system shall track updates to education related information including school enrollment, change of school and reason for the change, expulsion and attendance/truancy issues.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Common Administrative	Person Management	Educational Information	58323	The system must allow a user to track a child's full-time elementary and secondary school attendance.	X		
Common Administrative	Person Management	Educational Information	58324	The system must allow a user to record if a child is incapable of attending school on a full-time basis due to medical or mental health condition of a child.	X		
Common Administrative	Person Management	Educational Information	58327	The system shall track Diploma and GED information.	X		
Common Administrative	Person Management	Educational Information	58331	The system must provide the means to track and maintain a history of the child's expected graduation date.	X		
Common Administrative	Person Management	Educational Information	58336	The system must provide the ability to track the start and end date for each school attended.	X		
Common Administrative	Person Management	Educational Information	58337	The system must provide the ability to track court appointed surrogate parents to authorize Special Education services.		X	
Common Administrative	Person Management	Educational Information	58338	The system must track the surrogate or parental consent to authorize Special Education services.		X	
Common Administrative	Person Management	Educational Information	58340	The system must maintain a history of any special education needs.	X		
Common Administrative	Person Management	Educational Information	58342	The system must provide a mechanism to document the proximity to the school in which the child is enrolled at the time of placement.	X		
Common Administrative	Person Management	Educational Information	58343	The system must provide a mechanism to document steps taken to ensure the child remains in the same school at the time of placement.	X		
Common Administrative	Person Management	Educational Information	58350	The system must maintain a directory of all schools and daycare centers for the State of Michigan.	X		
Common Administrative	Person Management	Educational Information	58351	The system must provide a school directory that contains, at a minimum, the school name, district, address, phone number, fax number, contact, and type of education.	X		
Common Administrative	Person Management	Educational Information	58352	The system must allow an authorized user to add and edit out of state and out of country schools to the directory of schools.	X		
Common Administrative	Person Management	Educational Information	58355	The system must provide a search capability to locate a school from the directory and associate it to the child's education record.	X		
Common Administrative	Person Management	Educational Information	58345	The system must track IEP content and decisions.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Common Administrative	Person Management	Educational Information	58347	The system must track if the IEP has expired or is no longer applicable.	X		
Common Administrative	Person Management	Educational Information	58348	The system must maintain a history which includes a start and end date for each IEP and each IEP review date.	X		
Common Administrative	Person Management	Educational Information	58356	The system must allow a user to prefill, preview and print notices to the school when a child is a ward.	X		
Common Administrative	Person Management	Educational Information	58357	The system must generate and maintain a notice to the school requesting copies of the enrolled child's report card and IEP.	X		
Common Administrative	Person Management	Mental Health, Medical and Dental Information	58361	The system shall support the determination and documentation of special needs and areas of concern such as developmental disabilities or medical conditions.	X		
Common Administrative	Person Management	Mental Health, Medical and Dental Information	58362	The system must have the capability to track disabilities (e.g. visually impaired, emotionally, impaired, hearing impaired, speech, learning disabilities, etc).	X		
Common Administrative	Person Management	Mental Health, Medical and Dental Information	58364	The system shall differentiate between conditions observed by the caseworkers and those diagnosed by qualified professionals.	X		
Common Administrative	Person Management	Mental Health, Medical and Dental Information	58371	The system must capture medical and dental provider information at the time of removal.	X		
Common Administrative	Person Management	Mental Health, Medical and Dental Information	58373	The system must be able to track medical, mental health and dental history of the family members.	X		
Common Administrative	Person Management	Mental Health, Medical and Dental Information	58374	The system must be able to track child allergies.	X		
Common Administrative	Person Management	Mental Health, Medical and Dental Information	58385	The system must provide the ability to document when the child received a medical or dental exam, the reason for the medical exam, and any follow up instructions provided.	X		
Common	Person	Mental Health,	59495	The system must provide the ability to document when	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Administrative	Management	Medical and Dental Information		the child received a mental health exam, the reason for the exam, and any follow up instructions provided.			
Common Administrative	Person Management	Mental Health, Medical and Dental Information	58387	The system must maintain and display a history of all medical, dental and mental health exams and treatment.	X		
Common Administrative	Person Management	Mental Health, Medical and Dental Information	58389	The system must provide the mechanism to record medication name, prescriber, type, dosage, frequency, start date, and end date.	X		
Common Administrative	Person Management	Mental Health, Medical and Dental Information	58391	The system must provide the user a narrative to explain the reason for the medication and reason medication ended or changed.	X		
Common Administrative	Person Management	Mental Health, Medical and Dental Information	58376	The system must display each vaccine by name including the date it was administered and/or the due date.	X		
Common Administrative	Person Management	Mental Health, Medical and Dental Information	58377	The system shall support an automated Medical Passport that tracks the date it was generated and provided to the caretaker.	X		
Common Administrative	Person Management	Mental Health, Medical and Dental Information	58395	The system must track high risk youths to prevent placement with other children.	X		
Common Administrative	Person Management	Mental Health, Medical and Dental Information	58396	The system must provide the capability for users to document any behavioral issues that deem a child high risk.	X		
Common Administrative	Person Management	Mental Health, Medical and Dental Information	58397	The system must display child/youth high risk behaviors when reviewing a potential placement.	X		
Common Administrative	Person Management	Mental Health, Medical and Dental Information	58398	The system must track self abuse related behaviors.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Common Administrative	Person Management	Mental Health, Medical and Dental Information	58399	The system must associate observed behaviors as person data.	X		
Common Administrative	Person Management	Mental Health, Medical and Dental Information	58400	The system must allow the user to record screening types associated to Substance or Alcohol Abuse.	X		
Common Administrative	Person Management	Mental Health, Medical and Dental Information	58402	The system must allow the user to record if the child was drug addicted at birth.	X		
Common Administrative	Person Management	Mental Health, Medical and Dental Information	58403	The system must track prenatal exposure reported by the person.	X		
Common Administrative	Person Management	Mental Health, Medical and Dental Information	58405	The system must allow the user to record if the child has Fetal Alcohol Spectrum Disorder.	X		
Common Administrative	Person Management	Mental Health, Medical and Dental Information	58406	The system must provide a mechanism to track all health insurance information including but not limited to both primary and secondary coverage.	X		
Common Administrative	Person Management	Mental Health, Medical and Dental Information	58414	The system must record start and end dates for insurance coverage.	X		
Common Administrative	Person Management	Mental Health, Medical and Dental Information	58415	The system must have a mechanism to track HMO enrollment or disenrollment.	X		
Common Administrative	Person Management	Mental Health, Medical and Dental Information	58416	The system must have the capability to track the date the emergency consent medical cards were provided.	X		
Common Administrative	Person Management	Mental Health, Medical and Dental	58417	The system must allow a user to prefill, preview and print chronic illness, medical conditions, prescriptions and other health information as part of the Medical	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
		Information		Passport (template).			
Common Administrative	Person Management	Mental Health, Medical and Dental Information	58418	The system must generate and maintain a record of informed consent for each psychotropic medication prescribed to a foster child.	X		
Common Administrative	Person Management	Mental Health, Medical and Dental Information	58420	The system must allow a user to prefill, preview and print the immunization record.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Common Administrative	Staff and Organization Management	Organization Structure	54203	The system shall identify the type of organizational unit for each unit.	X		
Common Administrative	Staff and Organization Management	Organization Structure	54204	The system shall record data on organizational structures and reporting relationships in DHS, private agencies and other pertinent external organizations.	X		
Common Administrative	Staff and Organization Management	Organization Structure	54205	The system shall utilize organizational structure to automatically route work.	X		
Common Administrative	Staff and Organization Management	Organization Structure	54206	The system shall allow assignment of organization roles to staff.		X	
Common Administrative	Staff and Organization Management	Organization Structure	54207	The system shall allow staff to be assigned one or more roles within an organizational unit.		X	
Common Administrative	Staff and Organization Management	Organization Structure	54208	The system shall allow assignment of roles across organizations, such as a DHS staff assigned as approver for some private agency work.		X	
Common Administrative	Staff and Organization Management	Organization Structure	54209	The system shall have the capability to assign staff to backup roles.		X	
Common Administrative	Staff and Organization Management	Organization Structure	54213	The system shall support the organizational structure by allowing 'teams' or 'units' of workers to be created with a designated role.	X		
Common Administrative	Staff and Organization Management	Organization Structure	54215	The system shall maintain a full history of temporary delegations.	X		
Common Administrative	Staff and Organization Management	Staff Management	54219	The system shall maintain unique staff identifier.	X		
Common Administrative	Staff and Organization Management	Staff Management	54220	The system shall support the creation of a staff profile.	X		
Common Administrative	Staff and Organization Management	Staff Management	54221	The system shall track staff records for all pertinent DHS, private agency and external organization staff.	X		
Common	Staff and	Staff	54222	The system shall include job related demographics in	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Administrative	Organization Management	Management		the staff profile (e.g. skills, job title, phone number, etc).			
Common Administrative	Staff and Organization Management	Staff Management	54225	The system shall maintain a history of organization assignment and pertinent demographics.	X		
Common Administrative	Staff and Organization Management	Staff Management	54226	The system shall include education, training and skills possessed by the staff in their profile.	X		
Common Administrative	Staff and Organization Management	Staff Management	54228	The system shall provide the capability to update a staff profile in the system on-line.	X		
Common Administrative	Staff and Organization Management	Staff Management	54229	The system shall maintain begin and end dates for staff data (e.g. employment dates, roles, unit assignments, locations, address, etc.)	X		
Common Administrative	Staff and Organization Management	Staff Management	54230	The system shall allow assignment of staff to multiple units based on work to be performed.	X		
Common Administrative	Staff and Organization Management	Staff Management	54231	The system shall support all necessary levels and classes of security to protect staff information.	X		
Common Administrative	Staff and Organization Management	Staff Management	54232	The system shall allow supervisors, administrator and authorized users to edit and update staff records.	X		
Common Administrative	Staff and Organization Management	Staff Management	54233	The system shall provide the capability to inactivate or temporarily suspend a staff person's status.	X		
Common Administrative	Staff and Organization Management	Staff Management	54234	The system shall record and display staff termination dates and reason for termination.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Common Administrative	System Functionality	General	58160	The system shall have the ability to freeze data at DHS pre-determined points in the life of a case to prevent workers from modifying that data after a certain period of time or after a specific action has been completed on the record.	X		
Common Administrative	System Functionality	General	58161	The system must support the requirements outlined in the Michigan (Dwayne B. v. Granholm) Children's Rights Settlement.		X	
Common Administrative	System Functionality	General	58154	The system shall be designed to prevent the occurrence of duplicate entries of the same person.	X		
Common Administrative	System Functionality	General	58155	The system shall not require users to enter redundant data within the system between modules and functions within the life of the case.	X		
Common Administrative	System Functionality	Help	55505	The system must have online user, operations and technical user help documentation.	X		
Common Administrative	System Functionality	Help	55506	The system shall include online documentation that includes, at a minimum, online policy, procedures manuals, and user guides.	X		
Common Administrative	System Functionality	Help	55509	The system must provide context sensitive help.	X		
Common Administrative	System Functionality	Checklists	58147	The system shall provide case-based activity checklists (to-do lists) to assist in prompting the users in the completion of required case activities according to business rules.	X		
Common Administrative	System Functionality	Checklists	58148	The system shall automate the checklist to demonstrate when the user completes the task listed.	X		
Common Administrative	System Functionality	Checklists	58149	The system shall automate the checklist to display the date the user completed the task listed.	X		
Common Administrative	System Functionality	Checklists	58150	The system shall automate the checklist to document the user name that completed the task listed.	X		
Common Administrative	System Functionality	Checklists	58151	The system shall automate the checklist to dynamically fill tasks based on case type, permanency goal and legal status.		X	
Common Administrative	System Functionality	Checklists	58152	The system shall allow the user to prefill, preview and print the checklist as needed.	X		
Common Administrative	System Functionality	Checklists	58153	The system shall allow the user to print blank checklists or partially completed checklists.	X		
Common Administrative	System Functionality	Approvals	54686	The system shall identify approvals required for each piece of work or component authorized.	X		
Common Administrative	System Functionality	Approvals	54687	The system shall automatically route any work that require approval under DHS policies to the appropriate workers.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Common Administrative	System Functionality	Approvals	54688	The system shall support multiple approval levels for a piece of work depending on the type of work and data entered for the work.	X		
Common Administrative	System Functionality	Approvals	54689	The system shall maintain the staff position or role that must approve each piece of work.	X		
Common Administrative	System Functionality	Approvals	54690	The system shall identify the time limits required for each approval type.	X		
Common Administrative	System Functionality	Approvals	54691	The system shall escalate alerts to supervisors when approval on a piece of work is overdue.	X		
Common Administrative	System Functionality	Approvals	54692	The system shall find and display the staff person with the authority to authorize each piece of work requiring approval based on assigned roles.	X		
Common Administrative	System Functionality	Approvals	54696	The system shall display the list of pending approvals for each person on their desktop.	X		
Common Administrative	System Functionality	Approvals	54697	The system shall alert staff to indicate their approval is due on a piece of work.	X		
Common Administrative	System Functionality	Approvals	54698	The system shall support temporary delegation of approval authority from one authorized user to another.	X		
Common Administrative	System Functionality	Approvals	54699	The system must treat the delegated staff person the same as the staff with original approval authority when approval has been delegated.	X		
Common Administrative	System Functionality	Approvals	54702	The system shall display a history of approvals with the dates/times and name(s) of the worker or workers who approved the work.	X		
Common Administrative	System Functionality	Approvals	54703	The system shall support supervisory and administrative staff overrides to allow exceptions to policy.	X		
Common Administrative	System Functionality	Approvals	54704	The system shall allow the supervisor to enter comment notes on approvals but require comments to be entered by the supervisor for all disapprovals.	X		
Common Administrative	System Functionality	Approvals	59496	The system must allow a supervisor to enter in a due date when a piece of work is returned for corrections.		X	
Common Administrative	System Functionality	Approvals	54706	The system shall send e-mails to the user who created the work including approval status and comments for the work.	X		
Common Administrative	System Functionality	Approvals	54709	The system shall allow authorized users to unfinalize an approved piece of work within a configurable time frame to correct user errors.		X	
Common	System	Approvals	54711	The system shall allow all approval requirements, their effective	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Administrative	Functionality			dates and routing for all works that require approval to be user-maintainable and configurable with tables or rules engines.			
Common Administrative	System Functionality	Approvals	54713	The system shall record and display all dates and times that approvals were requested, sent back for corrections, reviewed, and completed.	X		
Common Administrative	System Functionality	Approvals	54717	The system shall report all required approvals that are due or past due.	X		
Common Administrative	System Functionality	Approvals	58957	The system will allow for supervisory exceptions and extensions and adjust timeframes for action per DHS policy.	X		
Common Administrative	System Functionality	Archive and Purge	58129	The system must support purging records in accordance with Federal and State approved retention schedule.		X	
Common Administrative	System Functionality	Archive and Purge	58130	The system must include a scheduled purge process in which data that meets established criteria will be selected for purge.		X	
Common Administrative	System Functionality	Archive and Purge	58132	The system shall provide modifiable purge criteria options that can be easily changed by an authorized administrator.		X	
Common Administrative	System Functionality	Archive and Purge	58133	The system must allow an authorized administrator to reset deleted/purged records.		X	
Common Administrative	System Functionality	Archive and Purge	58134	The system shall validate the integrity of the database before and after the purge.		X	
Common Administrative	System Functionality	Archive and Purge	58135	The system shall provide the ability to list all records included in a purge.		X	
Common Administrative	System Functionality	Archive and Purge	58138	The system must retain records needed for auditing purposes in accordance with Federal and State approved retention schedule.		X	
Common Administrative	System Functionality	Archive and Purge	58140	The system shall have the ability to associate purging timeframes with imaged documents.		X	
Common Administrative	System Functionality	Ticklers, Alerts and Notifications	55510	The system shall provide ticklers based on DHS established policies and practices.	X		
Common Administrative	System Functionality	Ticklers, Alerts and Notifications	55511	The system must generate ticklers for workers and supervisors when actions are upcoming, due, or overdue.	X		
Common Administrative	System Functionality	Ticklers, Alerts and Notifications	55512	The system ticklers must count down timeframes until the tickler is removed or the piece of work is complete.	X		
Common Administrative	System Functionality	Ticklers, Alerts and	55513	The system must have the capability to escalate a tickler to a supervisor or monitor at a defined period of time.	X		

Domain	Function	Subject Line	Key	Functional Requirements	Currently met by the solution presented	Will be met with the solution presented	Will be met with COTS
		Notifications					
Common Administrative	System Functionality	Ticklers, Alerts and Notifications	55514	The system must allow authorized staff to delete ticklers.	X		
Common Administrative	System Functionality	Ticklers, Alerts and Notifications	55515	The system must remove ticklers when the piece of work is completed.	X		
Common Administrative	System Functionality	Ticklers, Alerts and Notifications	55516	The system must navigate the worker directly from the tickler to the piece of work that is required to remove the tickler.	X		
Common Administrative	System Functionality	Ticklers, Alerts and Notifications	55517	The system must have configurable ticklers that do not require a developer to add a new tickler or inactivate an existing tickler.		X	
Common Administrative	System Functionality	Ticklers, Alerts and Notifications	55518	The system must have configurable ticklers messages.	X		
Common Administrative	System Functionality	Ticklers, Alerts and Notifications	55519	The system must have configurable ticklers timeframes.	X		
Common Administrative	System Functionality	Ticklers, Alerts and Notifications	55520	The system must provide the user the ability to sort ticklers that are due or by case.	X		
Common Administrative	System Functionality	Ticklers, Alerts and Notifications	55521	The system must provide an option to close the display of all ticklers.	X		
Common Administrative	System Functionality	Ticklers, Alerts and Notifications	55523	The system must allow the user to create and maintain personal ticklers.	X		
Common Administrative	System Functionality	Ticklers, Alerts and Notifications	55525	The system must have the capability to track the recipient and date of the notification.	X		
Common Administrative	System Functionality	Ticklers, Alerts and Notifications	55526	The system must have the capability to maintain a history of the notification contents.	X		
Common Administrative	System Functionality	Ticklers, Alerts and Notifications	55528	The system must have the capability to generate alerts that are triggered and viewed online when a user completes an action.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Common Administrative	System Functionality	Ticklers, Alerts and Notifications	55529	The system must have the capability to generate email alerts and notifications when a message is required by DHS Policy.	X		
Common Administrative	System Functionality	Ticklers, Alerts and Notifications	55531	The system must have the capability for an authorized user to turn alerts on or off with the use of dates without the assistance of a developer.		X	
Common Administrative	System Functionality	Ticklers, Alerts and Notifications	55532	The system must allow the user to print alerts and ticklers.	X		
Common Administrative	System Functionality	Corrections	58142	The system shall provide authorized users the ability to make corrections when errors are made to completed work.		X	
Common Administrative	System Functionality	Corrections	58143	The system shall provide a complete audit trail of any changes made to correct errors on completed work.	X		
Common Administrative	System Functionality	Corrections	58144	The system shall display an indication online that a change was made to correct an error on completed work.		X	
Common Administrative	System Functionality	Corrections	58145	The system shall provide a narrative to explain why an authorized user made the correction to a completed piece of work.		X	
Common Administrative	System Functionality	Corrections	58146	The system must allow the user to generate a report of all corrections made by piece of work and timeframe.	X		
Common Administrative	System Functionality	Forms, Reports and Document Management	55344	The system shall maintain a complete inventory of all child welfare forms and store them centrally.	X		
Common Administrative	System Functionality	Forms, Reports and Document Management	55346	The system shall make child welfare forms available within the system workflow as defined by DHS.	X		
Common Administrative	System Functionality	Forms, Reports and Document Management	55347	The system shall generate each form in formats and languages approved by DHS.	X		
Common Administrative	System Functionality	Forms, Reports and Document Management	55348	The system shall support workers ability to prefill data on templates.	X		
Common	System	Forms,	55350	The system shall maintain a history of all reports, forms and	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Administrative	Functionality	Reports and Document Management		templates.			
Common Administrative	System Functionality	Forms, Reports and Document Management	55351	The system shall maintain and provide access to a history of all templates and forms created and saved to allow users to view precisely what was prefilled and entered on these templates.	X		
Common Administrative	System Functionality	Forms, Reports and Document Management	55353	The system shall allow the user to search for forms using DHS defined criteria.		X	
Common Administrative	System Functionality	Forms, Reports and Document Management	55354	The system shall generate all reports with consistent report header and footer formatting.	X		
Common Administrative	System Functionality	Forms, Reports and Document Management	55355	The system shall identify on all reports the date and time it was generated and allow the user to save the report.	X		
Common Administrative	System Functionality	Forms, Reports and Document Management	55356	The system shall provide versioning and authorization management for standard forms.		X	
Common Administrative	System Functionality	Forms, Reports and Document Management	55357	The system shall produce reports with labels that uniquely identify each report.	X		
Common Administrative	System Functionality	Forms, Reports and Document Management	55358	The system shall provide the ability to print dynamic DHS letterhead, logo, and form name, and number when forms and reports are printed.	X		
Common Administrative	System Functionality	Forms, Reports and Document Management	55359	The system shall calculate and print sequential page numbers for all reports.	X		
Common Administrative	System Functionality	Forms, Reports and	55361	The system must provide integrated support for online reports and forms generation which must include local and central print		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
		Document Management		capabilities.			
Common Administrative	System Functionality	Forms, Reports and Document Management	55363	The system shall provide a comprehensive reporting solution that will generate standard operating, pre-defined or operational reports without an adverse effect on system performance or response time.	X		
Common Administrative	System Functionality	Forms, Reports and Document Management	55364	The system must allow the capability to apply "DRAFT" or other water marks to printed forms, template and reports		X	
Common Administrative	System Functionality	Forms, Reports and Document Management	55365	The system must be able to save reports or raw data in multiple output formats (e.g. CSV, tab delimited, text, HTML, XML) in conformance to security standards.	X		
Common Administrative	System Functionality	Forms, Reports and Document Management	55366	The system must include drill down and sort capabilities to view components of online summary reports.		X	
Common Administrative	System Functionality	Forms, Reports and Document Management	55372	The system must provide a Document Management and Imaging (DMI) system that allows receipt and entry of documents.			X
Common Administrative	System Functionality	Forms, Reports and Document Management	55373	The system must provide a Document Management and Imaging (DMI) system that allows management of documents and folders of documents.			X
Common Administrative	System Functionality	Forms, Reports and Document Management	55374	The system must provide a Document Management and Imaging (DMI) system that allows workflow processing of documents.			X
Common Administrative	System Functionality	Forms, Reports and Document Management	55378	The system must provide a Document Management and Imaging (DMI) system that has an application user interface.			X
Common Administrative	System Functionality	Forms, Reports and Document	55379	The system shall maintain a history of documents and reports that are received, track and store electronic documents.			X

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
		Management					
Common Administrative	System Functionality	Forms, Reports and Document Management	55380	The system shall support the scanning of documents.			X
Common Administrative	System Functionality	Forms, Reports and Document Management	55381	The system shall track each scanned document with a unique identifier.			X
Common Administrative	System Functionality	Forms, Reports and Document Management	55382	The system shall support imaging of paper assessments and documents received in support of benefits application.			X
Common Administrative	System Functionality	Forms, Reports and Document Management	55386	The system shall store all scanned images in a standard format.			X
Common Administrative	System Functionality	Forms, Reports and Document Management	55387	The system shall accommodate scanning additional person data, assessment information and evaluations (e.g. photos, reports, evaluations, other records).			X
Common Administrative	System Functionality	Forms, Reports and Document Management	55390	The system shall incorporate a child's photograph within the Bulletin.		X	
Common Administrative	System Functionality	Forms, Reports and Document Management	55396	The system shall link additional person data, assessment information and evaluations (e.g. photos, reports, evaluations, other records) to the involved individual's person record and to specific case records within the system.	X		
Common Administrative	System Functionality	Forms, Reports and Document Management	55426	The system shall use an indexing system to organize imaged documents.			X
Common Administrative	System Functionality	Forms, Reports and Document Management	55392	The system shall allow a user to retrieve the imaged document.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Common Administrative	System Functionality	Central Office Reports	58428	The system shall track all data needed to all required federal reporting.	X		
Common Administrative	System Functionality	Central Office Reports	58434	The system must capture all the data necessary to generate AFCARS reporting.	X		
Common Administrative	System Functionality	Central Office Reports	58435	The system must provide a label or other indicator when displaying AFCARS fields.	X		
Common Administrative	System Functionality	Central Office Reports	58437	The system must prompt users to complete AFCARS data elements.		X	
Common Administrative	System Functionality	Central Office Reports	58440	The system must provide an online page(s) in which AFCARS exceptions (errors) can be viewed and updated.		X	
Common Administrative	System Functionality	Central Office Reports	58441	The system must capture all data necessary to generate NCANDS reporting.	X		
Common Administrative	System Functionality	Central Office Reports	58442	The system must provide a label or other indicator when displaying NCANDS fields.	X		
Common Administrative	System Functionality	Central Office Reports	58443	The system must not default answers in NCANDS data fields.	X		
Common Administrative	System Functionality	Central Office Reports	58444	The system must prompt users to complete NCANDS data elements.		X	
Common Administrative	System Functionality	Central Office Reports	58492	The system shall track completion of the case review and evaluation.	X		
Common Administrative	System Functionality	Central Office Reports	58493	The system shall document the purpose of the case review.		X	
Common Administrative	System Functionality	Central Office Reports	58494	The system shall document the user, role and unit that performed the case review.		X	
Common Administrative	System Functionality	Central Office Reports	58495	The system shall document the date the review was performed.		X	
Common Administrative	System Functionality	Central Office Reports	58498	The system shall provide a case review template that fills with data required for CPS, Foster Care, JJ, Adoptions, Prevention and Guardianship.	X		
Common Administrative	System Functionality	Central Office Reports	58499	The system shall provide a case review template that fills with data required for the licensing compliance case review.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Intake	Record Intake	58754	The system shall assign a unique identifier to each intake.	X		
Case Management	Intake	Record Intake	58755	The system shall have the capability to record multiple types of intakes (e.g. complaints, information only, messages, referrals, licensing issues, etc).	X		
Case Management	Intake	Record Intake	58757	The system shall allow the user to decide at any time during the intake process, the type of intake being received.		X	
Case Management	Intake	Record Intake	58759	The system shall allow the user to enter the date and time the intake was received.	X		
Case Management	Intake	Record Intake	58760	The system shall display the dates and times when intake information is entered into the system.	X		
Case Management	Intake	Record Intake	58764	The system shall support capturing a narrative of the complaint/intake.	X		
Case Management	Intake	Record Intake	58766	The system shall allow the user to select and document any information received, or viewed in the prior history, that may pose a danger to a worker.	X		
Case Management	Intake	Record Intake	58767	The system shall provide a means for the user to record a message to a worker, link the message to the case and send it to the worker.		X	
Case Management	Intake	Record Intake	58768	The system shall provide for the input of a formal referral to prevention, guardianships and other services.	X		
Case Management	Intake	Record Intake	58769	The system shall provide edit checks that are limited to essential information and do not impede collection of the complaint/intake.	X		
Case Management	Intake	Record Intake	58771	The system shall link complaints pertaining to the same event but from multiple sources into a single report.		X	
Case Management	Intake	Record Intake	58772	The system shall allow complaints that have been incorrectly linked to be de-linked.		X	
Case Management	Intake	Record Intake	58773	The system shall record the name, address and phone number of the individual reporting the complaint/intake.	X		
Case Management	Intake	Record Intake	58774	The system shall support anonymous reporter as the reporting source.	X		
Case Management	Intake	Record Intake	58775	The system shall capture the reporting source type (e.g. friend, neighbor, medical professional, teacher, etc).	X		
Case Management	Intake	Record Intake	58776	The system shall capture multiple relationships of the reporting source to the children, if applicable.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Intake	Record Intake	58777	The system shall generate if the reporting source type selected is a mandated or non-mandated reporter.	X		
Case Management	Intake	Record Intake	58778	The system shall allow the user to document demographic information and relationships as reported.	X		
Case Management	Intake	Record Intake	58779	The system shall record alleged perpetrator(s) and relationship to the victim(s).	X		
Case Management	Intake	Record Intake	58780	The system shall record victims' information.	X		
Case Management	Intake	Record Intake	58781	The system shall calculate and display the age or approximate age of the victim as of the date of the complaint.	X		
Case Management	Intake	Record Intake	59497	The system must not allow a user to add a person over the age of 18 to be a victim.		X	
Case Management	Intake	Record Intake	58783	The system shall record and maintain the location of each child at the time of the intake.	X		
Case Management	Intake	Record Intake	58790	The system shall record data regarding allegations of abuse or neglect on families or providers.	X		
Case Management	Intake	Record Intake	58792	The system shall provide the means to identify one or more maltreatment types for the same complaint.	X		
Case Management	Intake	Record Intake	58793	The system must allow a user to enter in the date of the incident when known.	X		
Case Management	Intake	Record Intake	58794	The system shall capture that the complaint pertains to a child's death and capture the date and place of the death.		X	
Case Management	Intake	Record Intake	58795	The system shall capture data on child fatalities due to abuse/neglect or sudden unexplained infant death and alert/notify appropriate individuals by email.		X	
Case Management	Intake	Record Intake	58796	The system shall extract and display a summary of all previous allegations and findings when a new complaint is created.		X	
Case Management	Intake	Record Intake	58797	The system shall calculate and display the number of prior complaints received on same family.		X	
Case Management	Intake	Record Intake	58798	The system shall allow a user to override the number of prior complaints received on the family.		X	
Case Management	Intake	Record Intake	58800	The system shall provide a means for the user to enter data on a preliminary investigation.	X		
Case Management	Intake	Record Intake	58801	The system shall indicate if law enforcement has been notified or law enforcement has notified DHS on a	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
				complaint.			
Case Management	Intake	Record Intake	58802	The system shall contain priority response questions to automate the complaint response level.	X		
Case Management	Intake	Record Intake	58803	The system shall determine and display the priority response of a complaint based on the priority response questions.	X		
Case Management	Intake	Record Intake	58804	The system shall allow the authorized user to override and the reason for the priority response and display the new response level.	X		
Case Management	Intake	Record Intake	58806	The system shall ensure intake data is frozen as required by DHS policy.	X		
Case Management	Intake	Record Intake	59536	The system must record the county the case is assigned to and the county of residence.	X		
Case Management	Intake	Record Intake	58183	The system must allow a user to enter in the agency name and primary location when the perpetrator is a staff person from a child institutional setting provider and is identified as an alleged perpetrator.	X		
Case Management	Intake	Screening	58812	The system shall display a summary view that organizes and presents intake information in a way to support an informed decision.	X		
Case Management	Intake	Screening	58814	The system shall provide a means for the authorized user to select the type of intake disposition (e.g. withdraw, reject, assign, transfer, etc.).	X		
Case Management	Intake	Screening	58815	The system shall track the time it took to disposition/complete the intake.	X		
Case Management	Intake	Screening	58816	The system shall require supervisory review on rejected complaints.	X		
Case Management	Intake	Screening	58817	The system shall provide a means for the authorized user to override the recommended screening decision and include a narrative of the reason for the override.	X		
Case Management	Intake	Screening	58819	The system shall maintain a history of all screening decisions.	X		
Case Management	Intake	Screening	58820	The system shall allow the complaint to be rejected (screened out) and capture the rejection reason which must include the date and time of the rejection.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Intake	Screening	58823	The system shall allow a new complaint to be linked to a pending investigation or open case.	X		
Case Management	Intake	Screening	58824	The system shall record that the complaint was assigned for a CPS Investigation which must include the date and time of the assignment.	X		
Case Management	Intake	Screening	58825	The system shall support the transfer of the complaint for investigation to another entity (e.g. Indian tribe, law enforcement or another state).		X	
Case Management	Intake	Screening	58826	The system shall record the date and time the complaint was transferred to another entity for investigation.		X	
Case Management	Intake	Assignment	58839	The system shall allow complaints to be assigned to the appropriate worker, supervisor, unit, district or county.	X		
Case Management	Intake	Assignment	58840	The system shall support on call worker procedures for after hours when assigning complaints from the central intake.	X		
Case Management	Intake	Assignment	59159	The system shall capture and display names of tribes that have entered into a special agreement with DHS to respond to after hours and weekend emergencies.		X	
Case Management	Intake	Assignment	58841	The system shall automatically recommend an assignment of a complaint based on geographical location of the child's residence and allow an authorized user to override the recommendation.		X	
Case Management	Intake	Assignment	58842	The system must have the capacity for the receiving unit to resend incorrectly assigned investigations back to central intake.	X		
Case Management	Intake	Approval	58844	The system must require second line supervisor approval for specific rejected complaints when required by policy (e.g. multiple complaints on a child under 3, licensed providers, etc).		X	
Case Management	Intake	Approval	58847	The system shall provide the means for an authorized user to waive the need for a second line supervisory review based on policy.		X	
Case Management	Intake	Approval	58849	The system shall support supervisory approval on all intakes taken by new employees in Central Intake.		X	
Case Management	Intake	Ticklers and Alerts	58857	The system shall alert the supervisor on those complaints requiring immediate action.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Intake	Ticklers and Alerts	58858	The system shall alert the supervisor if the complaint has not been dispositioned within 24 hours or a commencement contact has not been done within 24 hours from receipt of the complaint.	X		
Case Management	Intake	Ticklers and Alerts	58860	The system must generate an alert to a worker assigned to the case when a new complaint is received and linked to the case or when a new complaint is rejected on an open case.	X		
Case Management	Intake	Ticklers and Alerts	58861	The system shall be able to alert other parties, including but not limited to BCAL licensing workers, foster care workers and private agencies, when the complaint is assigned for investigation.	X		
Case Management	Intake	Templates and Notices	58850	The system must allow a user to prefill, preview and print the intake report for each intake type (e.g., complaint, licensing issue, message, etc).	X		
Case Management	Intake	Templates and Notices	58851	The system shall allow a user to prefill, preview and print the Law Enforcement Notification templates.	X		
Case Management	Intake	Templates and Notices	58852	The system shall allow a user to prefill, preview and print the State of Michigan Sudden and Unexplained Child Death Scene Investigation Report.	X		
Case Management	Intake	Templates and Notices	58853	The system shall allow a user to prefill, preview and print the Criminal History Check.	X		
Case Management	Intake	Templates and Notices	58854	The system shall allow a user to capture notification type for mandated reporters and other reporters who request notification regarding the complaint disposition.	X		
Case Management	Intake	Templates and Notices	58855	The system shall allow a user to generate a Source Notification Letter when a complaint is rejected to mandated reporters and others requesting notification.	X		
Case Management	Investigation	Record Investigation	58880	The system must display the date and time the Investigation commenced.	X		
Case Management	Investigation	Record Investigation	58882	The system shall allow all allegations and findings related to an investigation to be displayed together.	X		
Case Management	Investigation	Record Investigation	58894	The system shall support the request for an abbreviated investigation and the reason requested.		X	
Case Management	Investigation	Record Investigation	58883	The system shall support the completion of concurrent investigations on the same family.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Investigation	Record Investigation	58885	The system shall capture data on the child at the time of removal from the home, including at a minimum, the living arrangement, address and whether address is on/off the reservation, removal date and reason for removal.	X		
Case Management	Investigation	Record Investigation	58890	The system shall provide the ability to remove a participant from a complaint.	X		
Case Management	Investigation	Record Investigation	58891	The system shall provide a means to add and modify information to an existing investigation (e.g. add a new participant, allegation, role, relationship, etc).	X		
Case Management	Investigation	Record Investigation	58893	The system shall capture whether all individuals were interviewed including but not limited to children, perpetrators, etc. and if not, the reason.		X	
Case Management	Investigation	Record Investigation	58896	The system shall provide a means for the user to document the reason a required medical exam was not completed.		X	
Case Management	Investigation	Record Investigation	58904	The system shall capture if an inquiry was made regarding an open Friend of the Court case and the response.		X	
Case Management	Investigation	Record Investigation	58905	The system shall allow the user to document the reason a How to Change a Custody or Parenting Time Court Order was not provided to the parent, if applicable.		X	
Case Management	Investigation	Record Investigation	58906	The system must allow a user to complete a risk and safety assessment and disposition checklist as required per policy.		X	
Case Management	Investigation	Record Investigation	58908	The system must include the risk and safety assessment in the investigation.		X	
Case Management	Investigation	Record Investigation	58911	The system shall capture if ongoing DHS monitoring is required and a referral has been made to community services.		X	
Case Management	Investigation	Record Investigation	58913	The system shall provide the capability to establish households within one case.		X	
Case Management	Investigation	Record Investigation	59537	They system must allow the user to record the living arrangement of the child at the time of the alleged incident.	X		
Case Management	Investigation	Risk/Safety Assessment	59030	The system shall support structured decision making tools which help to determine the level of risk.		X	
Case Management	Investigation	Risk/Safety Assessment	59031	The system shall use the National Council of Crime and Delinquency factors to assess the risk.		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Investigation	Risk/Safety Assessment	59033	The system shall display risk assessment history (e.g. Risk type, date of assessment, neglect/abuse level, overall risk level and overrides).		X	
Case Management	Investigation	Risk/Safety Assessment	59034	The system shall allow for multiple assessment types to be captured.		X	
Case Management	Investigation	Risk/Safety Assessment	59035	The system shall provide the capability for multiple risk assessments on the same complaint.		X	
Case Management	Investigation	Risk/Safety Assessment	59036	The system shall calculate the risk assessment score to determine the level of risk and category disposition.		X	
Case Management	Investigation	Risk/Safety Assessment	59038	The system shall allow risk assessments and reassessments to be completed regardless of worker type (e.g. primary, secondary or courtesy).		X	
Case Management	Investigation	Risk/Safety Assessment	59039	The system shall calculate the due date of the risk reassessment at 90-day intervals from the date of the complaint or more frequently, as mandated by policy.		X	
Case Management	Investigation	Risk/Safety Assessment	59041	The system shall allow the user to acknowledge the system generated risk assessment but have the ability to override it as documented in DHS policy.		X	
Case Management	Investigation	Risk/Safety Assessment	59048	The system shall provide the capability to default to the higher of the two risk levels when multiple risk assessments are completed.		X	
Case Management	Investigation	Risk/Safety Assessment	59059	The system shall display a history of all previous safety assessments completed by CPS and by foster care.	X		
Case Management	Investigation	Risk/Safety Assessment	59060	The system shall provide the capability for a single safety assessment to capture the safety of all children in the complaint and this includes provider complaints.	X		
Case Management	Investigation	Risk/Safety Assessment	59065	The system must require the user, for each safety factor indicated, to enter a narrative as well as protection intervention(s) and an explanation.		X	
Case Management	Investigation	Risk/Safety Assessment	59066	The system must provide a narrative for users to explain when no protecting interventions to protect the children can be taken.		X	
Case Management	Investigation	Risk/Safety Assessment	59067	The system shall require the user to indicate if legal action is required when completing the safety assessment.		X	
Case Management	Investigation	Risk/Safety Assessment	59068	The system must use a tool in the investigation to identify safety factors using specific questions and allow the user to enter in comments.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Investigation	Risk/Safety Assessment	59069	The system shall allow the user to record if a child was injured and the age of the child.		X	
Case Management	Investigation	Risk/Safety Assessment	59070	The system shall allow the user to select the most serious injury incurred.		X	
Case Management	Investigation	Risk/Safety Assessment	59074	The system shall allow a user to prefill, preview and print all Risk Assessments and Safety Assessment templates and notifications.	X		
Case Management	Investigation	Finding/Disposition	58914	The system shall capture and clearly present investigation data that the worker needs to make an informed decision.	X		
Case Management	Investigation	Finding/Disposition	58915	The system shall provide a means for the user to disposition the investigation.		X	
Case Management	Investigation	Finding/Disposition	58916	The system shall capture the complete investigation decision and the date it was completed.		X	
Case Management	Investigation	Finding/Disposition	58918	The system shall require an investigation decision and rationale to be made for each allegation.	X		
Case Management	Investigation	Finding/Disposition	58922	The system shall allow the user to identify and record a fraudulent complaint.	X		
Case Management	Investigation	Finding/Disposition	58921	The system shall display the appropriate disposition category (Category I-V).		X	
Case Management	Investigation	Finding/Disposition	58923	The system shall allow authorized users to override the assigned category.		X	
Case Management	Investigation	Finding/Disposition	59481	The system must allow the user to request an open and close for a Category III case disposition.		X	
Case Management	Investigation	Finding/Disposition	58924	The system must separate the Central Registry from the Child Protective Service information per the Michigan Protection Law Act NO 238 Section 722.622.		X	
Case Management	Investigation	Finding/Disposition	58925	The system shall automatically load the perpetrator data to the Central Registry when the investigation disposition results in a Category I or II and Category III exceptions per policy.		X	
Case Management	Investigation	Finding/Disposition	58926	The system shall allow a user to record a narrative to document trends or patterns in the investigation.	X		
Case Management	Investigation	Finding/Disposition	58927	The system shall allow the user to bypass certain risk, safety and disposition checklist assessments when identified per policy.		X	
Case Management	Investigation	Finding/Disposition	58928	The system must ensure all elements are completed prior to allowing the user to disposition a case.		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Investigation	Finding/Disposition	58929	The system must require the user to complete an Early On referral at the time of disposition per policy.		X	
Case Management	Investigation	Finding/Disposition	58931	The system must require the estimated date of birth to be updated in order to complete the investigation disposition.		X	
Case Management	Investigation	Finding/Disposition	58932	The system must require the recipient ID to be obtained from the Master Client Index in order to complete the investigation disposition.	X		
Case Management	Investigation	Response Priority	58933	The system shall provide a means to request one or more extensions of the 30-day standard of promptness (SOP) per policy.	X		
Case Management	Investigation	Assignment and Closure	58943	The system shall identify secondary workers and provide them the ability per policy to complete investigations.	X		
Case Management	Investigation	Assignment and Closure	58947	The system shall allow an investigation to be closed out when DHS is unable to locate the family.	X		
Case Management	Investigation	Assignment and Closure	58950	The system shall ensure investigation data is frozen per DHS policy.		X	
Case Management	Investigation	Assignment and Closure	58951	The system must allow users to add an addendum to finalized CPS Reports.		X	
Case Management	Investigation	Administrative Review	58974	The system must support CPS expungement procedures.		X	
Case Management	Investigation	Administrative Review	58979	The system must provide the capability to record the steps, rationale and findings made by the supervisor's review of a disputed finding.		X	
Case Management	Investigation	Administrative Review	59045	The system shall provide the capability for authorized users to amend or expunge a Central Registry record.		X	
Case Management	Investigation	Administrative Review	58985	The system shall prefill, preview and print the Child Abuse /Neglect Action form to inform the perpetrator of the decision made regarding their request for amendment/expunction.	X		
Case Management	Investigation	Administrative Review	58986	The system must maintain a complete audit trail on any amendments made to a completed CPS Investigation and any changes made to the central registry.	X		
Case Management	Investigation	Approval	58971	The system shall provide the capability to support case reads.	X		
Case Management	Investigation	Ticklers and Alerts	59029	The system shall prompt the user to enter a new complaint when a date of death or death indicator is entered.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Investigation	Templates and Notices	58991	The system shall allow a user to prefill, preview and print all notices and templates to support Investigation processes.	X		
Case Management	Investigation	Reports	58987	The system shall support all management reports for Child Protective Services.	X		
Case Management	Prior History	Prior History	58869	The system shall allow the user to search and view prior history for a case, and person.	X		
Case Management	Prior History	Prior History	58870	The system shall search for prior complaints and allow a user to view all allegations and findings for each person in the complaint.	X		
Case Management	Prior History	Prior History	58871	The system shall provide the capability to search for prior history by multiple parameters including at a minimum, name, address, ID numbers, date of birth, social security number and sex.		X	
Case Management	Prior History	Prior History	58872	The system shall provide the capability to search for prior history by the name of reporting source.	X		
Case Management	Prior History	Prior History	58873	The system shall not require the user to perform a search while the intake information is being recorded.	X		
Case Management	Prior History	Prior History	58875	The system must provide a mechanism for the user to document any prior history that is not inclusive in the system.		X	
Case Management	Prior History	Prior History	58876	The system must automatically display all prior history attached to any individual in the case when a new investigation is created.	X		
Case Management	Prior History	Prior History	58877	The system shall create and maintain summary screen of all previous investigations to provide a record of all priors that were reviewed during the new investigation.		X	

Domain	Function	Subject Line	Key	Functional Requirements	Currently met by the solution presented	Will be met with the solution presented	Will be met with COTS
Case Management	Case Management	General	56896	The system shall automatically assign a unique case number when a case is established.	X		
Case Management	Case Management	General	56897	The system shall use the assigned case number when a new complaint is linked to the case.	X		
Case Management	Case Management	General	56900	The system shall display all participants and their case status in a case summary (Active/Inactive/Deceased).	X		
Case Management	Case Management	General	56902	The system shall allow case participants roles and relationships to be modified when a case is re-opened.	X		
Case Management	Case Management	General	56903	The system shall track any modifications to case participants, roles, and relationships.	X		
Case Management	Case Management	General	56905	The system shall support the sharing and copying of information between sibling records.		X	
Case Management	Case Management	General	56908	The system must create a visual automated indicator when a teen mother is a ward and their child is not a ward.		X	
Case Management	Case Management	Case Types	56909	The system shall allow the user to select case types (e.g. adoption, prevention, investigation, foster care, Juvenile Justice dual ward, Juvenile Justice IV-E, ongoing, etc.).		X	
Case Management	Case Management	Case Types	56911	The system shall allow multiple concurrent case types within one case.		X	
Case Management	Case Management	Case Types	56912	The system must require the user to complete specific tasks based on the case type(s) and supervisor assignments.	X		
Case Management	Case Management	Case Types	59483	The system must maintain a history of all case types.		X	
Case Management	Case Management	Confidential Case	58828	The system shall provide the ability to designate any intake and any case as confidential at any time.	X		
Case Management	Case Management	Confidential Case	56935	The system shall allow only authorized users to view and update the information in cases deemed to be confidential	X		
Case Management	Case Management	Confidential Case	56936	The system shall display to unauthorized users a visual indicator that the case is deemed to be confidential and access is unauthorized.	X		
Case Management	Case Management	Confidential Case	58830	The system shall automatically make the intake confidential when a staff person is selected.		X	
Case Management	Case Management	Confidential Case	58832	The system shall require an explanation when a case or intake is made confidential and when it is changed by an authorized		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
				user.			
Case Management	Case Management	Case Opening, Assignment and Transfer	56942	The system must display demographic information about the case on the list of user's current case assignments.	X		
Case Management	Case Management	Case Opening, Assignment and Transfer	56943	The system shall automate the case opening.	X		
Case Management	Case Management	Case Opening, Assignment and Transfer	56949	The system shall require each case to have an opening date which is independent of the dates of any report or assessment.	X		
Case Management	Case Management	Case Opening, Assignment and Transfer	56950	The system shall have the capability to assign a case or multiple cases to an individual.	X		
Case Management	Case Management	Case Opening, Assignment and Transfer	56951	The system shall display listings of available staff for case assignments based on caseload weights/standards/ratios.		X	
Case Management	Case Management	Case Opening, Assignment and Transfer	56917	The system shall allow for an unlimited number of workers to be assigned to one case.	X		
Case Management	Case Management	Case Opening, Assignment and Transfer	56919	The system shall allow for multiple agencies and workers to be assigned to one case.	X		
Case Management	Case Management	Case Opening, Assignment and Transfer	56956	The system shall identify all workers responsible for the case.	X		
Case Management	Case Management	Case Opening, Assignment and Transfer	56957	The system shall identify the roles of all assigned workers to a case.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Case Management	Case Opening, Assignment and Transfer	56964	The system shall support the assignment of referrals, complaints, or cases by displaying previously assigned workers.	X		
Case Management	Case Management	Case Opening, Assignment and Transfer	56965	The system must display a list of the user's current case assignments.	X		
Case Management	Case Management	Case Opening, Assignment and Transfer	59484	The system shall allow the user to document case transfer acceptance when the case is transferred between two supervising agencies.		X	
Case Management	Case Management	Case Opening, Assignment and Transfer	56970	The system shall support the transfer of a case between programs, agencies, workers and counties.	X		
Case Management	Case Management	Case Opening, Assignment and Transfer	56975	The system shall provide for the sorting of a user's caseload.	X		
Case Management	Case Management	Case Opening, Assignment and Transfer	56978	The system must enforce work completion edits when a case is transferred from CPS to Foster Care.		X	
Case Management	Case Management	Case Search	56989	The system shall automatically search for cases when a new case record is being established.	X		
Case Management	Case Management	Case Search	56990	The system shall provide the capability to search for a case by multiple parameters (e.g. ID, name, parent name, date of birth, social security number, sex, court case number, etc).		X	
Case Management	Case Management	Case Search	56996	The system shall display the results of case(s) that meets entered search criteria.	X		
Case Management	Case Management	Case Search	56997	The system shall identify potential matches based on a search criteria and support drilling down to more detailed data on case information.	X		
Case Management	Case Management	Case Search	57001	The system shall allow the user to navigate to the case from the case search results.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Case Management	Case Search	57007	The system must automatically search for, cross reference, and display all cases that are associated with an individual.	X		
Case Management	Case Management	Administrative Review	57015	The system shall allow the authorized user to update a closed case for administrative purposes (e.g. update location of paper file, correct information, add missing information, etc.).	X		
Case Management	Case Management	Administrative Review	57021	The system shall retain the original closure date if the closed case is updated for administrative purposes.	X		
Case Management	Case Management	Administrative Review	57023	The system shall provide an audit trail of all changes made to a closed case.	X		
Case Management	Case Management	Case Closure	57024	The system shall require each case to have a closure date that is independent of the dates of any report or assessment.	X		
Case Management	Case Management	Case Closure	57026	The system shall ensure that cases are not closed until all required case management tasks have been completed and disposed.	X		
Case Management	Case Management	Case Closure	57027	The system must have real time edits when a user attempts to close the case.	X		
Case Management	Case Management	Case Closure	57029	The system shall end date all case assignments as of the case closed date.	X		
Case Management	Case Management	Case Closure	57030	The system shall require a closing reason and narrative in order to close a case.	X		
Case Management	Case Management	Case Closure	57032	The system shall allow an authorized user to override system edits that prevent a case from being closed with narrative explanation.		X	
Case Management	Case Management	Case Closure	57035	The system shall display the worker that closed the case.	X		
Case Management	Case Management	Case Closure	57036	The system must display upon user request a list of the user's closed case assignments.		X	
Case Management	Case Management	Case Closure	57038	The system shall require supervisory approval on all case closures.	X		
Case Management	Case Management	Case Merge - Split	56980	The system shall allow a user with the proper authority to remove a participant without losing case related information attached to other persons in the case.	X		
Case Management	Case Management	Case Merge - Split	56981	The system shall allow the user to create a new case for some case participants in an existing case (split case).	X		
Case Management	Case Management	Case Merge - Split	56983	The system shall allow an authorized user to reverse a split performed on a case.		X	

Domain	Function	Subject Line	Key	Functional Requirements	Currently met by the solution presented	Will be met with the solution presented	Will be met with COTS
Case Management	Case Management	Case Merge - Split	56984	The system shall allow for a case merge.		X	
Case Management	Case Management	Case Merge - Split	56986	The system shall ensure that when a merge is initiated the user will have the ability to select which information will be merged and used in the merged case.		X	
Case Management	Case Management	Case Merge - Split	56987	The system shall allow an authorized user to reverse the case level data that has been merged.		X	
Case Management	Case Management	Ticklers and Alerts	57105	The system shall display an indicator in case notes when another user adds a case note to the primary worker's case.		X	

Domain	Function	Subject Line	Key	Functional Requirements	Currently met by the solution presented	Will be met with the solution presented	Will be met with COTS
Case Management	Permanency Planning Conference (PCC)	General	58051	The system shall support Permanency Planning Conference (PPC) by capturing all data and generating reports related to the PPC process.		X	
Case Management	Permanency Planning Conference (PCC)	General	58052	The system must assign a unique identifier for each Permanency Planning Conference (PPC) meeting.	X		
Case Management	Permanency Planning Conference (PCC)	General	58053	The system must require a Permanency Planning Conference meeting prior to initial placement or by the next working day after an emergency placement.		X	
Case Management	Permanency Planning Conference (PCC)	General	58054	The system must require a Permanency Planning Conference when removal is being considered.		X	
Case Management	Permanency Planning Conference	General	58056	The system must require a Permanency Planning Conference meeting prior to transferring a child(ren) to a different placement setting or by the next working day		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
	(PCC)			after an emergency placement transfer.			
Case Management	Permanency Planning Conference (PCC)	General	58057	The system must require a Permanency Planning Conference meeting prior to reunification.		X	
Case Management	Permanency Planning Conference (PCC)	General	58058	The system must require a Permanency Planning Conference meeting prior to a change in the permanency goals.		X	
Case Management	Permanency Planning Conference (PCC)	General	58059	The system must require a Permanency Planning Conference meeting when a child(ren) returns from AWOL status (AKA AWOLP Absent Without Legal Permission).		X	
Case Management	Permanency Planning Conference (PCC)	General	58060	The system must require a Permanency Planning Conference meeting when a child(ren) has been in care for nine (9) months with a goal of reunification and sufficient progress has not been achieved to ensure reunification within twelve (12) months.	X		
Case Management	Permanency Planning Conference (PCC)	General	58061	The system shall require a Permanency Planning Conference meeting when a child(ren) has been legally free for adoption for three (3) months but does not have a permanent home identified.	X		
Case Management	Permanency Planning Conference (PCC)	Request and Assign	58062	The system must allow authorized users maintain a statewide list of all Permanency Planning Conference facilitators.		X	
Case Management	Permanency Planning Conference (PCC)	Request and Assign	58063	The system must allow a user to request a Permanency Planning Conference meeting to the appropriate facilitator for that County/Unit.		X	
Case Management	Permanency Planning Conference (PCC)	Request and Assign	58064	The system must record the reason the request for a Permanency Planning Conference meeting is being made.	X		
Case Management	Permanency Planning Conference (PCC)	Request and Assign	58065	The system shall allow a requestor to enter the Permanency Planning Conference invitees.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Permanency Planning Conference (PCC)	Request and Assign	58066	The system must prefill and display all case collaterals and participants and their relationships in the Permanency Planning Conference request for a worker to select from to identify invitees.		X	
Case Management	Permanency Planning Conference (PCC)	Request and Assign	58068	The system must allow the user to request one or more types of Permanency Planning Conferences for multiple children.	X		
Case Management	Permanency Planning Conference (PCC)	Request and Assign	58069	The system must prefill demographics about the child(ren) and display this data in the Permanency Planning Conference request and meeting outcome.		X	
Case Management	Permanency Planning Conference (PCC)	Request and Assign	58073	The system must record the Permanency Planning Conference meeting request date.		X	
Case Management	Permanency Planning Conference (PCC)	Request and Assign	58074	The system must allow the Permanency Planning Conference (PPC) facilitator to schedule a PPC request.	X		
Case Management	Permanency Planning Conference (PCC)	Request and Assign	58075	The system must record the Permanency Planning Conference meeting schedule date.	X		
Case Management	Permanency Planning Conference (PCC)	Request and Assign	58077	The system must track the reasons a Permanency Planning Conference request was withdrawn.		X	
Case Management	Permanency Planning Conference (PCC)	Request and Assign	58082	The system must record the Permanency Planning Conference requestor's recommendation for the child(ren).	X		
Case Management	Permanency Planning Conference (PCC)	Request and Assign	58084	The system shall display on the Permanency Planning Conference request any Personal Protection Order (PPO) on family members.		X	
Case Management	Permanency Planning	Search	58085	The system must provide the capability to search for a Permanency Planning Conference by child's name, case		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
	Conference (PCC)			name, facilitator, PPC status, dates, county, office/unit or requesting worker.			
Case Management	Permanency Planning Conference (PCC)	Search	58087	The system shall allow a user to open the Permanency Planning Conference from the search results.		X	
Case Management	Permanency Planning Conference (PCC)	Scheduling TDM	58088	The system must record the scheduled Permanency Planning Conference meeting and include, at a minimum, the facilitators name, requesting worker's name, meeting date, meeting type, type of case, invitees, child(ren) name(s), case name, meeting time and meeting address/location, organization..		X	
Case Management	Permanency Planning Conference (PCC)	Scheduling TDM	58089	The system must track the Permanency Planning Conference location type (e.g. parent's home, court, hospital, DHS office, etc).		X	
Case Management	Permanency Planning Conference (PCC)	Scheduling TDM	58090	The system must prevent two Permanency Planning Conference meetings being scheduled at the same time with the same facilitator.		X	
Case Management	Permanency Planning Conference (PCC)	Scheduling TDM	58091	The system must allow an authorized user to send meeting invites to those who will be involved in the Permanency Planning Conference meeting.		X	
Case Management	Permanency Planning Conference (PCC)	Scheduling TDM	58092	The system shall allow a user to document which Permanency Planning Conference invitees received a notification.		X	
Case Management	Permanency Planning Conference (PCC)	Scheduling TDM	58093	The system shall allow a user to document the method used to notify the Permanency Planning Conference invitees (e.g. phone, mail, etc.).		X	
Case Management	Permanency Planning Conference (PCC)	Scheduling TDM	58096	The system must prefill, track and display a master calendar of Permanency Planning Conference meetings scheduled.		X	
Case Management	Permanency Planning	Scheduling TDM	58097	The system must allow a user to sort the Permanency Planning Conference calendar by facilitator, unit or county.		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
	Conference (PCC)						
Case Management	Permanency Planning Conference (PCC)	Outcomes	58099	The system must have the ability to add Permanency Planning Conference (PPC) types that are not included in the request but were addressed in the PPC session.		X	
Case Management	Permanency Planning Conference (PCC)	Outcomes	58100	The system must display a status of the Permanency Planning Conference meeting (e.g. completed, pending, withdrawn, etc).	X		
Case Management	Permanency Planning Conference (PCC)	Outcomes	58101	The system must track the reasons a Permanency Planning Conference meeting was not held.		X	
Case Management	Permanency Planning Conference (PCC)	Outcomes	58102	The system must allow the authorized user to reschedule a Permanency Planning Conference meeting and document the reasons it was rescheduled.		X	
Case Management	Permanency Planning Conference (PCC)	Outcomes	58103	The system must generate a notice to the applicable supervisors when a Permanency Planning Conference meeting was rescheduled.	X		
Case Management	Permanency Planning Conference (PCC)	Outcomes	58104	The system must track the tasks, recommendations and decisions of the Permanency Planning Conference meeting.		X	
Case Management	Permanency Planning Conference (PCC)	Outcomes	58108	The system must record if the parent(s) were not present at the Permanency Planning Conference and the reasons they did not attend.		X	
Case Management	Permanency Planning Conference (PCC)	Ticklers and Alerts	58113	The system must generate ticklers that notify workers when Permanency Planning Conferences are required.	X		
Case Management	Permanency Planning Conference (PCC)	Templates and Notices	58122	The system must allow a user to prefill, preview and print an activity report that includes the Permanency Planning Conference decisions, recommendations and tasks.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Permanency Planning Conference (PCC)	Templates and Notices	58114	The system must allow a user to prefill, preview and print notifications to all Permanency Planning Conference invitees.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Case Plan and Assessments	General	58536	The system shall allow the case plan to be entered in the system.	X		
Case Management	Case Plan and Assessments	General	58537	The system shall capture all information related to a case plan.	X		
Case Management	Case Plan and Assessments	General	58538	The system shall support the monitoring, progress, and update of the case plan in the electronic case folder.	X		
Case Management	Case Plan and Assessments	General	58540	The system must contain a case plan that includes all the permanency plans, social histories, family connections, assessments, visitation plans, service agreements and outcomes.	X		
Case Management	Case Plan and Assessments	General	58541	The system shall allow for multiple assessment types to be captured within the case plan.		X	
Case Management	Case Plan and Assessments	General	58542	The system must automate questions and required fields for case plans based on case type, legal status and permanency goals.	X		
Case Management	Case Plan and Assessments	General	58543	The system must allow a user to create more than one case plan type when legal status and permanency goals are different for the children within the case.	X		
Case Management	Case Plan and Assessments	General	58544	The system shall allow for demographic information to carry forward when completing a case plan and associated assessments.	X		
Case Management	Case Plan and Assessments	General	58545	The system shall present a view of the investigation findings and safety issues such that the caseworker has all the necessary information to perform all assessments.	X		
Case Management	Case Plan and Assessments	General	58546	The system needs to pre-fill from the previous assessment.		X	
Case Management	Case Plan and Assessments	General	58547	The system shall allow for person's special needs and education information to carry forward when completing case plans and associated assessments.	X		
Case Management	Case Plan and Assessments	General	58548	The system shall allow a user to copy forward assessments and case plan data to another case participant, when applicable.		X	
Case Management	Case Plan and Assessments	General	58549	The system shall pre-fill legal and court related information into the case plan and associated assessments.		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Case Plan and Assessments	General	58550	The system shall copy forward existing case plans and allow workers to update to create a new plan.	X		
Case Management	Case Plan and Assessments	General	58551	The system shall copy forward services and placements (authorizations) and associate them to the case plan and associated assessments.		X	
Case Management	Case Plan and Assessments	General	58552	The system must automatically prefill case plans with social work contacts (case notes).		X	
Case Management	Case Plan and Assessments	General	58554	The system must have the ability to select which participants are to be included in a case plan.	X		
Case Management	Case Plan and Assessments	General	58555	The system must allow a user, when applicable, to record the reasons the parent(s) has refused to participate in the development of a case plan and the associated service agreement.	X		
Case Management	Case Plan and Assessments	General	58556	The system must allow a user to record that attempts or efforts to identify and locate absent parent(s)/legal guardian(s) or putative father.	X		
Case Management	Case Plan and Assessments	General	58557	The system must provide a mechanism to record the workers recommendations to the court to request case plan and associated service agreement compliance for a specific non-parent adult(s).	X		
Case Management	Case Plan and Assessments	General	58559	The system must allow a user to record in the case plan a summary all professional reports for the child and parents (e.g. psychiatric and psychological evaluations, therapy and treatment plans, substance abuse screens and treatment summaries, Early On® or other child developmental assessments).		X	
Case Management	Case Plan and Assessments	General	58560	The system shall automate the determination of when a Safety Assessment is needed based on strengths, needs and barriers.		X	
Case Management	Case Plan and Assessments	General	58561	The system must allow a user to document historical information about family and children.	X		
Case Management	Case Plan and Assessments	General	58562	The system must calculate and display in the case plan when a child has been out of home for 15 of the last 22 months.		X	
Case Management	Case Plan and Assessments	General	58563	The system must allow a user to document barriers to reunification as part of the case plan.		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Case Plan and Assessments	General	57141	The system shall require, for a foster child who is 14 years of age or older, to have an Independent Living section as part of the case plan, assessments and service agreements.		X	
Case Management	Case Plan and Assessments	General	58569	The system must track the adults' willingness to change the situation that brought the children into care.	X		
Case Management	Case Plan and Assessments	General	58570	The system must track efforts to place siblings together unless the placement would be contrary to the safety or well-being of any of the siblings.	X		
Case Management	Case Plan and Assessments	General	58571	The system must track the reasons siblings were not placed together.	X		
Case Management	Case Plan and Assessments	General	58572	The system must require the initial case plan to be completed within 30 calendar days of removal from an initial child's own home or child(ren) who returned home with dismissal of court jurisdiction and are again placed in out of home care under a new petition.	X		
Case Management	Case Plan and Assessments	General	58573	The system shall contain a list of case plan edits that identifies the missing elements needed to complete a case plan.	X		
Case Management	Case Plan and Assessments	Permanency Plan and Goals	58574	The system shall contain functionality for concurrent permanency planning.	X		
Case Management	Case Plan and Assessments	Permanency Plan and Goals	58575	The system must allow the user to select from a list of appropriate primary goals and concurrent goals.	X		
Case Management	Case Plan and Assessments	Permanency Plan and Goals	58576	The system must reinforce DHS policy to alert a user when a primary goal cannot be used with a concurrent goal.		X	
Case Management	Case Plan and Assessments	Permanency Plan and Goals	58579	The system must automate a permanency planning decision tree online.		X	
Case Management	Case Plan and Assessments	Permanency Plan and Goals	58580	The system must capture the dates and history of the permanency primary goal and concurrent goal.	X		
Case Management	Case Plan and Assessments	Permanency Plan and Goals	58581	The system must capture reasonable efforts made to finalize a child's permanency plan.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Case Plan and Assessments	Permanency Plan and Goals	58582	The system must allow child specific recommendations for permanency.	X		
Case Management	Case Plan and Assessments	Permanency Plan and Goals	58583	The system must allow the user to record the date the court has determined that reunification services no longer need to be offered to the parent.	X		
Case Management	Case Plan and Assessments	Permanency Plan and Goals	58584	The system must allow the user to select and document the compelling reasons why termination of parent rights or adoption is not in the best interest of a child.	X		
Case Management	Case Plan and Assessments	Permanency Plan and Goals	58587	The system must not allow a user to have a permanency goal of return home for more than 15 months without the documentation of compelling reasons that the child can be returned home within a specified time period.		X	
Case Management	Case Plan and Assessments	Permanency Plan and Goals	58588	The system must allow a user to document the motivation and capability of the parent or legal guardian to provide for the ongoing safety and well being of the child(ren).	X		
Case Management	Case Plan and Assessments	Permanency Plan and Goals	58589	The system shall require the worker to document reasonable efforts to complete permanency plans at least every 12 months after removal of the child.		X	
Case Management	Case Plan and Assessments	Permanency Plan and Goals	59485	The system must provide the ability to record when permanency is achieved or disrupted.	X		
Case Management	Case Plan and Assessments	Permanency Plan and Goals	57409	They system shall allow the user to document if the plan for guardianship was discussed with the child's parents.	X		
Case Management	Case Plan and Assessments	Social History	58590	The system must provide a mechanism for users to record and complete a social history on the family and children.		X	
Case Management	Case Plan and Assessments	Social History	58591	The system must provide the capability to describe the family history.	X		
Case Management	Case Plan and Assessments	Social History	58592	The system must provide the capability to enter the family self assessment.		X	
Case Management	Case Plan and Assessments	Social History	58593	The system must provide the capability to enter family resources (network).	X		
Case Management	Case Plan and Assessments	Family Connections	58595	The system must record due diligence to identify and provide notice to all adult relatives that a relative child is in foster care.		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Case Plan and Assessments	Family Connections	58596	The system must track who was sent a notice and their relationship to the child.		X	
Case Management	Case Plan and Assessments	Family Connections	58598	The system must track the relative notice response and populate this information in the case plan as potential placement(s) and permanency option(s).		X	
Case Management	Case Plan and Assessments	Family Connections	58600	The system must track the relative notice response date.		X	
Case Management	Case Plan and Assessments	Family Connections	58601	The system must track the appropriateness of any relative as a possible permanent or temporary placement.	X		
Case Management	Case Plan and Assessments	Family Connections	58602	The system must provide a mechanism to track documentation on ongoing efforts to locate a relative for permanency or temporary placements.	X		
Case Management	Case Plan and Assessments	ICWA Specific	59166	The system shall record active efforts taken to re-unify an ICWA child.		X	
Case Management	Case Plan and Assessments	ICWA Specific	59125	The system shall record active efforts taken to prevent termination of parental rights (TPR) for an ICWA child.		X	
Case Management	Case Plan and Assessments	ICWA Specific	59167	The system shall provide the capability to document the active efforts taken to provide remedial and rehabilitative services to the ICWA child.		X	
Case Management	Case Plan and Assessments	ICWA Specific	59168	The system shall record active efforts supporting the continuation of cultural services for the ICWA child.		X	
Case Management	Case Plan and Assessments	ICWA Specific	59170	The system shall support the service plan requirements per DHS policy for an American Indian child		X	
Case Management	Case Plan and Assessments	ICWA Specific	59172	The system shall provide the capability to select from a list of efforts taken to place an ICWA child.		X	
Case Management	Case Plan and Assessments	ICWA Specific	59177	The system shall require the user to document good cause reasons for not following placement preferences when placing an ICWA child.		X	
Case Management	Case Plan and Assessments	ICWA Specific	59178	The system shall document the child's placement preference for American Indian children 12 years and older.		X	
Case Management	Case Plan and Assessments	ICWA Specific	59179	The system shall be able to record if a placement was approved by the tribe and if not, the reason.	X		
Case Management	Case Plan and Assessments	ICWA Specific	59180	The system shall be able to record if the placement of an ICWA child was in a culturally appropriate environment and if not, the reason.		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Case Plan and Assessments	ICWA Specific	59181	The system shall capture that the consenting parent of the ICWA child requested anonymity when placement efforts are made on behalf of the child.		X	
Case Management	Case Plan and Assessments	ICWA Specific	59162	The system shall record any decision and recommendation made on a case by the Indian tribe.		X	
Case Management	Case Plan and Assessments	ICWA Specific	59194	The system shall capture the tribe's involvement in development of the case plan.		X	
Case Management	Case Plan and Assessments	Adoption Specific	57265	The system shall allow the user to record and track search efforts and attempts to match children with adoptive parents in Indian Child Welfare Act (ICWA) cases.		X	
Case Management	Case Plan and Assessments	Adoption Specific	57279	The system shall allow the child assessment for adoption to be part of a child's case plan and other associated assessments.		X	
Case Management	Case Plan and Assessments	Adoption Specific	57280	The system must require the child adoption assessment piece of the case plan to be completed per departmental policy.		X	
Case Management	Case Plan and Assessments	Adoption Specific	57281	The system shall allow the authorized user to designate which sections of the child adoption assessment piece of the case plan are confidential and cannot be disclosed.		X	
Case Management	Case Plan and Assessments	Adoption Specific	57321	The system shall allow the user to document all efforts made to prepare the child and family for the adoptive placement.	X		
Case Management	Case Plan and Assessments	Children and Family Needs and Strength Assessment	58603	The system must automate the questions for the Assessment tools based on user defined criteria.		X	
Case Management	Case Plan and Assessments	Children and Family Needs and Strength Assessment	58604	The system must provide a mechanism for users to record a Children and Family Needs and Strength Assessment.		X	
Case Management	Case Plan and Assessments	Children and Family Needs and Strength Assessment	58605	The system shall provide the capability to view previous assessment while working on the new assessment for the same family.		X	
Case Management	Case Plan and Assessments	Children and Family Needs and Strength	58606	The system shall record strengths and needs of the family members and support multiple strengths/needs assessments based on different households within the case.		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
		Assessment					
Case Management	Case Plan and Assessments	Children and Family Needs and Strength Assessment	58607	The system shall have the capability to record a client's needs, including immediate needs and crisis intervention needs.		X	
Case Management	Case Plan and Assessments	Children and Family Needs and Strength Assessment	58608	The system shall capture all information regarding the caretaker including but not limited to literacy, intellectual capacity, parenting skills, employment, health issues, etc.	X		
Case Management	Case Plan and Assessments	Children and Family Needs and Strength Assessment	58611	The system must require substance abuse to be addressed on future assessments once selected or until the need is no longer a negative score (applies to both adults and children).		X	
Case Management	Case Plan and Assessments	Children and Family Needs and Strength Assessment	58622	The system must track the child characteristics in the family assessment.		X	
Case Management	Case Plan and Assessments	Children and Family Needs and Strength Assessment	58624	The system must provide four child assessment scales based on the child's age.		X	
Case Management	Case Plan and Assessments	Children and Family Needs and Strength Assessment	58625	The system shall provide for a dynamic display of the questions needed to be completed on the child's assessment based on the child's age.		X	
Case Management	Case Plan and Assessments	Children and Family Needs and Strength Assessment	58626	The system must prioritize the child's needs and strengths using a number rating system.		X	
Case Management	Case Plan and Assessments	Children and Family Needs and Strength Assessment	58627	The system must provide a positive number to identify strengths in the child assessment.		X	
Case Management	Case Plan and Assessments	Children and Family Needs and Strength Assessment	58628	The system must provide a negative number to identify needs in the child assessment.		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Case Plan and Assessments	Children and Family Needs and Strength Assessment	58629	The system must allow a user to enter in "situational concerns" as part of the assessment decision process.		X	
Case Management	Case Plan and Assessments	Children and Family Needs and Strength Assessment	58630	The system must not allow a user to enter in the same "situational concern" in consecutive assessments.		X	
Case Management	Case Plan and Assessments	Children and Family Needs and Strength Assessment	58631	The system shall provide a mechanism for entering in narrative evidence for the scoring of every domain regardless of the needs, strength and situational concern in the child's assessment.	X		
Case Management	Case Plan and Assessments	Children and Family Needs and Strength Assessment	57153	The system shall require independent living skills be assessed for each youth as being adequate or inadequate.	X		
Case Management	Case Plan and Assessments	JJ Assessment	59514	The system shall provide the user with a means to capture information related to a child / youth who has violated the terms of a court-ordered probation, diversion, or aftercare.	X		
Case Management	Case Plan and Assessments	JJ Assessment	59515	The system shall support assessment questions for JJ youth as part of a common case plan.		X	
Case Management	Case Plan and Assessments	JJ Assessment	59516	The system must generate a JJ structure decision making risk assessment that creates scores based on risk.	X		
Case Management	Case Plan and Assessments	JJ Assessment	59517	The system shall support a structured decision making model (SDM) regarding each youth initial security level placement, release from placement and escalation in placement.	X		
Case Management	Case Plan and Assessments	Reunification Assessments	58633	The system must allow a user to complete a reunification assessment online.	X		
Case Management	Case Plan and Assessments	Reunification Assessments	58634	The system must allow a user to document in the Reunification Assessment parenting time compliance during the review period.		X	
Case Management	Case Plan and Assessments	Reunification Assessments	58635	The system must allow a user to document in the Reunification Assessment progress with barriers identified in the needs and strengths assessments.		X	
Case Management	Case Plan and Assessments	Reunification Assessments	58636	The system must allow a user to document in the Reunification Assessment the decisions.	X		

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Case Management	Case Plan and Assessments	Reunification Assessments	58637	The system must capture if the reunification has not been achieved within 12 months from removal date.	X		
Case Management	Case Plan and Assessments	Reunification Assessments	58638	The system must allow a user to record that the LEIN check are completed on all adults living in the home prior to returning a child to a home.		X	
Case Management	Case Plan and Assessments	Foster Care Safety Assessment	58642	The system must display the safety assessment information captured by CPS when the foster care safety assessment is being completed.		X	
Case Management	Case Plan and Assessments	Foster Care Safety Assessment	58644	The system must track in-home protecting interventions.		X	
Case Management	Case Plan and Assessments	Foster Care Safety Assessment	58650	The system must track any "likely" harm to a child if returned to his/her parent, guardian or custodian.		X	
Case Management	Case Plan and Assessments	Foster Care Safety Assessment	58651	The system must track any "likely" harm to a child if separated from his/her parent, guardian or custodian.		X	
Case Management	Case Plan and Assessments	Foster Care Safety Assessment	58653	The system must allow for an exception approval process when the system derived safety determination requires an override.		X	
Case Management	Case Plan and Assessments	Maintain Assessment History	58654	The system shall provide and display a history of all previous assessments, case plans and associated contacts.	X		
Case Management	Case Plan and Assessments	Service Agreement	58657	The systems must allow a user to record in the service agreement what the parent(s) and non-parent adult must do to achieve reunification.	X		
Case Management	Case Plan and Assessments	Service Agreement	58658	The system must allow a user to document timeframes and goal expectations to attain reunification and/or case closure.	X		
Case Management	Case Plan and Assessments	Service Agreement	58659	The system must track measurable goals and objectives for parents, caregivers and each child.	X		
Case Management	Case Plan and Assessments	Service Agreement	58660	The system shall allow a user to complete and update service plans for any case type.	X		
Case Management	Case Plan and Assessments	Service Agreement	58661	The system shall support service agreement development by displaying the services that are required to meet the specific needs identified in the assessment function.		X	

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Case Management	Case Plan and Assessments	Service Agreement	58662	The system shall contain a predefined list of standard goals and objectives based on client needs.		X	
Case Management	Case Plan and Assessments	Service Agreement	58663	The system shall allow the user to record narratives for users to explain goals and objectives when explanations are required	X		
Case Management	Case Plan and Assessments	Service Agreement	58664	The system must provide a mechanism to include foster parent, fictive kin or relative activities required as part of the service plan.		X	
Case Management	Case Plan and Assessments	Service Agreement	58666	The system shall support and record the determination of needed services.	X		
Case Management	Case Plan and Assessments	Service Agreement	58667	The system shall associate service/case plans to the services provided.		X	
Case Management	Case Plan and Assessments	Service Agreement	58668	The system shall support the selection of services based on needs and barriers.	X		
Case Management	Case Plan and Assessments	Service Agreement	58669	The system shall record foster care reunification services including the legal requisites.	X		
Case Management	Case Plan and Assessments	Service Agreement	58670	The system shall record any barriers to obtaining services.		X	
Case Management	Case Plan and Assessments	Service Agreement	58671	The system must contain specific data elements to track barriers to services and transportation needs.		X	
Case Management	Case Plan and Assessments	Service Agreement	58674	The system must prefill all referrals for services in the service agreement.	X		
Case Management	Case Plan and Assessments	Service Agreement	58675	The system must track the dates the service agreement was reviewed and signed by the caregivers.	X		
Case Management	Case Plan and Assessments	Service Agreement	57411	The system shall require the user to indicate that a child over the age of 14 has been consulted about the guardianship plans.		X	
Case Management	Case Plan and Assessments	Service Agreement	58676	The system must require a child over age 14 to sign the service agreement.		X	
Case Management	Case Plan and Assessments	Service Agreement	58677	The system must track if any party will not agree to sign the service agreement and the reasons for not signing.		X	
Case Management	Case Plan and Assessments	Service Agreement	58678	The system must contain an assessment tool to assess visitation plans.		X	
Case Management	Case Plan and Assessments	Service Agreement	58679	The system must allow a user to record visitation plans in the service agreement.	X		

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Case Management	Case Plan and Assessments	Service Agreement	58680	The system must allow a user to record specific types of visitation plans which includes the frequency, location and duration of parenting time.	X		
Case Management	Case Plan and Assessments	Service Agreement	58681	The system must provide a mechanism to explain how the visitation setting will assure a family friendly safe environment.		X	
Case Management	Case Plan and Assessments	Service Agreement	58682	The system must provide a mechanism to assess the parenting time conditions that must exist for in-home visits to take place.		X	
Case Management	Case Plan and Assessments	Service Agreement	58683	The system must provide a mechanism to document any required supervision for parenting time and other visitation types.		X	
Case Management	Case Plan and Assessments	Service Agreement	58684	The system must provide a mechanism to document when a court is limiting parenting time and why more frequent parenting time would be harmful to the child.		X	
Case Management	Case Plan and Assessments	Service Agreement	58685	The system must provide a mechanism to track why a parent requests or wants less parenting time and when frequency could be increased.		X	
Case Management	Case Plan and Assessments	Service Agreement	58686	The system must allow the user to record the outcome(s) of the visitation plan.		X	
Case Management	Case Plan and Assessments	Service Outcomes	58687	The system must allow the user to document outcomes of the goal expectations.		X	
Case Management	Case Plan and Assessments	Service Outcomes	58688	The system must allow the user to indicate the outcome of the service activity (e.g. satisfactory completion, unsatisfactory completion, etc)		X	
Case Management	Case Plan and Assessments	Service Outcomes	58689	The system must display the date the service was completed and closed.	X		
Case Management	Case Plan and Assessments	Service Outcomes	58690	The system must track the reason a needed service was not available or not completed.		X	
Case Management	Case Plan and Assessments	Service Outcomes	58691	The system shall allow the user to enter in efforts made by the parent(s) to enable the child to return to his/her home.		X	
Case Management	Case Plan and Assessments	Service Outcomes	58692	The system shall allow the user to enter in efforts made by the agency to return the child to his/her home.		X	
Case Management	Case Plan and Assessments	Approvals	58693	The system shall provide the capability for a supervisor to perform a case plan review electronically.	X		

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Case Management	Case Plan and Assessments	Approvals	58700	The system shall ensure that the case plan is frozen at a point of the last approval.	X		
Case Management	Case Plan and Assessments	Approvals	58694	The system shall record updates to a pending review case plan to reflect any changes made as a result of the case plan review.		X	
Case Management	Case Plan and Assessments	Approvals	58701	The system must allow a user to add addendums to an approved case plan regardless of a case status.		X	
Case Management	Case Plan and Assessments	Templates and Notices	58706	The system must allow a user to prefill, preview and print notice(s) to relatives when a child has been removed from the custody of their parents.	X		
Case Management	Case Plan and Assessments	Templates and Notices	58707	The system shall allow a user to prefill, preview and print all case plan templates.	X		
Case Management	Case Plan and Assessments	Templates and Notices	58708	The system shall allow a user to prefill, preview and print the templates to support all service agreement types.	X		
Case Management	Case Plan and Assessments	Templates and Notices	58709	The system shall allow a user to prefill, preview and print all assessment templates.	X		
Case Management	Case Plan and Assessments	Reports	58712	The system must provide standardized management reports on Case Plans.	X		

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Case Management	Courts - Legal	General	56693	The system shall allow the user to enter the dates of any notices sent to individuals and parties regarding legal proceedings.	X		
Case Management	Courts - Legal	Legal Tracking	56719	The system shall track and associate legal parties with the appropriate case participants.	X		
Case Management	Courts - Legal	Legal Tracking	56722	The system shall monitor and track all court-related events (e.g. outcomes for all petitions, trials, hearings, status conferences, detention proceedings, periodic reviews, adoptions, and change of placements, etc).	X		
Case Management	Courts - Legal	Legal Tracking	56723	The system shall support the recording of multiple hearing types, findings, and orders for one legal event.	X		
Case Management	Courts - Legal	Legal Tracking	56724	The system shall allow the user to enter court case numbers and associate them to multiple persons and/or multiple cases.	X		
Case Management	Courts - Legal	Legal Tracking	56725	The system shall maintain and display a history of all court case numbers.	X		
Case Management	Courts - Legal	Legal Tracking	56726	The system shall display a legal summary view (e.g. petition date, petition type, hearing dates, children in custody, dual ward, incarcerated, order type, etc.)	X		
Case Management	Courts - Legal	Legal Tracking	56740	The system shall allow users to select and add victims that require a Victim Rights notification.	X		
Case Management	Courts - Legal	Legal Tracking	56741	The system shall track whether or not a Victim Rights notification was provided.		X	
Case Management	Courts - Legal	Legal Tracking	56742	The system must generate the notification(s) of Victim Rights.	X		
Case Management	Courts - Legal	Legal Tracking	56743	The system must record and track information related to the court of jurisdiction which includes the name of court, juvenile court, appeals court, court type, out of state, and tribal courts.	X		
Case Management	Courts - Legal	Legal Tracking	59197	The system shall capture good cause reason for state court denial of a tribe who has requested that the ICWA child be transferred to tribal jurisdiction.	X		
Case Management	Courts - Legal	Legal Tracking	59198	The system shall provide a mechanism to document acceptance and transfer of physical custody of an ICWA child to the tribe.	X		
Case Management	Courts - Legal	Legal Tracking	56753	The system shall allow the authorized user to add, update, or delete a court official.	X		

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Case Management	Courts - Legal	Legal Tracking	56754	The system shall maintain a history for those court officials appointed to a case.	X		
Case Management	Courts - Legal	Legal Tracking	56697	The system shall allow the user to enter and track the next court hearing date and time.	X		
Case Management	Courts - Legal	Legal Tracking	56698	The system shall track when the court report is due for the next court hearing.	X		
Case Management	Courts - Legal	Legal Tracking	59533	The system must allow the user to report the date the mother and father's parental rights were terminated.	X		
Case Management	Courts - Legal	Petitions	56701	The system shall allow the user to track the type, reason, requestor and date of petition and/or motion that is being filed.	X		
Case Management	Courts - Legal	Petitions	56706	The system shall support the filing of multiple petitions during the same time period for the same child.	X		
Case Management	Courts - Legal	Petitions	56709	The system shall track the department's action when the prosecuting attorney refuses to file a petition.		X	
Case Management	Courts - Legal	Petitions	56713	The system shall track the county referring the petition to the court of jurisdiction.	X		
Case Management	Courts - Legal	Legal Status & Disposition	56783	The system shall track the legal status of the child.	X		
Case Management	Courts - Legal	Legal Status & Disposition	56784	The system must record and track the reason a child was removed and how they were placed in DHS custody.	X		
Case Management	Courts - Legal	Legal Status & Disposition	56785	The system shall provide a means for the user to capture episodes of custody for a child.	X		
Case Management	Courts - Legal	Legal Status & Disposition	56786	The system must record and track all changes and dates associated with the child's custody status.	X		
Case Management	Courts - Legal	Legal Status & Disposition	56787	The system must record and track the reason a child was discharged from care.	X		
Case Management	Courts - Legal	Legal Status & Disposition	56789	The system shall calculate and display whether a dispositional review occurred 91 days from the original dispositional hearing and every 91 days thereafter.	X		
Case Management	Courts - Legal	Legal Status & Disposition	56790	The system shall calculate and display whether or not review hearings occurs every 182 days after the permanency planning hearing.	X		
Case Management	Courts - Legal	JJ Legal Information	59502	The system shall track one or more court of jurisdictions that charged, referred and/or committed for each incident/charge.	X		
Case Management	Courts - Legal	Hearing Outcomes	56827	The system shall allow the user to document if the court specified a placement for a child.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Courts - Legal	Hearing Outcomes	56828	The system must provide a method for workers to easily enter lengthy narrative text regarding court hearing outcomes.	X		
Case Management	Courts - Legal	Hearing Outcomes	56829	The system shall provide a means for the user to capture and verify that the removal court order language for a child/youth placed in DHS custody includes a judicial finding that remaining in the home would be contrary to the child's welfare, safety or best interest or acceptable language that satisfies IV-E legal requirements and the date of the court order.	X		
Case Management	Courts - Legal	Hearing Outcomes	56831	The system shall track and record court-caused delays in meeting mandated services and timeframes.	X		
Case Management	Courts - Legal	Hearing Outcomes	56834	The system shall provide a means for the user to document aggravated circumstances which negates the necessity to provide reasonable efforts to reunify the child, as per Adoption and Safe Families Act (ASFA) guidelines.	X		
Case Management	Courts - Legal	Hearing Outcomes	56835	The system must record and track the court has concurred with any permanency goal.		X	
Case Management	Courts - Legal	Hearing Outcomes	56804	The system shall provide the user a means to capture court order date and information.	X		
Case Management	Courts - Legal	Hearing Outcomes	56806	The system shall allow all court order/outcomes to be entered in the system without linking it to a specific hearing or petition.	X		
Case Management	Courts - Legal	Hearing Outcomes	56808	The system shall allow one or more subsequent court orders to be linked to the originating orders.	X		
Case Management	Courts - Legal	Hearing Outcomes	56812	The system must track when an agency does not agree with the placement order.	X		
Case Management	Courts - Legal	Hearing Outcomes	56771	The system shall provide a means to allow a birth parent or legal parent's rights to a child to be terminated whenever the parent is deceased and there is verification of death documented in the file.	X		
Case Management	Courts - Legal	Hearing Outcomes	56816	The system shall track the type, date and county of charge of the commitment.	X		
Case Management	Courts - Legal	Hearing Outcomes	56817	The system shall track when a child is committed to Michigan Child Institute (MCI) and/or the Youth Rehabilitation Services Act.	X		
Case Management	Courts - Legal	Hearing Outcomes	56820	The system shall track the date of acceptance of the commitment.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Courts - Legal	Administrative Hearing	56760	The system must record and track data related to the administrative hearing process (e.g. requestor, date of request, date hearing offered, administrative hearing judge assigned, date of hearing, disposition/finding of hearing, date determination letter sent to requestor, results of hearing).	X		
Case Management	Courts - Legal	Appeals Process	56847	The system shall track all legal appeals and details.	X		
Case Management	Courts - Legal	Appeals Process	56854	The system shall allow the user to place the adoption finalization on hold pending the outcome of an appeal of termination of parental rights (TPR).	X		
Case Management	Courts - Legal	Templates and Notices	56872	The system shall generate court documents and notifications (e.g. court petitions, status reports, letters, notifications, etc).	X		
Case Management	Courts - Legal	Templates and Notices	56873	The system shall allow a user to prefill, preview and print court reports.	X		
Case Management	Courts - Legal	Templates and Notices	56874	The system shall allow users to pre-fill, preview and print all petition templates from the system.	X		
Case Management	Courts - Legal	Templates and Notices	56877	The system must allow a user to link scanned court documents to specific court/legal records.	X		
Case Management	Courts - Legal	Templates and Notices	56879	The system shall allow a user to prefill, preview and print the Notice of Hearing to foster parents, relative caregivers and pre-adoptive parents for any proceedings held with respect to a child, seven days prior to the hearing.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Case Notes	General	59219	The system must support all case type and programs needs and values for case notes.	X		
Case Management	Case Notes	General	59220	The system must allow case contacts to be easily accessed from any screen.	X		
Case Management	Case Notes	General	59221	The system shall provide a method for workers to easily enter lengthy narrative text at various points through the life of a case.	X		
Case Management	Case Notes	General	59222	The system shall support multiple and configurable case notes types.	X		
Case Management	Case Notes	General	59225	The system shall allow the user to print a selected note or series of case notes.	X		
Case Management	Case Notes	General	59226	The system shall allow the user to print sections of work with or without attached notes.	X		
Case Management	Case Notes	General	59228	The system shall provide the capability to create multiple notes for the same case.	X		
Case Management	Case Notes	General	59229	The system shall support the ability to attach files to case notes.	X		
Case Management	Case Notes	General	59230	The system shall have the ability to link a case note on a referral.		X	
Case Management	Case Notes	General	59232	The system shall support search for contacts using multiple criteria.	X		
Case Management	Case Notes	General	59234	The system shall allow for contacts to be sorted by various contact types, dates, and other criteria.	X		
Case Management	Case Notes	General	59235	The system shall allow the user to browse through multiple notes without returning to the main case note screen (e.g., previous, next).		X	
Case Management	Case Notes	General	59239	The system shall support navigating from the list directory of case notes to detailed note records.	X		
Case Management	Case Notes	General	59243	The system shall freeze case notes after a DHS specified period of time.	X		
Case Management	Case Notes	General	59244	The system shall support addendums to frozen case notes.	X		
Case Management	Case Notes	General	59245	The system shall have the ability to propagate or link a contact from one case to another.		X	
Case Management	Case Notes	Family Visits and Contacts	59247	The system shall allow the capability to enter narrative regarding the visitation or contact.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Case Notes	Family Visits and Contacts	59251	The system shall record begin and end times and dates on each family visit contact.		X	
Case Management	Case Notes	Family Visits and Contacts	59253	The system shall retain a complete history of all contacts.	X		
Case Management	Case Notes	Family Visits and Contacts	59256	The system shall allow a user to associate family visit outcome contact notes to the visitation plan, when applicable.	X		
Case Management	Case Notes	Record Case Notes	59261	The system shall track all edits and updates to existing contact notes and easily identify any changes made.	X		
Case Management	Case Notes	Record Case Notes	59262	The system shall allow the user to select from a list of common contact note types when entering case contacts notes.	X		
Case Management	Case Notes	Record Case Notes	59263	The system shall capture the method of contact (e.g. face-to-face, phone, etc).	X		
Case Management	Case Notes	Record Case Notes	59264	The system shall capture the date and time of the contact.	X		
Case Management	Case Notes	Record Case Notes	59265	The system shall capture and display the date and time the note was entered into the system	X		
Case Management	Case Notes	Record Case Notes	59266	The system shall allow the user to select from a list of common location types when entering case contacts.	X		
Case Management	Case Notes	Record Case Notes	59267	The system must provide the means for a single contact to be linked to multiple participants.	X		
Case Management	Case Notes	Record Case Notes	59268	The system shall provide the ability to select which participants are to be included in the case contact note.	X		
Case Management	Case Notes	Record Case Notes	59269	The system shall allow the contact's role to change among different clients or cases.	X		
Case Management	Case Notes	Record Case Notes	59270	The system shall display the relationship of persons that are documented in the contacts.		X	
Case Management	Case Notes	Record Case Notes	59271	The system shall track and identify all mandated case contacts to assist with the generation of reports and ticklers.	X		
Case Management	Case Notes	Record Case Notes	59272	The system shall record all case staffing activities in case notes.	X		
Case Management	Case Notes	Record Case Notes	59273	The system shall provide for the recording of collateral contacts.	X		
Case Management	Case Notes	Record Case Notes	59274	The system shall provide the capability to add new collateral contacts for individuals who are not included in the case.	X		
Case Management	Case Notes	Record Case Notes	59275	The system shall allow the user to search for a person or staff and add them to a case contact.	X		

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Case Management	Case Notes	Record Case Notes	59276	The system shall allow collateral persons to be associated with multiple clients' cases without need for duplicate data entry.		X	
Case Management	Case Notes	Record Case Notes	59277	The system shall capture collateral contacts and their roles and relationship to the participants (e.g. neighbors, relatives, etc.)		X	
Case Management	Case Notes	Record Case Notes	59278	The system shall indicate that the mandatory reporter follow-up occurred once the user enters the contact.	X		
Case Management	Case Notes	Record Case Notes	59279	The system shall allow a user to enter in one contact note that supports both the successful and unsuccessful contacts.	X		
Case Management	Case Notes	Investigation Contacts	59290	The system must provide the means to link a contact back to a specific investigation.	X		
Case Management	Case Notes	Investigation Contacts	59291	The system must provide the capability for contact notes to be launched directly from the investigation.	X		
Case Management	Case Notes	Investigation Contacts	59293	The system shall allow the user to document that the contact is for the commencement of the investigation.	X		
Case Management	Case Notes	Investigation Contacts	59294	The system shall allow the user to document that one or more contacts are for the engagement of services.	X		
Case Management	Case Notes	Investigation Contacts	59295	The system shall provide a means to capture the date and the results of the meeting between the investigator and supervisor concerning multiple complaints (three or more previous complaints and child under age four).	X		
Case Management	Case Notes	Investigation Contacts	58763	The system shall provide the capability to backdate a case note associated to an investigation when law enforcement completed a contact prior to the intake date and time.	X		
Case Management	Case Notes	Contact Exceptions and Approvals	59285	The system shall record supervisory approval or review for any contact exceptions.		X	
Case Management	Case Notes	Contact Exceptions and Approvals	59286	The system shall record and maintain worker requests for exceptions to mandatory contacts.		X	
Case Management	Case Notes	Contact Exceptions and Approvals	59287	The system shall record and maintain the reason an exception to the required contact is approved.	X		

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Case Management	Case Notes	Contact Exceptions and Approvals	59288	The system shall record and maintain the effective dates of any approved exceptions to required contacts.		X	
Case Management	Case Notes	Contact Exceptions and Approvals	59289	The system shall consider a contact completed when an exception for that contact has been documented and approved by the supervisor.		X	

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Case Management	Referrals, Services and Placements	Referrals	57746	The system shall provide the capability to refer a client to other agencies for benefits and services by generating a paper or electronic referral form which is pre-populated with person and case information and track each date the referral packet was created and sent.		X	
Case Management	Referrals, Services and Placements	Referrals	57751	The system must allow the user to enter in recommendations regarding the type of out of home placement and the reasons for this recommendation.	X		
Case Management	Referrals, Services and Placements	Referrals	57752	The system must have the ability to record the reasons for the placement level of care.	X		
Case Management	Referrals, Services and Placements	Referrals	57753	The system must have the ability to record the efforts made to place the child in the least restrictive environment.	X		
Case Management	Referrals, Services and	Referrals	59486	The system must allow a user to request an exception placement (e.g. residential setting that has no contract, etc).	X		

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	Placements						
Case Management	Referrals, Services and Placements	Referrals	57757	The system must track and provide in a placement packet critical placement factors (e.g. severe attachment issues, severe oppositional/defiant behaviors, ongoing risk of destruction to property, self-injury, severe enuresis, encopresis, fecal smearing, fire setting, and a history of violence towards other children, etc).		X	
Case Management	Referrals, Services and Placements	Referrals	57758	The system must track and provide in a placement packet information about specific child needs and characteristics (e.g. medications, allergies, cultural practices, food preferences, temperament, sleep, schedules, special and/or personal toys, books or clothing that will aid in a smooth placement transition).		X	
Case Management	Referrals, Services and Placements	Referrals	57759	The system must prevent other children from being placed with a juvenile adjudicated as a sex offender with exceptions or from being placed with high risk children.		X	
Case Management	Referrals, Services and Placements	Search for Services and Placements	57762	The system shall allow the workers to select a provider and view the detailed record of that provider.	X		
Case Management	Referrals, Services and Placements	Search for Services and Placements	57764	The system shall track and maintain a history of all resources statewide and provide the ability to filter searches by service type, county and placement service agencies.	X		
Case Management	Referrals, Services and Placements	Search for Services and Placements	57766	The system shall provide automated support in the identification and matching of clients with available placement alternatives, service needs, and/or available resources.	X		
Case Management	Referrals, Services and Placements	Search for Services and Placements	57768	The system shall support provider searches based on provider services offered, provider preferences, provider location, provider exclusions, provider eligibility for funding sources or any factors specified in the client service plan.	X		
Case Management	Referrals, Services and Placements	Search for Services and Placements	57769	The system shall automate the search for and match providers with client characteristics (e.g. demographics, age, critical placement factors, proximity to the child(ren)'s family, behavioral issues and medical conditions).		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Referrals, Services and Placements	Search for Services and Placements	57774	The system must display all children in a provider's care including biological, foster and adoptive children, and include a link to view detailed person and case data for each person in the home.	X		
Case Management	Referrals, Services and Placements	Search for Services and Placements	57777	The system must keep real time data on changes to persons that reside in the provider's home.	X		
Case Management	Referrals, Services and Placements	Search for Services and Placements	57778	The system shall ensure that all requirements for service provision, including licensing and contract requirements, are met before displaying the provider for general matching to clients.	X		
Case Management	Referrals, Services and Placements	Search for Services and Placements	57779	The system shall support real-time tracking of service availability from providers, considering provider total capacity, current census, and date of next bed availability.	X		
Case Management	Referrals, Services and Placements	Service Authorizations	57781	The system must record and display a unique identifier for each service authorization created.	X		
Case Management	Referrals, Services and Placements	Service Authorizations	57782	The system shall track all services authorized, provided and its status (e.g. pending, approved, closed, etc).	X		
Case Management	Referrals, Services and Placements	Service Authorizations	57785	The system shall record authorization for both scheduled and non-scheduled payments.	X		
Case Management	Referrals, Services and Placements	Service Authorizations	57786	The system shall record the service to be provided in the service authorization.	X		
Case Management	Referrals, Services and Placements	Service Authorizations	57787	The system must record the projected start and projected stop date for all service authorizations.	X		
Case Management	Referrals, Services	Service Authorizations	57788	The system must be able to record the actual begin and end dates for the services to be provided.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
	and Placements						
Case Management	Referrals, Services and Placements	Service Authorizations	57789	The system must record the number of units of service to be provided in the service authorization.	X		
Case Management	Referrals, Services and Placements	Service Authorizations	57790	The system must record and display the rate at which services will be paid.	X		
Case Management	Referrals, Services and Placements	Service Authorizations	59487	The system must allow an authorized user to enter a child specific rate when allowed by policy (e.g. independent living stipend payment, etc).	X		
Case Management	Referrals, Services and Placements	Service Authorizations	57793	The system must display the frequency with which services will be provided (e.g. monthly service, hourly service, daily service, etc).	X		
Case Management	Referrals, Services and Placements	Service Authorizations	57794	The system must record who will receive client services in the authorization.	X		
Case Management	Referrals, Services and Placements	Service Authorizations	57795	The system must record and display the provider to deliver the services.	X		
Case Management	Referrals, Services and Placements	Service Authorizations	57796	The system must record and display the provider's placement location and allow for an amendment when the service location changes.	X		
Case Management	Referrals, Services and Placements	Service Authorizations	57797	The system must record and display when the service authorization is for an out of state or out of country placement or service.		X	
Case Management	Referrals, Services and Placements	Service Authorizations	57798	The system must allow users to create multiple service authorizations for a client for the same time period.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Referrals, Services and Placements	Service Authorizations	57799	The system must calculate and display the balance of units remaining on individual service authorization based on invoices received.	X		
Case Management	Referrals, Services and Placements	Service Authorizations	57800	The system must calculate and display the foster care rate to be paid to foster providers by using standard rate tables which must contain the type of service provided, specialized rates and the age of the child.	X		
Case Management	Referrals, Services and Placements	Service Authorizations	57801	The system shall allow a user to create one service authorization for placement of a teen mother and her child but not pay for the child, when applicable.	X		
Case Management	Referrals, Services and Placements	Service Authorizations	57806	The system must automatically prefill service authorizations when service requests are entered or approved in another component within SACWIS (e.g. services approved in the case plan or subsidy agreement should automatically populate the service authorization page when forwarded by the user).	X		
Case Management	Referrals, Services and Placements	Service Authorizations	59488	The system must allow an authorized user to create a service authorization to pay a child directly, when applicable.	X		
Case Management	Referrals, Services and Placements	Service Authorizations	57802	The system shall require approval of all service authorizations by a user with the role and approval level required for the service.	X		
Case Management	Referrals, Services and Placements	Service Authorizations	57803	The system shall require more than one approval when the service type requested requires additional approvals (e.g. residential care).	X		
Case Management	Referrals, Services and Placements	Service Authorizations	57804	The system must have the capacity to inherit approvals for service authorizations (e.g. if the service is approved in the case plan it does not require an additional approval at authorization, if the service is approved for subsidy in the subsidy agreement it does not require approval in the service authorization, etc).		X	
Case Management	Referrals, Services	Service Authorizations	57805	The system must have the ability to search for service authorization by status, errors, name, worker, service type,		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
	and Placements			date or location.			
Case Management	Referrals, Services and Placements	Authorization Edits and Overrides	57807	The system shall ensure that the first out of home placement begin date, adoption placement begin date, and guardianship placement begin date is consistent with custody or legal status requirements of DHS policy.		X	
Case Management	Referrals, Services and Placements	Authorization Edits and Overrides	57808	The system shall edit and audit all placements and service openings to ensure that services requested are consistent with DHS policies.		X	
Case Management	Referrals, Services and Placements	Authorization Edits and Overrides	57809	The system shall allow overrides of edits for specific service opening edit failures as permitted by DHS policy.		X	
Case Management	Referrals, Services and Placements	Authorization Edits and Overrides	57810	The system shall support policy limits by funding source (e.g. foster care prevention expenditures are not to exceed two months of foster care).	X		
Case Management	Referrals, Services and Placements	Authorization Edits and Overrides	57811	The system shall allow for overrides when policy limits by funding source can be extended (e.g. allow for the override for foster care prevention expenditures to exceed two months of foster care)	X		
Case Management	Referrals, Services and Placements	Authorization Edits and Overrides	57812	The system shall provide the capability to authorize services that are exceptions to policy using override edits (e.g., emergency shelter for more than the standard number of days or payments to leave a bed open for emergency purposes).		X	
Case Management	Referrals, Services and Placements	Authorization Edits and Overrides	57813	The system shall allow the user to "borrow beds" when authorization is obtained and to document the authorization.	X		
Case Management	Referrals, Services and Placements	Authorization Edits and Overrides	57815	The system must edit and allow for placement overrides based on the capacity of the home.	X		
Case Management	Referrals, Services and	Authorization Edits and Overrides	57816	The system must ensure that children meet the criteria for a service type selected (e.g. a maternity home would not be authorized for a teenage boy).		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
	Placements						
Case Management	Referrals, Services and Placements	Authorization Edits and Overrides	57817	The system must make all edits and overrides, approvals, and messages configurable to ensure policy edits and overrides can be added and removed without the use of a developer.		X	
Case Management	Referrals, Services and Placements	Authorization Edits and Overrides	57821	The system must allow a user to correct service authorization dates which must generate a change in AFCARS (when applicable) and create an adjustment for payments.	X		
Case Management	Referrals, Services and Placements	Placements and Services	57822	The system must provide the capability to ensure a user can locate, identify and pay for "rapid" placement in emergency situations.	X		
Case Management	Referrals, Services and Placements	Placements and Services	57824	The system shall track placement changes and reason for change in placement.	X		
Case Management	Referrals, Services and Placements	Placements and Services	57825	The system shall store and display temporary leaves (to hospitals, psych evaluations, summer camp, etc) that are tracked historically with start and end dates.	X		
Case Management	Referrals, Services and Placements	Placements and Services	57826	The system shall automate the updating of the child's address when their placement location changes.	X		
Case Management	Referrals, Services and Placements	Placements and Services	57827	The system shall support placing multiple children with one transaction when siblings are placed together.		X	
Case Management	Referrals, Services and Placements	Placements and Services	57828	The system must have the ability to add and amend placement narrative to describe the caretaker's willingness and capacity to meet the child's needs.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Referrals, Services and Placements	Placements and Services	57831	The system shall record and maintain services rendered (paid and non-paid).	X		
Case Management	Referrals, Services and Placements	Placements and Services	57833	The system shall support documentation of all status changes for all services.	X		
Case Management	Referrals, Services and Placements	Placements and Services	57834	The system shall have the ability to request and record one time services that are required (e.g. child care, clothing, court costs, and independent living services, travel for visitation with family, etc).	X		
Case Management	Referrals, Services and Placements	Placements and Services	57835	The system shall support entering in one service and associating multiple participants with one transaction when services are rendered to the entire family or several participants.	X		
Case Management	Referrals, Services and Placements	Placements and Services	57836	The system must record emergency medical, dental and mental health services needed and/or received.	X		
Case Management	Referrals, Services and Placements	Placements and Services	57842	The system must track when a child is AWOL from a placement including the start date and end date.	X		
Case Management	Referrals, Services and Placements	Placements and Services	57843	The system must track the reason for the AWOL status (e.g. never in care, abduction, runaway, escapee etc)	X		
Case Management	Referrals, Services and Placements	Placements and Services	57844	The system must require an approval prior to placing a child on the Child Locator Website by authorized users.		X	
Case Management	Referrals, Services and Placements	Placements and Services	57852	The system shall support the determination of care process (DOC).		X	
Case Management	Referrals, Services	Placements and Services	57853	The system must provide an evaluation decision making tool to justify supplemental rates for foster parents or relatives		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
	and Placements			that are eligible for foster care payments.			
Case Management	Referrals, Services and Placements	Placements and Services	57854	The system must provide the capability to create and record three types of determination of care (DOC) tools which includes: (1) children 0-12 with behavioral problems, (2) 13 years or older with behavioral problems and (3) children who are medically fragile.		X	
Case Management	Referrals, Services and Placements	Placements and Services	57856	The system must allow a user to complete a redetermination of the determination of care process (DOC) rate.		X	
Case Management	Referrals, Services and Placements	Placements and Services	57857	The system must require approvals of the determination of care process (DOC) decision in accordance with DHS Policy.		X	
Case Management	Referrals, Services and Placements	Placements and Services	57859	The system must provide an evaluation decision making tool to justify assisted care supplemental rate for foster parents or relatives that are eligible for foster care payments.		X	
Case Management	Referrals, Services and Placements	Placements and Services	57860	The system must allow for assisted care payments to be available for crisis intervention and stabilization in situations where a foster parent or relative requires help in managing a child's medical care or behavior.		X	
Case Management	Referrals, Services and Placements	Placements and Services	57861	The system must record the results of the assisted care payment and whether it was successful (e.g., prevent hospitalization, disrupted placement, etc.).		X	
Case Management	Referrals, Services and Placements	Placements and Services	57863	The system must require approval(s) of the assisted care payment and additional approvals to extend the payment over one year.		X	
Case Management	Referrals, Services and Placements	Placements and Services	57864	The system must allow an authorized user to approve temporary one on one supervision rates when permitted by DHS policy.		X	
Case Management	Referrals, Services and	Placements and Services	57869	The system must automate modifications to the service authorization rate when a user changes the determination of care (DOC) or Assisted Care rate.		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
	Placements						
Case Management	Referrals, Services and Placements	Placements and Services	57838	The system must allow a user to prefill, preview and print a JJ conditions of placement agreement.	X		
Case Management	Referrals, Services and Placements	Placements and Services	57839	The system must maintain a history of all JJ conditions of placement agreements generated.		X	
Case Management	Referrals, Services and Placements	Placements and Services	57840	The system must track when and who received a JJ conditions of placement agreement.		X	
Case Management	Referrals, Services and Placements	Placements and Services	57845	The system must track attempted placements and reasons for placement rejection.	X		
Case Management	Referrals, Services and Placements	Placements and Services	57846	The system must track what providers received a referral and did not accept the client for services.	X		
Case Management	Referrals, Services and Placements	Placements and Services	57847	The system must track when and the reasons a placement or service ends.	X		
Case Management	Referrals, Services and Placements	Placements and Services	57849	The system must track and automate when the change in placement is the end of the episode.	X		
Case Management	Referrals, Services and Placements	Placements and Services	57850	The system must treat an emergency placement that turns into a regular foster home placement as the same placement within an episode.	X		
Case Management	Referrals, Services and Placements	Placements and Services	57851	The system must not count a placement twice within an episode when the placement type changes but the child is physically still in the same home (e.g. unlicensed relative changes to relative placement, foster care changes to guardianship, etc).	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Referrals, Services and Placements	Maintain History	57865	The system shall maintain a history of the contents in the placement and service packet sent to providers.	X		
Case Management	Referrals, Services and Placements	Maintain History	57867	The system shall provide a status summary and history of all service authorizations and approvals.	X		
Case Management	Referrals, Services and Placements	Maintain History	57868	The system shall display a historical record of all services referred, provided and completed.	X		
Case Management	Referrals, Services and Placements	Maintain History	57872	The system must display a history of all placements, dates of placement, placement type, if the placement was authorized for payment, paid and non-paid.	X		
Case Management	Referrals, Services and Placements	Maintain History	57873	The system must track and maintain a history of where a child is placed when they are removed from his/her parents (or primary caretakers).	X		
Case Management	Referrals, Services and Placements	Maintain History	57874	The system must maintain an online history of determination of care process (DOC) and Assisted Care tools and the approved supplemental rates.		X	
Case Management	Referrals, Services and Placements	Ticklers and Alerts	57879	The system must generate a tickler to the users when a determination of care (DOC) process determination is about to expire.	X		
Case Management	Referrals, Services and Placements	Templates and Notices	57875	The system must allow a user to prefill, preview and print multiple types of referral placement and service packets	X		
Case Management	Referrals, Services and Placements	Templates and Notices	57876	The system shall be able to generate notification for the identified provider when a service or placement is authorized for payment.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Referrals, Services and Placements	Templates and Notices	57877	The system must allow a user to prefill, preview and print required documents related to when a child is AWOL.	X		
Case Management	Referrals, Services and Placements	Templates and Notices	57878	The system must allow a user to prefill, preview and print determination of care process (DOC) templates.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Guardianship	Potential Guardians	57427	The system shall provide a means for the user to document and track potential guardians for a child(ren).	X		
Case Management	Guardianship	Potential Guardians	57428	The system shall track multiple families requesting guardianship of the same child independently of each other.	X		
Case Management	Guardianship	Potential Guardians	57429	The system shall require the worker to make recommendations for guardianship for each family when there are competing families.	X		
Case Management	Guardianship	Potential Guardians	57434	The system shall allow a user to complete and track the date the worker completed the recommendation to deny request for juvenile guardianship.	X		
Case Management	Guardianship	Potential Guardians	57435	The system shall allow the user to document whether or not the court concurred with the Department's recommendation of a home study.	X		
Case Management	Guardianship	Guardianship Legal	57511	The system shall track whether or not a parental consent was granted for the guardianship.	X		
Case Management	Guardianship	Guardianship Legal	57512	The system shall track the signature date a Release of a Child form was signed by the parent and agency.		X	
Case Management	Guardianship	Guardianship Legal	57519	The system shall allow the user to record whether a request for appointment of a successor guardian exists.		X	
Case Management	Guardianship	Guardianship Legal	57529	The system shall support court ordered investigations of guardianships.		X	
Case Management	Guardianship	Michigan Children's Institute (MCI)	57459	The system shall automate the process by which a request to the Michigan Children's Institute (MCI) Superintendent can be made via the system for consent to guardianship for state wards.		X	
Case Management	Guardianship	Michigan Children's Institute (MCI)	57460	The system shall automatically refer the request for guardianship assistance to the DHS subsidy office concurrently with the Michigan Children's Institute (MCI) consent request.		X	
Case Management	Guardianship	Approval	57462	The system shall track the approval consent or denial date made by the Michigan Children's Institute (MCI) Superintendent for juvenile guardianship.		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Guardianship	Templates and Notices	57560	The system shall allow the user to prefill, print and preview all guardianship templates and notifications.	X		
Case Management	Adoption	General	57261	The system shall record information related to adoption.	X		
Case Management	Adoption	General	57264	The system shall provide a means for all siblings adopted by the same family to be tracked as one case under their new adoption identities.	X		
Case Management	Adoption	General	59532	The system must allow the user to report if the child has ever been adopted and the age the child was adopted.	X		
Case Management	Adoption	General	59534	The system must allow the user to report the Adoptive Parents Family Structure (e.g. married, unmarried couple, single female, single male).	X		
Case Management	Adoption	General	59535	The system must allow the user to report if the child is receiving financial subsidy and the amount received.	X		
Case Management	Adoption	Confidentiality of Records	57266	The system shall provide functionality to restrict access to active adoption cases and sealed adoption records to only the authorized users, when applicable	X		
Case Management	Adoption	Child Adoption Referral	57282	The system shall provide electronic editing to protect confidential information when the assessment is printed.		X	
Case Management	Adoption	Child Adoption Referral	57284	The system shall allow the user to document the child's progress towards adoption.	X		
Case Management	Adoption	Child Adoption Referral	57285	The system shall allow the user to document barriers and steps to remove the barriers to a child being adopted.	X		
Case Management	Adoption	Child Adoption Referral	57288	The system shall allow the user to document a projected date for adoption.		X	
Case Management	Adoption	Child Adoption Referral	57289	The system shall allow the user to document the child's attitude, preparation and readiness for adoption.		X	
Case Management	Adoption	Child Adoption Referral	57290	The system shall allow the user to document a child's special needs and type of adoptive family required to meet them.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Adoption	Child Adoption Referral	57294	The system shall track the date the child's adoptive assessment was shared with the prospective adoptive parents.	X		
Case Management	Adoption	Preliminary Adoptive Family Assessment	57295	The system shall support the completion of a preliminary adoptive family assessment of a family that expresses an interest in a child for the purposes of adoption.	X		
Case Management	Adoption	Preliminary Adoptive Family Assessment	57297	They system shall track the date the preliminary assessment was given to adoptive applicants.		X	
Case Management	Adoption	Adoptive Family Assessment	57298	The system shall allow users to enter contact information on references and reference feedback on potential adoption homes.	X		
Case Management	Adoption	Adoptive Family Assessment	57299	The system shall allow users to enter information obtained on the health and medical status on adoptive applicants.	X		
Case Management	Adoption	Adoptive Family Assessment	57301	The system shall record and track prospective adoptive parents previous adoptive experience (e.g., number of adoptions finalized, number disrupted/dissolved, number refused).		X	
Case Management	Adoption	Adoptive Family Assessment	57304	The system shall require the user to document the justification as to why a competing party for a potential adoptive placement was not chosen as most appropriate.		X	
Case Management	Adoption	Michigan Adoption Resource Exchange	57315	The system shall allow a user to document the need and reason(s) to place a child on "hold" when they are not ready for an adoptive placement.		X	
Case Management	Adoption	Michigan Adoption Resource Exchange	57317	The system must require a user to enter the reasons a child remains on "hold" and is not seeking adoptive home every six months.		X	
Case Management	Adoption	Adoption Matching	57305	The system shall allow the worker to designate whether or not there is an identified family for a child with the goal of adoption.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Adoption	Adoption Matching	57308	The system shall allow for the linking and recording of all potential adoptive resources for each child.	X		
Case Management	Adoption	Adoption Matching	57309	The system shall track the outcome of the adoption inquiry.	X		
Case Management	Adoption	Adoption Pre-Placement	57324	The system shall track the date the publication containing information on Michigan's Adoption Subsidy Program was provided to potential adoptive families		X	
Case Management	Adoption	Adoption Placement	57325	The system shall record the adoption type (e.g. In-State, Out of State, Out of Country, Public Agency, DHS placement, Child Placing Agency placement, in county, out of county, Private Agency, etc).	X		
Case Management	Adoption	Adoption Placement	57327	The system shall allow for the identification of a child who is brought to the United States from a foreign country for the purpose of an international adoption.		X	
Case Management	Adoption	Adoption Legal	57330	The system must display a summary of legal information related to adoptions.	X		
Case Management	Adoption	Adoption Legal	57331	The system shall support the completion of a consent packet to the Michigan Children's Institute (MCI).		X	
Case Management	Adoption	Adoption Legal	57337	The system shall identify legal requirements for each parental type pertaining to the availability of a child for adoption.	X		
Case Management	Adoption	Adoption Legal	57339	The system shall track and display whether the child is legally available for adoption and not yet in an adoptive placement.	X		
Case Management	Adoption	Adoption Legal	57343	The system shall associate dates related with the recorded adoption status.	X		
Case Management	Adoption	Adoption Legal	57344	The system shall provide a means for the user to document and track all information related to adoption dissolution.	X		
Case Management	Adoption	Adoption Closure	57347	The system shall record the new adoptive name of the child.	X		
Case Management	Adoption	Adoption Closure	57348	The system shall generate and track when the adoptive family was notified of closure.		X	
Case Management	Adoption	Post Adoptive Services	57349	The system shall support the provision of post adoption services.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Adoption	Post Adoptive Services	57352	The system shall support a Central Adoption Registry (CAR) to maintain former parents' and adult former siblings' statements giving consent to or denying release of identifying information.		X	
Case Management	Adoption	Post Adoptive Services	57354	The system shall allow the authorized user to document how requests for identifying information by the adult adoptee were handled.		X	
Case Management	Adoption	Adoption Disruption	57357	The system must track the date and reason an adoption disruption occurred.	X		
Case Management	Adoption	Adoption Disruption	57362	The system must allow an authorized user to re-associate a child into the child's original foster care case following an adoption disruption.	X		
Case Management	Adoption	Adoption Disruption	59489	The system must allow an authorized user to re-associate a child into the child's adoption case following an adoption dissolution.		X	
Case Management	Adoption	Approval	57363	The system shall require supervisory approval for consent requests made to Michigan Children's Institute (MCI).		X	
Case Management	Adoption	Approval	57365	The system shall allow the user to document the decision made by Michigan Children's Institute (MCI).		X	
Case Management	Adoption	Templates and Notices	57367	The system shall allow the user to prefill, preview and print templates and notifications required during, and as a result of the Adoption / Termination of Parental Rights (TPR).	X		
Case Management	Adoption	Templates and Notices	57372	The system must allow a user to prefill, preview and print Adoption related notifications and letters.	X		
Case Management	Adoption	Templates and Notices	57378	The system shall support the pre-fill, preview and printing of the Adoptive Placement Supervisory Report.	X		
Case Management	Adoption	Templates and Notices	57383	The system shall allow a user to the prefill, preview and print the Permanency Commitment form.	X		
Case Management	Adoption	Templates and Notices	57384	The system shall allow a user to prefill, preview and print the Verification of Adoptee's Information Provided to Adoptive Parent.	X		
Case Management	Subsidy and Agreements	Applications	59302	The system shall allow a user to add a new case for subsidy or assistance to the system without being transferred from another program.	X		
Case Management	Subsidy and Agreements	Applications	59332	The system must track and maintain a history of multiple types of applications for subsidy and assistance.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Subsidy and Agreements	Applications	59472	The system shall enforce DHS Policy, Federal and State required edits when entering in an application for subsidy and assistance.		X	
Case Management	Subsidy and Agreements	Applications	59305	The system shall support multiple types of subsidy applications concurrently for the same child.		X	
Case Management	Subsidy and Agreements	Applications	57548	The system must require one or more approvals when an application is ready for submission to the subsidy unit.	X		
Case Management	Subsidy and Agreements	Eligibility	59326	The system shall provide the means to support the determination of eligibility for adoption assistance, guardianship assistance, and adoption/guardianship medical subsidy.	X		
Case Management	Subsidy and Agreements	Eligibility	57439	The system shall automate DHS Policy, Federal and State required edits when performing eligibility for guardianship assistance, adoption assistance, and adoption guardianship subsidy.		X	
Case Management	Subsidy and Agreements	Eligibility	59309	The system shall support the preparation, tracking, and completion of the adoption assistance, guardianship assistance, and adoption/guardianship subsidy for eligibility determinations.	X		
Case Management	Subsidy and Agreements	Eligibility	59310	The system shall track the status of the subsidy and assistance eligibility determination/certification.	X		
Case Management	Subsidy and Agreements	Eligibility	57448	The system shall track the completion, approval or denial date for any subsidy or assistance decision.	X		
Case Management	Subsidy and Agreements	Eligibility	59328	The system shall provide a means to maintain the subsidy and assistance eligibility determination and re-determination.	X		
Case Management	Subsidy and Agreements	Eligibility	59312	The system shall record and maintain the qualifying characteristics of a special needs child that qualifies for subsidy and assistance.	X		
Case Management	Subsidy and Agreements	Eligibility	59375	The system shall determine a child eligible for Medicaid when the child has been determined eligible for Title IV-E Support Subsidy.	X		
Case Management	Subsidy and Agreements	Eligibility	59376	The system shall determine eligibility for TANF funding of subsidy payments based on the family size and income.	X		
Case Management	Subsidy and Agreements	Agreements	59330	The system shall record multiple types of subsidy and assistance agreements.	X		

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Case Management	Subsidy and Agreements	Agreements	59331	The system shall capture all data elements to support the multiple types of subsidy and assistance agreements.	X		
Case Management	Subsidy and Agreements	Agreements	59335	The system shall provide for an unsigned or inactive assistance/subsidy agreement.	X		
Case Management	Subsidy and Agreements	Agreements	59473	The system must track and maintain a history of all agreements.		X	
Case Management	Subsidy and Agreements	Agreements	57454	The system must perform DHS Policy, State and Federal edits when completing an agreement(s).		X	
Case Management	Subsidy and Agreements	Agreements	57456	The system shall require one or more approvals when generating an agreement.	X		
Case Management	Subsidy and Agreements	Agreements	57457	The system must track all required signatures and the signature dates associated to each agreement.		X	
Case Management	Subsidy and Agreements	Agreements	57470	The system shall display the maximum rate allowed per agreement which must include the Determination of Care and the base Foster Care Rate.		X	
Case Management	Subsidy and Agreements	Agreements	59351	The system shall allow a user to enter the rate amount which cannot exceed the maximum amount.		X	
Case Management	Subsidy and Agreements	Agreements	59359	The system shall prefill information from the application to the agreement to ensure all medical conditions and other demographics are displayed in the agreement.	X		
Case Management	Subsidy and Agreements	Agreements	57536	The system shall allow for amendments to agreements without requiring duplicate data entry.	X		
Case Management	Subsidy and Agreements	Annual Report	59342	The system shall provide a means for the subsidy data to be updated when the parent submits the Annual Report.	X		
Case Management	Subsidy and Agreements	Annual Report	59343	The system shall provide a means for the subsidy data to be automatically updated when the Annual Report is submitted via an "online" system (e.g. portal or website)		X	
Case Management	Subsidy and Agreements	Annual Report	59344	The system shall provide a mechanism to receive Annual Reports for subsidy information using an interactive voice response system (IVR)		X	
Case Management	Subsidy and Agreements	Annual Report	59462	The system shall generate an alert to the subsidy worker when changes are reported on the Annual Report submitted via the portal or interactive voice response system (phone).		X	
Case Management	Subsidy and Agreements	Payments	59324	The system shall automatically end assistance and subsidy at age 18 or at a predetermined age but not close the case.	X		

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Case Management	Subsidy and Agreements	Payments	59449	The system shall automatically end assistance and subsidy when the adoptive parents' parental rights are terminated in the system.		X	
Case Management	Subsidy and Agreements	Payments	59340	The system shall allow the assistance or subsidy agreement status to be open or active without payment occurring.	X		
Case Management	Subsidy and Agreements	Payments	57469	The system must allow the administrative rate to be paid to a child placing agency when the agency is supervising the case and the family is receiving guardianship assistance.		X	
Case Management	Subsidy and Agreements	Medicaid	59474	The system shall automate the seamless transition for Medicaid between case types (e.g. Subsidy uses HMO Medicaid and Foster care does not, etc.).	X		
Case Management	Subsidy and Agreements	Medicaid	59377	The system shall support a seamless transition from one Medicaid category of eligibility to another.	X		
Case Management	Subsidy and Agreements	Medical Subsidy	59362	The system must display services that are qualified for medical subsidy based on condition.		X	
Case Management	Subsidy and Agreements	Medical Subsidy	59475	The system must allow a user to update the medical subsidy list and conditions.	X		
Case Management	Subsidy and Agreements	Appeals	59318	The system shall provide a means for the user to track the adoption assistance and medical subsidy appeals process.	X		
Case Management	Subsidy and Agreements	Appeals	59319	The system shall track the date the adoption subsidy appeal was made.	X		
Case Management	Subsidy and Agreements	Appeals	59320	The system shall track the date the adoption subsidy appeal was reviewed.	X		
Case Management	Subsidy and Agreements	Appeals	59321	The system shall track the outcome of the adoption subsidy appeal.	X		
Case Management	Subsidy and Agreements	Ticklers and Alerts	59450	The system shall create an alert when payee or child death occurs and assistance and subsidy exists.	X		
Case Management	Subsidy and Agreements	Ticklers and Alerts	59451	The system shall flag an assistance and subsidy case when a child enters foster care or juvenile justice.	X		
Case Management	Subsidy and Agreements	Templates and Notices	59384	The system shall generate all forms, memos, documents and notices to support the guardianship assistance, adoption subsidy and medical subsidy programs.	X		
Case Management	Subsidy and Agreements	Templates and Notices	59437	The system shall allow a user to prefill, preview and print the Annual Report.	X		

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Case Management	Subsidy and Agreements	Templates and Notices	57573	The system shall prefill, preview and print all Agreements (e.g. guardianship assistance, adoption support, medical, non-recurring expenses [NRE]).	X		
Case Management	Subsidy and Agreements	Templates and Notices	59399	The system shall prefill, preview and print all subsidy Applications (e.g. adoption support, medical, non-recurring expenses [NRE]).	X		
Case Management	Subsidy and Agreements	Reports	59381	The system shall generate standardized reports for the guardianship assistance, adoption assistance and adoption/medical subsidy programs.	X		
Case Management	Subsidy and Agreements	Reports	59477	The system shall generate a standardized report on all children that come into custody who receives subsidy or assistance.	X		
Case Management	Subsidy and Agreements	Reports	59382	The system shall generate a standardized report on payments that were authorized but not made and the reason.	X		
Case Management	Subsidy and Agreements	Reports	59452	The system shall generate a standardized report that notifies subsidy unit when a child's foster care, adoption, and/or juvenile justice case type closed and an assistance or subsidy case type is active.	X		
Case Management	Subsidy and Agreements	Reports	59383	The system shall generate a standardized report on children who are turning age 18 who actively receives subsidy and assistance.	X		
Case Management	Subsidy and Agreements	Reports	57608	The system shall generate a standardized report on overdue annual reports for all assistance and subsidy.	X		
Case Management	Subsidy and Agreements	Reports	59476	The system must create a batch of reports and notifications that are sent to a central printer on a monthly basis to support subsidy and assistance program.	X		

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Case Management	Prevention	Referral	59082	The system shall allow the capability to reject or withdraw a referral for Prevention Services.	X		
Case Management	Prevention	Acceptance	59101	The system shall automate the estimated end date based on the referral date for Prevention Services.		X	
Case Management	Prevention	Acceptance	59103	The system must have the ability to request and document a Prevention case extension.		X	
Case Management	Prevention	Reports	59138	The system must generate and provide standardized management reports on Prevention.	X		
Case Management	Youth in Transition	Referral	57122	The system shall document independent living services provided to youth with open foster care cases to be in compliance with foster care policy.	X		
Case Management	Youth in Transition	Referral	57127	The system shall allow for the determination of eligibility for Youth in Transition (YIT) services for youth who are currently active in the foster care system.		X	
Case Management	Youth in Transition	Referral	57128	The system shall allow an application for Youth in Transition (YIT) services on former foster children whose case is closed.	X		
Case Management	Youth in Transition	Referral	57129	The system shall allow for the determination of eligibility for Youth in Transition (YIT) services on closed foster care youth.	X		
Case Management	Youth in Transition	Referral	57130	The system shall allow an application for participants who were former foster care children in another state.	X		
Case Management	Youth in Transition	Referral	57131	The system shall allow for the determination of eligibility for Youth in Transition (YIT) services for individual who were in the foster care system in another state.		X	
Case Management	Youth in Transition	Referral	57132	The system shall allow for the user to have the ability to document the Youth in Transition (YIT) services provided to a youth who were in the foster care system in another state.	X		
Case Management	Youth in Transition	YIT Assessment	57143	The system shall allow the authorized user to request an approval to allow Youth in Transition (YIT) services for youth 16 or 17 on a closed case.	X		
Case Management	Youth in Transition	YIT Services	57183	The system shall allow Michigan Youth Opportunity Initiative (MYOI) bank account information personal and IDA savings accounts.		X	
Case Management	Youth in Transition	YIT Services	57192	The system shall require all independent living related services funded by the Youth in Transition (YIT) fund source to be documented on the Services Youth Profile Report.		X	

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Case Management	Youth in Transition	YIT Services	57195	The system shall require the youth to be attending an institution of higher education as defined by the Higher Education Act of 1965 in order to receive an Education and Training Voucher Program (ETV).		X	
Case Management	Youth in Transition	YIT Services	57198	The system shall require a youth that attends higher education to earn at least a 2.0 grade point average to receive Education and Training Voucher (ETV) Program funds.		X	
Case Management	Youth in Transition	YIT Services	57200	The system shall track non-funded community services/activities/councils that the youth is involved in.	X		
Case Management	Youth in Transition	National Youth and Transition Database (NYTD)	57202	The system shall comply with National Youth in Transition Database (NYTD) reporting standards.	X		
Case Management	Youth in Transition	National Youth and Transition Database (NYTD)	57203	The system shall provide all required data to the National Youth in Transition Database (NYTD) in a format as defined by the National Youth in Transition Database (NYTD).	X		
Case Management	Youth in Transition	National Youth and Transition Database (NYTD)	57205	The system shall provide a means for authorized users to record National Youth in Transition information for a youth on a closed case.	X		
Case Management	Youth in Transition	National Youth and Transition Database (NYTD)	57135	The system shall allow youths to complete the NYTD survey via a portal.		X	
Case Management	Youth in Transition	National Youth and Transition Database (NYTD)	57232	The system shall track the method used to take each survey		X	
Case Management	Youth in Transition	Templates and Notices	57243	The system shall allow a user to prefill, preview and print the Services Youth Profile Report which includes all services provided to youth in transition.	X		
Case Management	Youth in Transition	Templates and Notices	57249	The system shall allow a user to prefill, preview and print surveys with demographic information to be sent to a youth that are designated as baseline, serviced and follow-up.	X		

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Case Management	Youth in Transition	Templates and Notices	57248	The system shall allow a user to prefill, preview and print the youth's Transitional Living Plan and 90 day discharge plan which is part of case plan assessments.	X		
Case Management	Youth in Transition	Templates and Notices	57253	The system shall allow a user to prefill, preview and print an authorization letter that contains the amounts and billing instructions that will be provided to the post-secondary institution (for the purpose of tuition payment), and a copy sent to the student.	X		
Case Management	Youth in Transition	Templates and Notices	57254	The system shall allow the user to prefill, preview and print notifications to the youth or young adult that they are in non-compliance with the Voluntary Service Agreement Interdependent Living Plan or scholarship eligibility guidelines as needed.	X		
Case Management	ICWA	Initial Inquiry	59141	The system shall support those cases, as defined by policy, which are identified as meeting the definition of ICWA.		X	
Case Management	ICWA	Initial Inquiry	59142	The system shall identify if the child is a member or eligible for membership in a tribe, whether federally recognized or not.		X	
Case Management	ICWA	Initial Inquiry	59143	The system shall capture whether a tribe is federally recognized.		X	
Case Management	ICWA	Initial Inquiry	59145	The system shall record whether the inquiry was made, if so the date the inquiry was made, to whom and the response obtained regarding the child's affiliation or membership information.		X	
Case Management	ICWA	Initial Inquiry	59147	The system shall record any tribal membership including enrollment number.		X	
Case Management	ICWA	Initial Inquiry	59148	The system shall be capable of recording one or more tribal affiliations for a child and child's enrollment history.		X	
Case Management	ICWA	Initial Inquiry	59152	The system shall record if the provider is an "Indian Custodian".		X	
Case Management	ICWA	Initial Inquiry	59153	The system must capture whether the American Indian child's domicile is on or off the reservation.		X	
Case Management	ICWA	Initial Inquiry	59154	The system shall record at a minimum the name of the tribe, tribal address, and phone number.		X	
Case Management	ICWA	Initial Inquiry	59156	The system shall provide the capability to document reasonable efforts to gather American Indian information on the child and his/her parents and family.		X	
Case Management	ICWA	Initial Inquiry	59157	The system shall provide the capability to record tribal verification "type" and date verification was received for the child.		X	

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Case Management	ICWA	Initial Inquiry	59158	The system shall capture whether a tribal identification card or tribal enrollment letter was obtained.		X	
Case Management	ICWA	Initial Inquiry	59163	The system shall capture data on the ICWA child's parents (e.g., birth mother, including maiden name, and names of the putative, biological or legal father and maternal and paternal grandparents' enrollment history, etc.).		X	
Case Management	ICWA	Initial Inquiry	59165	The system shall capture the name of the birth mother's mother, if the birth mother was adopted.		X	
Case Management	ICWA	Initial Inquiry	59128	The system shall record an indication that the tribe is eligible to receive IV-E funds.		X	
Case Management	ICWA	Initial Inquiry	59129	The system shall capture if the child is receiving any tribal funding or services.		X	
Case Management	ICWA	Tribal Notification	59184	The system shall notify Native American Affairs and Indian Outreach Services of any case identified as ICWA per policy.		X	
Case Management	ICWA	Tribal Notification	59185	The system shall track the tribal affiliation and generate a notice to the correct tribe when a child enters a state's child welfare system		X	
Case Management	ICWA	Tribal Notification	59186	The system shall capture the date the notice was sent and the date it was received per registered mail.		X	
Case Management	ICWA	Tribal Notification	59187	The system shall record all notices that are sent to the tribe, Bureau of Indian Affairs, biological parents and to the Indian Custodian, when applicable.		X	
Case Management	ICWA	Tribal Notification	59161	The system shall maintain information related to the date that the tribe intervened in the child's case, when applicable.		X	
Case Management	ICWA	Reports	59205	The system shall allow a user to generate standardized reports, templates and notices to comply with all ICWA requirements.	X		
Case Management	ICPC	General	57630	The system shall require the user to document if the interstate request is incoming or outgoing.	X		
Case Management	ICPC	General	57631	The system shall track if the interstate request is Interstate Compact on Placement of Children (ICPC), Interstate Compact for Juveniles (ICJ) or Interstate Compact on Adoption and Medical Assistance (ICAMA).	X		
Case Management	ICPC	General	57632	The system shall track the receiving and sending agency information.	X		
Case Management	ICPC	General	57633	The system shall track the receiving and sending agency contact.	X		

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Case Management	ICPC	General	57635	The system shall allow for the tracking of multiple states and counties associated with an individual's interstate case.	X		
Case Management	ICPC	General	57636	The system shall allow the authorized user to associate multiple types of interstate requests with one youth.	X		
Case Management	ICPC	General	57641	The system shall track if the interstate request involves an interstate runaway, escapee, extradition, or absconded.	X		
Case Management	ICPC	General	57643	The system shall track if the interstate case is a voluntary or involuntary return of a youth.	X		
Case Management	ICPC	General	57644	The system shall display if a youth is delinquent or non-delinquent.	X		
Case Management	ICPC	General	57645	The system shall display if a youth is a ward or non-ward.	X		
Case Management	ICPC	General	57647	The system shall display specific information on the child(ren) that are included in the Interstate Compact on Placement of Children (ICPC) request.	X		
Case Management	ICPC	General	57649	The system shall track the type of interstate regulation for case priority to include but not limited to regulation 1 and priority 7 placements.	X		
Case Management	ICPC	General	57650	The system shall track incomplete referrals for interstate requests to include but not limited to date received, date returned, reason for return.	X		
Case Management	ICPC	Outgoing Requests	57658	The system shall track the date the interstate referral is received by the MI state compact office.	X		
Case Management	ICPC	Outgoing Requests	57659	The system shall track the date the interstate referral is received by the receiving state.	X		
Case Management	ICPC	Outgoing Requests	57660	The system shall track and monitor due dates associated with the completion of the home study.	X		
Case Management	ICPC	Outgoing Requests	57661	The system shall track the date the home study is completed by the receiving state.	X		
Case Management	ICPC	Outgoing Requests	57662	The system shall track and indicate if the home study was approved or disapproved.	X		
Case Management	ICPC	Outgoing Requests	57663	The system shall track the decision date associated with the home study.	X		
Case Management	ICPC	Incoming Requests	57665	The system shall track the date the interstate request was initiated in the referring state.	X		

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Case Management	ICPC	Incoming Requests	57666	The system shall allow a user to record and track the receipt of an inbound interstate request by the MI Interstate Office.	X		
Case Management	ICPC	Incoming Requests	57668	The system shall track the decision made regarding the inbound referral.	X		
Case Management	ICPC	Incoming Requests	57669	The system shall track the inbound referral decision date associated with the home study completed.	X		
Case Management	ICPC	Placement	57628	The system shall extract and display the placement and all activities associated with the Interstate Compact on Placement of Children (ICPC) case in a case summary view.		X	
Case Management	ICPC	Placement	57629	The system shall allow for an authorized user to open an interstate case for supervision regardless of approval status of the placement.	X		
Case Management	ICPC	Placement	57674	The system shall track the issuance date of travel permits to juvenile probationers and parolees for Interstate Compact on Juvenile cases.		X	
Case Management	ICPC	Placement	57675	The system shall track the recommendation regarding the interstate placement.	X		
Case Management	ICPC	Placement	57676	The system shall track the date the placement is made, or a determination is made by the sending state or whether or not the interstate placement is still needed based on review of materials provided by the receiving state.	X		
Case Management	ICPC	Placement	57677	The system shall track the date the central interstate office concurred with the date of placement.	X		
Case Management	ICPC	Placement	57678	The system shall track if the placement was in violation of interstate compact.	X		
Case Management	ICPC	Placement	57679	The system must track when an Interstate Compact on Placement of Children (ICPC) placement is court ordered.		X	
Case Management	ICPC	Placement	57681	The system shall record and maintain a history of the child's IV-E eligibility for an interstate case that was conducted in another state.	X		
Case Management	ICPC	Placement	57686	The system shall allow the user to document the date the sending state's court terminated jurisdiction of the interstate case.	X		
Case Management	ICPC	Placement	57687	The system shall allow the user to document the date notification was received from the sending state to discharge the child from placement.	X		
Case Management	ICPC	Placement	57688	The system shall allow a user to document the date the interstate placement was ended.	X		

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Case Management	ICPC	Placement	57689	The system shall document the reason the interstate case was ended.	X		
Case Management	ICPC	Approval	57691	The system shall require the approval of the local authorized user for an out of state placement before a referral to the MI Interstate Office can be processed.		X	
Case Management	ICPC	Approval	57692	The system shall require the local county director to certify the need for an out of state residential placement before a referral to the MI Interstate Office can be processed.		X	
Case Management	ICPC	Approval	57694	The system must require an authorized user from Central Office to approve ICPC placements.		X	
Case Management	ICPC	Ticklers and Alerts	57732	The system shall notify the interstate central office and local office when an interstate case is added and is given a Regulation 1 or 7 status.		X	
Case Management	ICPC	Templates and Notices	57707	The system shall allow a user to prefill, preview and print required forms for interstate placement activities for all interstate programs.	X		
Case Management	ICPC	Templates and Notices	57708	The system shall record the data needed to fill all required forms for interstate activities.	X		
Case Management	ICPC	Templates and Notices	57710	The system shall allow a user to the prefill, preview and print the Interstate Compact Placement Request (100A).	X		
Case Management	ICPC	Templates and Notices	57711	The system shall allow a user to the prefill, preview and print the Interstate Compact Report on Child's Placement (100B).	X		
Case Management	ICPC	Templates and Notices	57713	The system shall allow a user to the prefill, preview and print the Interstate Compact Quarterly Statistical Report ICPC (100C).	X		
Case Management	ICPC	Templates and Notices	57714	The system shall allow a user to the prefill, preview and print the Interstate Compact Quarterly Statistical Report ICPC (100D).	X		
Case Management	ICPC	Templates and Notices	57726	The system shall allow a user to prefill, preview and print Title IV-E verification on the proposed out of state placement.	X		
Case Management	ICPC	Templates and Notices	57730	The system shall support the prefill, preview, and print ICPC101.	X		
Case Management	ICPC	Templates and Notices	57731	The system shall allow the user to complete and document quarterly status reports in the system to submit to the receiving state.	X		
Case Management	ICPC	Templates and Notices	59415	The system shall allow a user to prefill, preview and print an ICAMA Form.	X		
Case Management	ICPC	Reports	57695	The system shall generate standardized interstate reports.	X		

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Case Management	Juvenile Justice	General	59504	The system shall allow a user to document recommendations received from Juvenile Justice Assignment Unit (JJAU).	X		
Case Management	Juvenile Justice	General	59505	The system must track criminal information on a person which carries from case to case.	X		
Case Management	Juvenile Justice	General	59506	The system shall allow the user to track and maintain current and prior criminal record for the JJ youth.	X		
Case Management	Juvenile Justice	General	59507	The system shall allow the user to document details related to the offense for which the JJ youth is currently charged.	X		
Case Management	Juvenile Justice	General	59508	The system shall allow a user to list the victims of the offense, when applicable.		X	
Case Management	Juvenile Justice	General	59509	The system shall allow the user to document whether or not restitution was ordered.		X	
Case Management	Juvenile Justice	General	59510	The system shall track finger print date, location and reason it was performed.		X	
Case Management	Juvenile Justice	General	59511	The system shall allow the user to document the DNA profile of a youth adjudicated delinquent, when required.		X	
Case Management	Juvenile Justice	General	59512	The system must maintain all required entry and tracking to support all the laws regarding sex offender registration.		X	
Case Management	Juvenile Justice	General	59513	The system shall allow the user to select one or more JJ court outcome, action and discharge information.	X		
Case Management	Juvenile Justice	Ticklers and Alerts	59518	The system must provide an alert to a worker when placement changes re-registration of a sex offender is required.	X		
Case Management	Juvenile Justice	Templates and Notices	59519	The system shall allow a user to prefill, preview and print templates to support Juvenile Justice Cases.	X		

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Provider Management	Maintain Provider	General	57890	The system shall assign a unique identifier for each provider.	X		
Provider Management	Maintain Provider	General	57891	The system must record and display the date the provider was created.	X		
Provider Management	Maintain Provider	General	57894	The system must track and maintain data on all provider types.	X		
Provider Management	Maintain Provider	General	57896	The system shall track all potential foster care and adoptive homes.	X		
Provider Management	Maintain Provider	General	57897	The system shall support the collection and maintenance of foster care and adoptive home information.	X		
Provider Management	Maintain Provider	General	57898	The system must track and display the licensed number of beds, the capacity the placement provider can take, and the number of beds available.	X		
Provider Management	Maintain Provider	General	57899	The system shall allow the effective capacity to be less than the approved (licensed or contract) capacity if the provider is not willing to utilize their full capacity.	X		
Provider Management	Maintain Provider	General	57900	The system must allow for multiple service types to be associated to one provider.	X		
Provider Management	Maintain Provider	General	57901	The system must allow multiple counties, contracted providers or/and statewide to be associated to the provider's service type.		X	
Provider Management	Maintain Provider	General	57902	The system must display what funding sources the provider and service types are qualified to use.	X		
Provider Management	Maintain Provider	General	57903	The system must track the preference of the provider to receive paper or electronic remittance advice.	X		
Provider Management	Maintain Provider	General	57904	The system must maintain the Federal Tax ID exempt number or SSN.		X	
Provider Management	Maintain Provider	General	57905	The system must track if the provider is a not for profit agency.		X	

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Provider Management	Maintain Provider	General	57907	The system must require BCAL to validate (approve) any change to the provider's licensing information before the changed information is made active in the system.	X		
Provider Management	Maintain Provider	Provider Demographic	57908	The system shall track all provider demographic information.	X		
Provider Management	Maintain Provider	Provider Demographic	57909	The system must record and display the name of the person (or system) that created the provider.		X	
Provider Management	Maintain Provider	Provider Demographic	57910	The system must track person(s) and contacts associated to the provider and their role.	X		
Provider Management	Maintain Provider	Provider Demographic	57911	The system must indicate which person associated to the provider is the primary contact person.	X		
Provider Management	Maintain Provider	Provider Demographic	57912	The system must be capable of tracking multiple phone numbers, fax numbers, email and addresses associated to the provider.	X		
Provider Management	Maintain Provider	Provider Demographic	57913	The system must be capable of tracking one primary physical location per placement provider and per facility.	X		
Provider Management	Maintain Provider	Provider Demographic	57914	The system must track and display the provider's licensing worker and affiliated agency (e.g. Child Placing Agency Name, DHS, etc).	X		
Provider Management	Maintain Provider	Provider Demographic	57915	The system shall maintain a history of all users assigned to maintain the provider (e.g. licensing worker).	X		
Provider Management	Maintain Provider	Provider Demographic	57916	The system must track any restrictions a provider may have.		X	
Provider Management	Maintain Provider	Provider Demographic	57917	The system must maintain which schools are available to the placement provider.		X	
Provider Management	Maintain Provider	Provider Demographic	57918	The system must indicate when a provider is also a DHS or contracted staff person.		X	
Provider Management	Maintain Provider	Provider Demographic	57919	The system shall maintain and display historical demographic information on providers.	X		
Provider Management	Maintain Provider	Provider Relationships/Business Affiliations	57921	The system must maintain information about the primary provider and its subordinate facilities.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Provider Management	Maintain Provider	Provider Relationships/Business Affiliations	57922	The system must track, display and maintain a history of business affiliations roles and relationships among providers.		X	
Provider Management	Maintain Provider	Provider Relationships/Business Affiliations	57924	The system must indicate when a provider is the recipient of payments or when the recipient is based on a business affiliation.	X		
Provider Management	Maintain Provider	Provider Relationships/Business Affiliations	57925	The system must have the ability to terminate a business affiliation/relationship between providers.	X		
Provider Management	Maintain Provider	Provider Relationships/Business Affiliations	57926	The system must allow a provider to change or terminate business affiliations without requiring a new provider identifier.	X		
Provider Management	Maintain Provider	Provider Preference and Capabilities	57928	The system must allow authorized users to select preference values that a provider will accept.	X		
Provider Management	Maintain Provider	Provider Preference and Capabilities	57929	The system must have configurable preference values.	X		
Provider Management	Maintain Provider	Provider Preference and Capabilities	57931	The system shall track provider's capabilities.	X		
Provider Management	Maintain Provider	Provider Preference and Capabilities	57932	The system must have configurable capabilities values.	X		
Provider Management	Maintain Provider	Provider Preference and Capabilities	57934	The system must provide an edit message when a user attempts to remove preferences or capabilities that may be required by contract.		X	
Provider Management	Maintain Provider	Provider Status	57935	The system must be able to assign a provider status value to a provider record (e.g. hold, pending, active, etc).	X		
Provider Management	Maintain Provider	Provider Status	57938	The system must have the capability to track the effective and end date of a provider status.	X		
Provider Management	Maintain Provider	Provider Status	57940	The system must have the capability to track the reason a provider was placed on hold.	X		
Provider Management	Maintain Provider	Provider Status	57942	The system must maintain and display a history of active and inactive providers.	X		
Provider Management	Recruitment	Recruitment	57943	The system must track foster care and adoption home recruitment efforts performed.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Provider Management	Recruitment	Recruitment	57944	The system must track all provider inquiries.	X		
Provider Management	Recruitment	Recruitment	57945	The system shall allow a user to track the reasons provided by a potential foster/adopt parent when they withdraw their inquiry.	X		
Provider Management	Recruitment	Recruitment	57948	The system shall track when the invitation letter and packet is sent to potential foster/adopt parent.	X		
Provider Management	Recruitment	Recruitment	57949	The system shall track attendance for orientation on potential foster/adopt parent(s).	X		
Provider Management	Recruitment	Recruitment	57950	The system must track if the potential foster/adopt parents are relatives of a foster child.		X	
Provider Management	Recruitment	Recruitment	57951	The system must track if a relative signed a waiver understanding that he or she is foregoing benefits which must include the exact amount of monetary benefits of licensure.		X	
Provider Management	Recruitment	Recruitment	57953	The system must track when a court ordered unlicensed provider is created.	X		
Provider Management	Licensing	Licensing	57963	The system shall track all completed activities to obtain a license for a foster/adopt/relative or guardianship home.	X		
Provider Management	Licensing	Licensing	57965	The system shall track licensing decisions.	X		
Provider Management	Licensing	Licensing	57966	The system must only allow certain providers to have more than one active license.	X		
Provider Management	Licensing	Licensing	57967	The system must allow for more than one license number per provider per program based on the provider/license type.		X	
Provider Management	Licensing	Licensing	57968	The system must maintain and display a history of the license number(s) for the provider.		X	
Provider Management	Licensing	Licensing	57969	The system must track licensure information on Child Placing Agencies.	X		
Provider Management	Licensing	Licensing	57970	The system must maintain the maximum duration for each license.	X		
Provider Management	Licensing	Licensing	57971	The system must provide the ability to track delays in the licensure process and the reason for the		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
				delay.			
Provider Management	Licensing	Application	57954	The system shall support foster care and adoption application process including capturing and maintaining application data.	X		
Provider Management	Licensing	Application	57955	The system shall allow a user to track the reasons provided by a potential foster/adopt parent when they withdraw their application.	X		
Provider Management	Licensing	Application	57956	The system shall be flexible enough to allow the different application and enrollment steps for foster care and adoption home licensing to be completed in any order.	X		
Provider Management	Licensing	Application	57962	The system shall track the date a completed application was received.	X		
Provider Management	Licensing	Training	57987	The system shall track training hours required for licensure.	X		
Provider Management	Licensing	Training	57988	The system shall record and maintain the licensing training information for relative and non relative potential foster care and adoptive homes.	X		
Provider Management	Licensing	Training	57989	The system shall maintain records on potential foster/relative/adoptive home training including attendance.	X		
Provider Management	Licensing	Training	57990	The system must track the training needs for each provider type including the individual unique training needs of each member.	X		
Provider Management	Licensing	Training	57991	The system must track pre-service and in-service foster parent training provided for licensure.	X		
Provider Management	Licensing	Background Checks	57980	The system must record all dates and results for all background check types (e.g. requested, received, resubmitted, etc).	X		
Provider Management	Licensing	Background Checks	57986	The system shall allow the user to record the result of multiple fingerprint/clearance inquiries.	X		
Provider Management	Licensing	Home Study	57972	The system must allow the user to record home studies and recommendations.	X		
Provider Management	Licensing	Home Study	57973	The system must record home study process, dates, and results.		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Provider Management	Licensing	Home Study	57977	The system shall provide the mechanism to select the type of home study being completed.	X		
Provider Management	Licensing	Home Study	57976	The system must support the completion of various types of home studies.		X	
Provider Management	Licensing	Home Study	57978	The system must allow a provider to have more than one home study (e.g. emergency home study, interim home study).		X	
Provider Management	Maintain Directory	General	57993	The system shall capture and maintain information on foster care and adoptive home providers to match the services provided with client needs.	X		
Provider Management	Maintain Directory	General	57994	The system shall track placement capabilities and preferences for placement matching.	X		
Provider Management	Maintain Directory	General	57996	The system must support the collection and maintenance of provider information in the resource directory.	X		
Provider Management	Maintain Directory	General	57997	The system must display all available providers and services in the resource directory.	X		
Provider Management	Maintain Directory	General	57998	The system must automatically send an update to the resource directory whenever a change occurs in the provider's status.	X		
Provider Management	Maintain Directory	General	57999	The system must automatically adjust placement vacancies when a change occurs in the provider's capacity.	X		
Provider Management	Maintain Directory	General	58000	The system shall support real-time tracking of service availability from providers.	X		
Provider Management	Maintain Directory	General	58001	The system shall be able to display the utilization rate of a facility/service provider.	X		
Provider Management	Maintain Directory	General	58002	The system must allow a user to enter and alter new events associated to the provider but not alter events received by BITS Bureau of Children and Adult Licensing System (BCAL) via the interface.		X	
Provider Management	Maintain Directory	General	58003	The system must allow a user to sort events by provider.	X		
Provider Management	Provider Search	Search	58007	The system shall allow the capability to search by provider.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Provider Management	Provider Search	Search	58008	The system must provide a Soundex-like proven capability for provider searching to find exact matches and close matches of all search parameters.	X		
Provider Management	Provider Search	Search	58009	The system must display the results of provider(s) that meet search criteria displaying exact matches first.	X		
Provider Management	Provider Search	Search	58010	The system must allow a user to locate providers by status type.	X		
Provider Management	Provider Merge	Merge	58055	The system must allow merging of a duplicate provider into a single active provider.	X		
Provider Management	Provider Merge	Merge	58004	The system must allow the user to select which data should be retained on the active provider.	X		
Provider Management	Provider Merge	Merge	58005	The system must associate all open services/placement to the active provider.	X		
Provider Management	Provider Merge	Merge	58006	The system must associate all contract information to the active provider.	X		
Provider Management	Provider Notes	Notes	58011	The system must have the capacity to add provider notes for contact documentation.		X	
Provider Management	Provider Notes	Notes	58012	The system must display when a provider contact note was entered and who completed the note.	X		
Provider Management	Provider Notes	Notes	58013	The system must provide a mechanism for the user to enter in the date of contact for when a provider note is being added.	X		
Provider Management	Provider Notes	Notes	58014	The system must allow the user to document who was contacted in a distinct field in the provider notes.	X		
Provider Management	Provider Notes	Notes	58015	The system shall support the ability to attach files to provider notes.	X		
Provider Management	Provider Notes	Notes	58017	The system must allow users to scroll through provider notes on line.	X		
Provider Management	Provider Notes	Notes	58018	The system must allow the user to print a selected provider note or series of provider notes.	X		
Provider Management	Provider Allegations/Licensi	Provider Central Registry (Findings)	59520	The system must support the DayCare/Central Registry match process and generate alerts to	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
	ng Issues			Child Day Care (CDC) to determine if the daycare center should be closed.			
Provider Management	Provider Allegations/Licensing Issues	Ticklers and Alerts	58226	The system must provide various alerts, notifications and/or emails to the Child Welfare Contract Compliance (CWCCU), Quality Assurance (QA), Residential Treatment and Transition Units when a provider experiences licensing issues, reported peer on peer restraint, physical restraints, and/or seclusion/isolation.	X		
Provider Management	Provider Allegations/Licensing Issues	Ticklers and Alerts	58227	The system must generate an alert to any workers assigned to the provider or child's case when a new complaint is received on a provider.	X		
Provider Management	Provider Allegations/Licensing Issues	Templates and Notices	58224	The system must allow authorized user to prefill, preview and print a "Special Investigation Record" template.	X		
Provider Management	Provider Allegations/Licensing Issues	Templates and Notices	58229	The system must generate standardized reports on provider investigation, licensing violations, contract violations and corrective action plans.	X		
Provider Management	Provider Allegations/Licensing Issues	Templates and Notices	58225	The system must allow a user to prefill, preview and print a corrective action plan.	X		
Provider Management	Provider Contracts	General	54161	The system shall support recording of provider contracts.	X		
Provider Management	Provider Contracts	General	54162	The system must allow multiple contract types for a provider.	X		
Provider Management	Provider Contracts	General	54163	The system must track the provider contract number.	X		
Provider Management	Provider Contracts	General	54164	The system must assign and display a system generated unique id for each contract and contract service line.		X	
Provider Management	Provider Contracts	General	54165	The system must record and display contracts that serve multiple counties and contracts that provide services statewide.		X	
Provider Management	Provider Contracts	General	54166	The system must assign all contract information to the active provider.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Provider Management	Provider Contracts	General	59490	The system must allow an authorized user to enter a provider and/or child specific exception agreement in order to set the authorization rate when no contact exists.	X		
Provider Management	Provider Contracts	General	54167	The system must record and track contract information which includes, at a minimum, service capacity, rates, population served, contract maximum, geographical area served and begin and end dates for the contract terms.		X	
Provider Management	Provider Contracts	General	54168	The system must allow multiple contract components or lines per contract.	X		
Provider Management	Provider Contracts	General	54169	The system must record contract service line details.	X		
Provider Management	Provider Contracts	General	54170	The system must record the proportion of the contractual rate that represents maintenance, medical services and administration.	X		
Provider Management	Provider Contracts	General	54171	The system shall support contract amendments and replacement by line or for the entire contract.	X		
Provider Management	Provider Contracts	General	54172	The system must support assignment of a service authorization or payment to a specific contract or contract line.	X		
Provider Management	Provider Contracts	General	54173	The system must support automated update of service authorizations and payments for contract amendments or renewals.	X		
Provider Management	Provider Contracts	General	54174	The system must support recording of subcontractors to the provider holding the primary contract.	X		
Provider Management	Provider Contracts	General	54176	The system must retain a detailed historical summary of all executed contracts and contract lines.	X		
Provider Management	Provider Contracts	General	54177	The system must track required business registry information for all contracts.		X	
Provider Management	Provider Contracts	General	54178	The system must support creation of multiple separate contracts with an existing provider.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Provider Management	Provider Contracts	General	54179	The system shall allow override(s) of required contracts by users with the appropriate security.		X	
Provider Management	Provider Contracts	General	54181	The system must allow the user to add specific rate information to each contract line.	X		
Provider Management	Provider Contracts	General	54183	The system must track the licensure information on all providers with contracts for services that require licenses.	X		
Provider Management	Provider Contracts	General	54184	The system must inactivate contract lines associated to licenses when licenses are terminated.		X	
Provider Management	Provider Contracts	General	54185	The system must allow authorized users to authorize payment for services delivered after license closure based on license eligibility periods.	X		
Provider Management	Provider Contracts	General	54186	The system must integrate contracts, payments, and claim data.	X		
Provider Management	Provider Contracts	General	54187	The system must post payments to a contract based on the service authorization assignment to a contract or manual assignment of the payment to a contract.	X		
Provider Management	Provider Contracts	General	54188	The system must support the ongoing financial monitoring of various types of contracts, agreements and payment types.	X		
Provider Management	Corrective Action	Plans	58205	The system must track corrective action plans for all provider types.	X		
Provider Management	Corrective Action	Plans	58206	The system shall allow users to document corrective action plans when licensing requirements are not met.	X		
Provider Management	Corrective Action	Plans	58207	The system must allow a user to document multiple areas of concern under one corrective action plan.	X		
Provider Management	Corrective Action	Plans	58208	The system must allow a user to document multiple expectations (tasks) under one corrective action plan.	X		
Provider Management	Corrective Action	Plans	58209	The system must allow a user to add expectations (tasks) to an open corrective action plan.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Provider Management	Corrective Action	Plans	58210	The system must allow for more than one open corrective action plans on providers that have more than one license, service type or service area.	X		
Provider Management	Corrective Action	Plans	58211	The system must provide a mechanism to associate the provider's license to the corrective action plan.		X	
Provider Management	Corrective Action	Plans	58212	The system must allow an authorized user to enter the outcomes made to fulfill the areas of concern identified in the corrective action plan.		X	
Provider Management	Corrective Action	Plans	58213	The system must track dates associated to each expectation (task).		X	
Provider Management	Corrective Action	Plans	58214	The system must track the date the corrective action plan was initiated and when it was closed.		X	
Provider Management	Corrective Action	Plans	58215	The system must track who signed the corrective action plan.		X	
Provider Management	Corrective Action	Plans	58216	The system shall provide a display of all corrective action plans associated to the provider.		X	
Provider Management	Corrective Action	Plans	58217	The system must require an approval for when an action plan is complete.		X	
Provider Management	Corrective Action	Plans	58219	The system must display and allow a user to update all information gathered on each expectation (task) until the entire corrective action plan is complete, approved and frozen.		X	
Provider Management	Approvals	Approvals	58020	The system must record BCAL approval for all providers that require licensure.	X		
Provider Management	Approvals	Approvals	58021	The system must require an approval before sending pending licensure information to BCAL.	X		
Provider Management	Approvals	Approvals	58022	The system must perform edits to ensure all licensing criteria is complete before displaying on the directory.	X		
Provider Management	Approvals	Approvals	58023	The system may require an approval for certain home studies (e.g. for relative, guardianship, fictive kin and out of state home study requests)	X		
Provider Management	Templates and Notices	Templates and Notices	58030	The system must generate an invitation letter and appropriate information packets to inquiries for	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
				potential foster parent/adopt parent recruitment.			
Provider Management	Templates and Notices	Templates and Notices	58031	The system must allow a user to prefill, preview and print a waiver for foregoing benefits when a relative does not want to seek licensure.	X		
Provider Management	Templates and Notices	Templates and Notices	58032	The system must allow a user to prefill, preview and print a home study form(s).	X		
Provider Management	Templates and Notices	Templates and Notices	58034	The system must generate a licensing application form prefilled with the information stored in SACWIS.	X		
Provider Management	Templates and Notices	Templates and Notices	58037	The system must allow a user prefill, preview and to print background check templates and notices.	X		
Provider Management	Reports	Reports	58038	The system shall contain all fields necessary to create comprehensive standardized provider reports.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Eligibility	Eligibility Determinations	Maintain Eligibility Standards	54253	The system shall maintain table driven income and asset maximum levels by family size.	X		
Eligibility	Eligibility Determinations	Maintain Eligibility Standards	54254	The system shall maintain sets of non-financial factors for each eligibility type, including the values that support an eligibility decision.	X		
Eligibility	Eligibility Determinations	Maintain Eligibility Standards	54255	The system shall support date specific eligibility standards and factors, indicating for which eligibility period the standards apply.	X		
Eligibility	Eligibility Determinations	Maintain Eligibility Standards	54256	The system shall maintain the required time frames for initial eligibility determinations and re-determinations.	X		
Eligibility	Eligibility Determinations	Maintain Eligibility Standards	54257	The system shall allow authorized users to update standards when policy changes.	X		
Eligibility	Eligibility Determinations	Maintain Eligibility Standards	54258	The system shall support use of an unlimited number of eligibility codes and reason codes that are configurable by DHS.		X	
Eligibility	Eligibility Determinations	Set-up and Assignments	54259	The system shall allow access to eligibility records by staff designated as substitutes or proxy for the assigned specialist.	X		
Eligibility	Eligibility Determinations	Set-up and Assignments	54260	The system shall allow authorized users to update eligibility dates.		X	
Eligibility	Eligibility Determinations	Set-up and Assignments	54261	The system shall support automatic assignment of eligibility staff to cases based on unit assignment.		X	
Eligibility	Eligibility Determinations	Set-up and Assignments	54262	The system shall notify the appropriate assigned eligibility staff when an eligibility determination or re-determination is required.	X		
Eligibility	Eligibility Determinations	Set-up and Assignments	59491	The system shall not require a specific case assignment in order for eligibility staff to complete an eligibility determination.	X		
Eligibility	Eligibility Determinations	Collect and Assess Data	54264	The system shall maintain all data for an individual that represents a financial and/or non-financial eligibility factor.	X		
Eligibility	Eligibility Determinations	Collect and Assess Data	54265	The system shall record income information for each member of the eligibility unit.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Eligibility	Eligibility Determinations	Collect and Assess Data	54266	The system shall record resource information for each member of the eligibility unit.	X		
Eligibility	Eligibility Determinations	Collect and Assess Data	54267	The system shall maintain a history of income and resources for each member of the eligibility unit.	X		
Eligibility	Eligibility Determinations	Collect and Assess Data	54268	The system shall read and display the child's living arrangement at the time of removal.	X		
Eligibility	Eligibility Determinations	Collect and Assess Data	54269	The system shall record the living arrangements with the parents prior to the removal date as needed.	X		
Eligibility	Eligibility Determinations	Collect and Assess Data	54270	The system shall read and display the citizenship status of the member.	X		
Eligibility	Eligibility Determinations	Collect and Assess Data	54271	The system shall read and display the sources of citizenship data.	X		
Eligibility	Eligibility Determinations	Collect and Assess Data	54272	The system shall read and display judicial findings pertinent to eligibility determination.	X		
Eligibility	Eligibility Determinations	Collect and Assess Data	54273	The system shall read and display a history of each child's governmental benefits on a real time basis.	X		
Eligibility	Eligibility Determinations	Collect and Assess Data	54274	The system shall read and display Title IV-D (Child Support) judgments and receipt of funds as unearned income.	X		
Eligibility	Eligibility Determinations	Collect and Assess Data	54275	The system shall read and display the child's school enrollment and attendance in the eligibility determination.		X	
Eligibility	Eligibility Determinations	Collect and Assess Data	54276	The System shall read and display expected date of graduation on the eligibility determination.		X	
Eligibility	Eligibility Determinations	Collect and Assess Data	54277	The system shall read and display the earned and unearned income of each member of the eligibility unit on the eligibility determination page.	X		
Eligibility	Eligibility Determinations	Collect and Assess Data	54278	The system shall maintain and display all begin and end dates that apply to all eligibility factors for each individual.	X		
Eligibility	Eligibility Determinations	Collect and Assess Data	54279	The system shall maintain and display parental deprivation factors for each child.	X		
Eligibility	Eligibility Determinations	Collect and Assess Data	54280	The system must provide additional security for SSA data which must be protected.		X	
Eligibility	Eligibility Determinations	Collect and Assess Data	54281	The system shall link records of court documents to the appropriate eligibility determination record.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Eligibility	Eligibility Determinations	Define Eligibility Data Set	54284	The system shall allow the user to select an individual's incomes and resources records to include in the eligibility unit's income for the IV-E eligibility being determined.	X		
Eligibility	Eligibility Determinations	Define Eligibility Data Set	54285	The system shall edit inclusions and exclusions from eligibility unit based on the date of determination and family relationships.	X		
Eligibility	Eligibility Determinations	Define Eligibility Data Set	54286	The system shall allow the user to select non-financial eligibility factors in the determination.	X		
Eligibility	Eligibility Determinations	Define Eligibility Data Set	54287	The system shall share the information necessary to determine eligibility under all eligibility titles.	X		
Eligibility	Eligibility Determinations	Define Eligibility Data Set	54288	The system shall allow the user to include or exclude individuals in eligibility units.	X		
Eligibility	Eligibility Determinations	Test Determinations	54289	The system shall support test determinations, display the results, and not store test determinations on the client records.	X		
Eligibility	Eligibility Determinations	Determine Eligibility	54292	The system shall apply the correct eligibility criteria to the specified eligibility determination.	X		
Eligibility	Eligibility Determinations	Determine Eligibility	54293	The system shall determine eligibility based on the client data and eligibility standards in effect during specified retroactive periods for which eligibility is being determined.	X		
Eligibility	Eligibility Determinations	Determine Eligibility	54294	The system shall identify missing eligibility determination data for each eligibility determination.		X	
Eligibility	Eligibility Determinations	Determine Eligibility	54295	The system shall update the client's record with all known information relating to the client's IV-A status.		X	
Eligibility	Eligibility Determinations	Determine Eligibility	54296	The system shall allow authorized users to insert eligibility records and assign reason codes to explain the action for all eligibility records.		X	
Eligibility	Eligibility Determinations	Determine Eligibility	54297	The system shall record and date the decision of the eligibility determination.	X		
Eligibility	Eligibility Determinations	Determine Eligibility	54299	The system shall display a full history of reimbursibility for each child.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Eligibility	Eligibility Determinations	Determine Eligibility	54300	The system shall display a full history of eligibility for each child.	X		
Eligibility	Eligibility Determinations	Determine Eligibility	54301	The system shall freeze the determination record after completion and approval according to business rules.		X	
Eligibility	Eligibility Determinations	Determine Eligibility	54302	The system shall record and display all data elements required to complete a Title IV-E application.	X		
Eligibility	Eligibility Determinations	Determine Eligibility	54303	The system shall record and display the date that findings of reasonable efforts are made.	X		
Eligibility	Eligibility Determinations	Determine Eligibility	54304	The system must record and display the "contrary to the welfare findings" date.	X		
Eligibility	Eligibility Determinations	Determine Eligibility	54305	The system must read and display why the child was actually taken into custody after a protective custody order.	X		
Eligibility	Eligibility Determinations	Determine Eligibility	54306	The system must read and display the expiration date of the protective custody order.	X		
Eligibility	Eligibility Determinations	Determine Eligibility	54307	The system shall read and display the type of efforts made when reasonable efforts to prevent are established and the date of the court order.	X		
Eligibility	Eligibility Determinations	Determine Eligibility	59492	The system shall read and display the reasonable efforts to finalize the permanency plan and the date of the court order.	X		
Eligibility	Eligibility Determinations	Determine Eligibility	54308	The system shall record and display the placement status in effect at the time of determination.	X		
Eligibility	Eligibility Determinations	Determine Eligibility	54310	The system shall maintain child eligibility for Title IV-E separately from reimbursibility of a particular placement.	X		
Eligibility	Eligibility Determinations	Determine Eligibility	54311	The system shall continue to maintain IV-E status when pending an IV-E appeal.		X	
Eligibility	Eligibility Determinations	Determine Eligibility	54312	The system shall record and display the date of appeals and continue payments in accord with DHS policy.		X	
Eligibility	Eligibility Determinations	Determine Eligibility	54313	The system must record and track if the appeal decision upholds denial of eligibility.		X	
Eligibility	Eligibility Determinations	Determine Eligibility	54314	The system must revert the date of ineligibility to the original determination date when an appeal upholds the ineligible determination.		X	
Eligibility	Eligibility Determinations	Determine Eligibility	54315	The system must read and display the age of the child for IV-E determination.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Eligibility	Eligibility Determinations	Determine Eligibility	54316	The system shall read and display family relationships for IV-E determinations.	X		
Eligibility	Eligibility Determinations	Determine Eligibility	54317	The system must identify all siblings and their eligibility when completing an eligibility determination for adoption and juvenile guardianship assistance.		X	
Eligibility	Eligibility Determinations	Determine Eligibility	54318	The system must record and display the length of time in care when completing an eligibility determination for adoption and juvenile guardianship assistance.		X	
Eligibility	Eligibility Determinations	Determine Eligibility	59493	The system must record and display the length of time in current placement when completing an eligibility determination for juvenile guardianship assistance.		X	
Eligibility	Eligibility Determinations	Determine Eligibility	54319	The system shall use age and sibling eligibility when determining eligibility for adoption and juvenile guardianship assistance.	X		
Eligibility	Eligibility Determinations	Determine Eligibility	54320	The system shall require the entry of all data required to comply with Title IV-E Adoption and juvenile guardianship assistance applications.		X	
Eligibility	Eligibility Determinations	Re-Determination	54321	The system shall automatically re-determine reimbursable placements when either provider or placement data changes.		X	
Eligibility	Eligibility Determinations	Re-Determination	54322	The system shall initiate re-determinations based on eligibility codes and/or reason codes.	X		
Eligibility	Eligibility Determinations	Re-Determination	54323	The system shall identify and display children who require a re-determination based on timeframes or data changes.		X	
Eligibility	Eligibility Determinations	Re-Determination	54324	The system shall re-evaluate eligibility when data that affects the eligibility changes.	X		
Eligibility	Eligibility Determinations	Re-Determination	54325	The system shall automatically notify eligibility staff of required re-determinations and need to review eligibility status.	X		
Eligibility	Eligibility Determinations	Re-Determination	54326	The system shall allow the user to specify a review date sooner than the date allowed by DHS rule for any of their cases.	X		
Eligibility	Eligibility Determinations	Re-Determination	54327	The system shall allow authorized users to void (correct) any eligibility record and assign reason codes to explain the action, for all eligibility types.	X		
Eligibility	Eligibility Determinations	Re-Determination	54328	The system shall automatically authorize or deny any eligibility through the re-determination process.		X	
Eligibility	Eligibility Determinations	Re-Determination	54329	The system shall document reasons and approval for extending funding eligible services for a predetermined age based on DHS		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
				policy.			
Eligibility	Eligibility Determinations	Re-Determination	54331	The system shall continue funding eligibility after a predetermined age based on DHS policy only when reasons for extension of benefits is documented for a reason that complies with funding standards.	X		
Eligibility	Eligibility Determinations	Reports	54332	The system shall generate notice of denial of any eligibility determination, stating all reasons for denial.	X		
Eligibility	Eligibility Determinations	Reports	54333	The system shall generate standardized eligibility reports.	X		
Eligibility	Eligibility Determinations	Reports	54334	The system shall generate standardized reports on all children with due and past due eligibility determinations.	X		
Eligibility	Eligibility Determinations	Reports	54336	The system shall generate standardized reports on eligibility cases with additional information required.	X		
Eligibility	IV-E Case Review	Child Eligibility	54339	The system shall provide an on-line checklist of documentation required in the case for funding Case Reviews.		X	
Eligibility	IV-E Case Review	Child Eligibility	54340	The system shall ensure that funding determinations and re-determinations meet all federal and state requirements.		X	
Eligibility	IV-E Case Review	Child Eligibility	54342	The system shall record and display compliance with all judicial findings required for funding eligibility.		X	
Eligibility	IV-E Case Review	Child Eligibility	54343	The system shall require evidence of review and approval of all judicial documents prior to approving funding determinations and re-determinations.	X		
Eligibility	IV-E Case Review	Child Eligibility	54348	The system must read and display DHS care and custody of children.	X		
Eligibility	IV-E Case Review	Child Eligibility	54350	The system shall maintain standard letters and notifications that comply with funding Requirements	X		
Eligibility	IV-E Case Review	Child Eligibility	54351	The system shall provide automated notices to all caseworkers of children subject to upcoming funding reviews as required by DHS.	X		
Eligibility	IV-E Case Review	Provider Eligibility	54352	The system shall document provider reimbursibility under each funding source.	X		
Eligibility	IV-E Case Review	Provider Eligibility	54354	The system shall document provider licenses and eligibility periods as part of funding reimbursibility determination.	X		
Eligibility	IV-E Case Review	Provider Eligibility	54356	The system shall provide a complete history of provider licensing status and reimbursibility.	X		

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Eligibility	IV-E Case Review	Provider Eligibility	54357	The system shall terminate Title IV-E provider reimbursibility when license is terminated.	X		
Eligibility	IV-E Case Review	Provider Eligibility	54358	The system shall support retroactive reinstatement of reimbursibility when licenses are retroactively documented.	X		
Eligibility	IV-E Case Review	Payments and Rates	54359	The system shall allow recording of reimbursement rates for maintenance, medical and administrative costs on provider service records.	X		
Eligibility	IV-E Case Review	Payments and Rates	54365	The system shall include the federal share of every payment on the client payment history.	X		
Eligibility	IV-E Case Review	Reports	54368	The system shall report known potential errors in cases subject to funding Case Reviews.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Fiscal	Open Services	Service Definitions	54369	The system shall support the in-house maintenance of the service master which must specify all services available for Child Welfare Clients and record service specific information (e.g. service type, service name, description of the service, licenses and certifications required to provide the service, client conditions required to receive the service, etc).	X		
Fiscal	Open Services	Service Definitions	54370	The system shall maintain the role or level of the staff person required to approve each service type.	X		
Fiscal	Open Services	Service Definitions	54371	The system shall require that Service Definition records be date sensitive.	X		
Fiscal	Open Services	Service Definitions	54372	The system shall maintain a full history on Service Definitions records.	X		
Fiscal	Open Services	Service Definitions	54373	The system shall require appropriate security to update service records on-line.	X		
Fiscal	Open Services	Service Definitions	54374	The system shall maintain standard rate information for services defined in SACWIS where appropriate.	X		
Fiscal	Open Services	Service Definitions	54375	The system must maintain standard rates as service date specific and specify the service period during which the rates must be used.	X		
Fiscal	Open Services	Service Definitions	54376	The system shall support services that have no standard rates and are manually priced for each expenditure.	X		
Fiscal	Open Services	Service Definitions	54377	The system shall maintain a record of all service components that can be added to a basic service which must include units of measure, limits and rate ranges for the components.	X		
Fiscal	Open Services	Service Definitions	54378	The system must maintain a full history of service component records.	X		
Fiscal	Open Services	Service Definitions	54379	The system must provide for date sensitive service components and identify the service period to which the components apply.	X		
Fiscal	Open Services	Service Definitions	54380	The system shall use Michigan rules to specify whether the day a child leaves paid placement is included in the service period.	X		
Fiscal	Open Services	Service Definitions	54381	The system shall maintain and display a record of all evaluations required to support authorization of a service or service component.	X		

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Fiscal	Open Services	Service Definitions	54382	The system shall maintain records of which services can be paid during temporary absences and which approvals, if any, are required for payment during the absence.	X		
Fiscal	Open Services	Service Definitions	54383	The system shall maintain records of which services can be funded by each funding source which must include county, State and Federal sources.	X		
Fiscal	Open Services	Service Definitions	54384	The system shall maintain a record of which services are compatible and may be provided concurrently and which services conflict and may not be provided concurrently (e.g. a group home and foster care are not compatible at the same point in time, Institutional care with a counseling component may not be compatible with individual counseling services without specific approval, etc).	X		
Fiscal	Open Services	Service Definitions	54385	The system shall calculate the correct rates from a standard rate table when age changes based on date of birth, for services with age defined rate, even when a service period falls into two age periods.	X		
Fiscal	Open Services	Service Definitions	54387	The system must support age based and geographic differences in rates without unnecessary replication of service types.	X		
Fiscal	Open Services	Service Definitions	54388	The system shall maintain data on how each service may be authorized and billed (e.g. which services must be paid through generated invoices and which may be billed on vouchers, other medical payments, etc).	X		
Fiscal	Open Services	Service Definitions	54389	The system shall support definition of standard authorization limits for each service or component, including limits on rate, cost, duration, total units or service frequency.	X		
Fiscal	Open Services	Service Definitions	54392	The system shall maintain all approvals required for services and special rates, as well as the staff role required for each approval.	X		
Fiscal	Open Services	Service Definitions	54393	The system must identify which services require a contract or may be provided through a contract when a contract is not required.	X		
Fiscal	Open Services	Vouchers and Purchase Orders	54499	The system shall support recording of vouchers and purchase orders, including at a minimum, the provider, the client, goods or service to be purchased, date of issue, effective end date, and maximum amount of the voucher or purchase order.	X		
Fiscal	Open Services	Vouchers and	54500	The system shall support printing of vouchers and purchase orders.	X		

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		Purchase Orders					
Fiscal	Open Services	Vouchers and Purchase Orders	54501	The system shall support automatic routing of all electronic purchase orders/vouchers to providers and staff as required by DHS.	X		
Fiscal	Open Services	Vouchers and Purchase Orders	54502	The system shall ensure that only services that are allowed to be paid by voucher or purchase order under DHS policy are included on each vouchers or purchase order.	X		
Fiscal	Open Services	Vouchers and Purchase Orders	54503	The system shall ensure that purchase orders and vouchers can be cancelled by the office that created them before they are paid.	X		
Fiscal	Open Services	Vouchers and Purchase Orders	54504	The system shall support generation and entry of list vouchers and list invoices that allow a provider to bill for multiple services on one invoice.	X		
Fiscal	Open Services	Vouchers and Purchase Orders	54506	The system shall support full tracking of vouchers and purchase orders from issuance to payment.	X		
Fiscal	Open Services	Vouchers and Purchase Orders	54507	The system shall be able to differentiate final purchase order bills and final voucher bills from interim billings.	X		
Fiscal	Open Services	Vouchers and Purchase Orders	54508	The System shall support creation of invoices from vouchers and purchase orders used to obtain goods and services for children.	X		
Fiscal	Open Services	Vouchers and Purchase Orders	54509	The system shall create electronic and paper vouchers for services as designated by DHS.	X		
Fiscal	Open Services	Vouchers and Purchase	54511	The system shall support logical but not physical deletion of purchase orders and vouchers after their creation with a full audit trail of deletions.	X		

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		Orders					
Fiscal	Open Services	Vouchers and Purchase Orders	54512	The system shall provide the ability for staff with appropriate authority to enter voucher information into SACWIS.	X		
Fiscal	Open Services	Vouchers and Purchase Orders	54513	The system shall provide security so the access of providers or their designated representatives to invoices on the Web portal shall be limited to their own invoices or invoices of providers for whom they have billing authority.	X		
Fiscal	Open Services	Vouchers and Purchase Orders	54516	The system shall be able to display vouchers and purchase orders outstanding older than a user selected time period, such as 90 days.	X		
Fiscal	Payments	Generate Invoices	54395	The system shall create and generate invoices based on approved service authorizations in accordance with DHS policies.(e.g. all funds sources including county child care funds)	X		
Fiscal	Payments	Generate Invoices	54396	The system shall generate invoices for specified type of authorization on a table or rules engine driven schedule specified by DHS users.	X		
Fiscal	Payments	Generate Invoices	54397	The system shall support generation and entry of list invoices that allow a provider to bill for multiple services on one invoice.	X		
Fiscal	Payments	Generate Invoices	54400	The system shall support printing and mailing of paper invoices in accordance with the type of service being paid.		X	
Fiscal	Payments	Generate Invoices	54401	The system shall support on-line modification of invoices, with a full audit trail of changes.	X		
Fiscal	Payments	Generate Invoices	54402	The system shall support logical but not physical deletion of invoices after their creation with a full audit trail of deletions.	X		
Fiscal	Payments	Generate Invoices	54405	The system shall provide the ability for staff with appropriate authority to enter invoice information into SACWIS.	X		
Fiscal	Payments	Generate Invoices	54408	The system must maintain budget lines used to pay for services as table driven or rules engine driven rather than hard coded.	X		
Fiscal	Payments	Generate Invoices	54409	The system shall allow users with appropriate security to change Program Cost Accounts (PCA) as required.	X		
Fiscal	Payments	Generate Invoices	54411	The system shall support the receipt and entry of paper invoices that are completed and returned by providers.	X		

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Fiscal	Payments	Generate Invoices	54413	The system shall allow for authorizations of payments for services provided.	X		
Fiscal	Payments	Generate Invoices	54414	They system shall allow for payment exceptions through approval of a user with appropriate roles and security.		X	
Fiscal	Payments	Receive Claims	54416	The system shall support logging all claims received.	X		
Fiscal	Payments	Receive Claims	54419	The system shall provide the ability to record and justify all expenditures, with justification recorded in a memo field.	X		
Fiscal	Payments	Receive Claims	59479	The system must provide an indication when a claim is received on a person that has private insurance.	X		
Fiscal	Payments	Receive Claims	54421	The system shall support receipt of billing for services paid through vouchers, invoices and purchase orders.	X		
Fiscal	Payments	Receive Claims	54422	The system shall support scanning all attachments and associate them to the correct claim.	X		
Fiscal	Payments	Receive Claims	54423	The system shall ensure claims received be verified against an authorization, voucher or purchase order and linked to that document in SACWIS.	X		
Fiscal	Payments	Receive Claims	54424	The system shall ensure that claims that are suspended and routed for manual review when claims cannot be linked to an authorization, voucher or purchase order.		X	
Fiscal	Payments	Receive Claims	54426	The system shall allow payment invoice information to be recorded in the system by authorized users.	X		
Fiscal	Payments	Receive Claims	54427	The system shall perform field level edits as claims are entered into SACWIS.	X		
Fiscal	Payments	Receive Claims	54428	The system shall support receipt and routing of claims with a workflow management system.	X		
Fiscal	Payments	Edit/Audit Claims	54429	The system shall allow edits and audits to be user defined.		X	
Fiscal	Payments	Edit/Audit Claims	54430	The system shall allow edits and audits to be table driven and configurable without system coding.		X	
Fiscal	Payments	Edit/Audit Claims	54431	The system shall ensure that claim dispositions be based on edits and audits, and shall be table driven and configurable without system coding.		X	
Fiscal	Payments	Edit/Audit Claims	54432	The system shall perform edits that ensure that all required and appropriate data is present prior to processing and/or authorizing payment.	X		

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Fiscal	Payments	Edit/Audit Claims	54433	The system shall perform all possible edits and audits at each pass to the extent that continuing is reasonable.	X		
Fiscal	Payments	Edit/Audit Claims	54434	The system shall audit all claims to ensure that no duplicate claims are paid.	X		
Fiscal	Payments	Edit/Audit Claims	54435	The system shall audit all claims to ensure that that services paid do not exceed service limits.	X		
Fiscal	Payments	Edit/Audit Claims	54436	The system shall edit all claims to ensure that payments are consistent with DHS policy.		X	
Fiscal	Payments	Pricing	54440	The system shall provide the ability to calculate payments based on the number of service units the client received.	X		
Fiscal	Payments	Pricing	54441	The system shall maintain special allowance tables for all expenses.	X		
Fiscal	Payments	Pricing	54442	The system shall support pricing of services using rates specified in the service authorization or contract.	X		
Fiscal	Payments	Pricing	54443	The system shall default standard rates to price a service if no rates are specified in the authorization or contract.	X		
Fiscal	Payments	Pricing	54444	The system shall support use of rate effective dates to price services based on service delivery dates.	X		
Fiscal	Payments	Pricing	54445	The system shall be able to link each instance of an augmented rate with a specific child and service provider.	X		
Fiscal	Payments	Pricing	54446	The system shall maintain a set of rate tables or rules engines that are user maintained and updatable.	X		
Fiscal	Payments	Pricing	59494	The system shall maintain a history by dates of all rates set for each service, contract and agreement.	X		
Fiscal	Payments	Pricing	54448	The system shall support rate differentials paid by age, service area or location.	X		
Fiscal	Payments	Payment	54450	The system shall have the capability to make one time special payments according to DHS policy.	X		
Fiscal	Payments	Payment	54451	The system shall provide ability to adjust a previous period's payment.	X		
Fiscal	Payments	Payment	54452	The system must allow retroactive rate adjustments to provider administrative rates.	X		
Fiscal	Payments	Payment	54454	The system shall not allow payment for services unless all required approvals have been received.	X		
Fiscal	Payments	Payment	59478	The system shall pay normal DHS rate minus any third party payments that are reported on the invoice.	X		

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Fiscal	Payments	Payment	54455	The system shall allow authorized users to "Pend" or "Release" specific payments from a payables cycle.	X		
Fiscal	Payments	Payment	54456	The system shall allow viewing online real time payment information by client and provider to be available to users with appropriate security for inquiries regarding the status of payments.	X		
Fiscal	Payments	Payment	54458	The system shall allow authorized users to cancel previously entered authorization.	X		
Fiscal	Payments	Payment	54459	The system must allow services delivered prior to the notice of cancellation to be paid if an authorization is cancelled.	X		
Fiscal	Payments	Payment	54460	The system shall support multiple methods of payment including, at a minimum, checks, electronic funds transfer (EFT), and interagency transfer.	X		
Fiscal	Payments	Payment	54461	The system must match invoice to authorization when authorization is required and must only create payment when a valid service authorization is found for the invoice.	X		
Fiscal	Payments	Payment	54462	The system must provide a history of a provider's authorization, invoices, payments, and adjustments.	X		
Fiscal	Payments	Payment	54463	The system shall provide traceability and history of payment replacement check data.	X		
Fiscal	Payments	Payment	54464	The system shall provide the capability to generate a "trial" payment processing report showing the amount of providers' payments, the client and the services for which payments are being made.	X		
Fiscal	Payments	Payment	54465	The system shall provide the capability to view the balance outstanding for an authorized service in both units remaining and the dollar value of units remaining.	X		
Fiscal	Payments	Payment	54466	The system shall support varying payment dates by payment method - invoiced or automatic payment.	X		
Fiscal	Payments	Payment	54467	The system must allow valid payment dates to be established online by users that have appropriate security without additional coding.	X		
Fiscal	Payments	Payment	54468	The system shall support the advance payment to providers.	X		
Fiscal	Payments	Payment	54469	The system shall be able to recover advance payments to providers through a payment offset process.	X		

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Fiscal	Payments	Payment	54470	The system shall provide authorized "Online" functionality to split a payment between payees based on business rules but maintain history of entire payment as one payment (e.g. split payments and route them to different payment locations or bank accounts as indicated by the payee).		X	
Fiscal	Payments	Payment	54471	The system shall store all information regarding payments generated to a provider including check/EFT numbers.	X		
Fiscal	Payments	Payment	54472	The system shall provide a payment (Check and EFT) register.		X	
Fiscal	Payments	Payment	54473	The system shall support recording and reporting of emergency provider checks prepared outside of the normal cycle payment processing.	X		
Fiscal	Payments	Payment	54474	The system shall provide control reports of direct deposit or electronic fund transfers.	X		
Fiscal	Payments	Payment	54475	The system shall provide authorized "online" capability for users to correct "post check run" information changing status of check payments and to correct accounting information in SACWIS.	X		
Fiscal	Payments	Payment	54476	The system must contain an online view of any changes to check data.		X	
Fiscal	Payments	Payment	54477	The system shall provide all required data to support County/State reconciliation processes.	X		
Fiscal	Payments	Payment	54478	The system shall make payments to clients as appropriate, including children in independent living.	X		
Fiscal	Payments	Payment	58726	The system shall provide the ability to search for invoices and claims based on multiple criteria, at a minimum, by county, office, client, provider, program/service component, service date span, and Purchase Order or voucher number	X		
Fiscal	Payments	Payment	58727	The system shall provide the ability to search for payments based on multiple criteria, at a minimum, by location, person, provider, program, service type, status, payment method, budget category, funding source, payment dates, service date span, Check/EFT numbers, voucher number and check/EFT disposition).		X	
Fiscal	Payments	Accounting	54479	The system shall record and utilize multiple accounting structures.		X	
Fiscal	Payments	Accounting	54480	The system shall produce remittance advice for providers stating the disposition of all invoices and claims after each payment run.	X		

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Fiscal	Payments	Reports	54487	The system shall provide standardized required payments reporting.	X		
Fiscal	Payments	Reports	54488	The system shall allow a user to preview a standardized report of payments preview prior to the actual generation of payments and the status of each payment.	X		
Fiscal	Payments	Reports	54491	The system shall generate a standardized report pended claims and the reason for pending status.	X		
Fiscal	Payments	Reports	54492	The system shall provide remittance advice for each payment record, including zero payment records where the payment amount was completely offset by a receivable.	X		
Fiscal	Payments	Reports	54493	The system shall report payments actually made for each payment run.	X		
Fiscal	Payments	Reports	54495	The system shall report fatal errors for payments.	X		
Fiscal	Payments	Reports	54496	The system shall report children's government benefit funds expenditures by source of funds.	X		
Fiscal	Payments	Reports	54497	The system shall provide standardized reports required to reconcile children's government benefit fund transactions and balance with banking records.	X		
Fiscal	Receivables	Adjustments	54522	The system shall reprocess payments when any data that retroactively affects payments, such as retroactive changes in eligibility, rates, age, service dates, service units or account coding is modified.		X	
Fiscal	Receivables	Adjustments	54523	The system shall identify any overpayments or underpayments that result from re-processing.		X	
Fiscal	Receivables	Adjustments	54524	The system shall allow authorized users to make manual adjustments to payments.	X		
Fiscal	Receivables	Adjustments	54525	The system shall use a void and repayment strategy for processing adjustments rather than modifying existing payments.	X		
Fiscal	Receivables	Adjustments	54526	The system shall provide the capability to identify, track, and offset overpayments to a provider.	X		
Fiscal	Receivables	Adjustments	54527	The system shall automatically create receivables from overpayment records.	X		
Fiscal	Receivables	Adjustments	54528	The system shall create payments for any underpayments that result from payment adjustments.	X		

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Fiscal	Receivables	Adjustments	54529	The system shall ensure that if an overpayment is reversed by a subsequent adjustment the AR created from the first adjustment must be reversed before additional payments are made.	X		
Fiscal	Receivables	Adjustments	54530	The system shall display and report all service payments for a cancelled or stopped check, and must re-issue part or all of the payments as directed by an authorized user.		X	
Fiscal	Receivables	Adjustments	54531	The system shall produce Financial Reports on Provider overpayments, recovery status, and returned payments (e.g. checks, EBT, EFT).	X		
Fiscal	Receivables	Adjustments	54532	The system shall automatically identify adjustments from changes in eligibility and create automatic adjustment of federal claims.	X		
Fiscal	Receivables	Adjustments	54533	The system shall include receivables functionality that includes a directory that displays receipts against the receivable		X	
Fiscal	Receivables	Adjustments	54534	The system shall allow the User to be able to search the list of receivables by any of the fields in the records using strings and partial strings with wild cards.		X	
Fiscal	Receivables	Adjustments	54535	The system shall provide a directory that displays high level data for the receivables that meet the search criteria, and an ability to drill down to greater detail on the individual receivable records.		X	
Fiscal	Receivables	Adjustments	54536	The system shall provide the capability for adjustments to maintain the service period, original processing dates, adjustment dates and funding source period.	X		
Fiscal	Receivables	Adjustments	54537	The system shall provide the capability for the period for which funding was paid to remain unchanged because of an adjustment.	X		
Fiscal	Receivables	Manage Receivable Accounts	54538	The system shall provide "online" functionality to inquire on provider pending receivables, history, associated voids, adjustments and payments by provider.	X		
Fiscal	Receivables	Manage Receivable Accounts	54539	The system shall provide "Online" user functionality for authorized users to adjust a receivable.	X		
Fiscal	Receivables	Manage Receivable Accounts	54540	The system shall provide "Online" user functionality to monitor, query and report status on open receivables and recoupment.	X		

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Fiscal	Receivables	Manage Receivable Accounts	54541	The system shall ensure that providers with multiple types or records must be linked for purposes of collections. (e.g., if a foster parent is also an adoptive parent with a different ID, the IDs must be linked for collection so that payments for one can be collected against the payment of the other.)		X	
Fiscal	Receivables	Manage Receivable Accounts	54542	The system shall maintain a status for each receivable which indicates whether the receivable is new, adjusted, paid, etc.		X	
Fiscal	Receivables	Manage Receivable Accounts	54543	The system shall include receivable status values as reference data.	X		
Fiscal	Receivables	Manage Receivable Accounts	54544	The system shall support reversal of all or part of automatic collections.	X		
Fiscal	Receivables	Manage Receivable Accounts	54545	The system shall support the use of reason codes to indicate why Accounts Receivables are adjusted or voided.		X	
Fiscal	Receivables	Manage Receivable Accounts	54546	The system shall support multiple Accounts Receivables for a given provider.	X		
Fiscal	Receivables	Manage Receivable Accounts	54547	The system shall include the ability to prioritize application of receipts to outstanding receivables.	X		
Fiscal	Receivables	Manage Receivable Accounts	54548	The system shall allow users with appropriate security to override the standard priority to apply receipts to specific receivables.		X	
Fiscal	Receivables	Manage Receivable Accounts	54549	The system shall support entry of a repayment schedule stating the amount or percent of a provider's payments to be recovered from a provider's payments per payment period to satisfy a receivable.	X		
Fiscal	Receivables	Manage Receivable Accounts	54550	The system shall automatically recoup previously established receivables from active provider payments based on recovery rules entered by authorized users and according to the payment schedule established.	X		
Fiscal	Receivables	Manage Receivable	54551	The system shall allow users to determine the recovery process and to initiate recoupments.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
		Accounts					
Fiscal	Receivables	Manage Receivable Accounts	54552	The system shall age receivables and automatically propose transfer to Income Tax Offset based on age of the receivable or status of the provider.		X	
Fiscal	Receivables	Manage Receivable Accounts	54553	The system shall support monthly reporting of overpayments identified.	X		
Fiscal	Receivables	Receipts	54554	The system shall have the ability to record payments in cash, checks and automatic recoupments, including, at a minimum the date, check or transaction number, source and amount of payment.	X		
Fiscal	Receivables	Receipts	54556	The system shall record and provide online history of adjustment and collection transactions that debit or credit an overpayment claim.	X		
Fiscal	Receivables	Receipts	54557	The system shall record and date the amount expected to be received.	X		
Fiscal	Receivables	Receipts	54558	The system shall provide "online" user functionality for authorized users to make adjustment to receipt information.	X		
Fiscal	Receivables	Receipts	54559	The system shall track information on all incoming payments based on business accounting rules.		X	
Fiscal	Receivables	Receipts	54562	The system shall provide the capability to monitor and track, by funding source, the receipt of recoveries for services billed to federal programs.	X		
Fiscal	Receivables	Receipts	54563	The system shall support scanning of documents related to Accounts Receivable attaching the image to the correct receivable record.		X	
Fiscal	Receivables	Receipts	54564	The system shall have the ability to allocate payments across one or more receivables.		X	
Fiscal	Receivables	Receipts	54566	The system shall reverse receipts when checks or other payments fail to clear.		X	
Fiscal	Receivables	Receipts	54567	The system shall be able to print a receipt for payments received.	X		
Fiscal	Receivables	Reports	54570	The system shall generate standardized reports for adjustments (e.g. adjustments to receivables including write offs, reason for adjustment, etc).	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Fiscal	Receivables	Reports	54571	The system shall report adjustments data by county and statewide.	X		
Fiscal	Receivables	Reports	54574	The system shall provide standardized reports on all required Accounts Receivables.	X		
Fiscal	Receivables	Reports	54575	The system shall report Accounts Receivable by provider.	X		
Fiscal	Reimbursement	Assign Funding Sources	54578	The system shall maintain a table with data on State defined funding sources for child welfare expenditures	X		
Fiscal	Reimbursement	Assign Funding Sources	54579	The system shall allow updating of funding sources by authorized users based on rules engines or table driven design.	X		
Fiscal	Reimbursement	Assign Funding Sources	54580	The system shall read the record of all client eligibilities for funding, including begin and end dates and a full history of former eligibilities in determining funding source.	X		
Fiscal	Reimbursement	Assign Funding Sources	54581	The system shall assign funding sources at the time of payment or adjustment from the most recent data on client, provider and service funding eligibility	X		
Fiscal	Reimbursement	Assign Funding Sources	54582	The system shall maintain a record of all provider reimbursibility for federal or insurance funding, including begin and end dates and a full history of former reimbursibility.	X		
Fiscal	Reimbursement	Assign Funding Sources	54583	The system shall maintain a record of all service reimbursibility for federal or insurance funding, including begin and end dates and a full history of former eligibilities.	X		
Fiscal	Reimbursement	Assign Funding Sources	54584	The system shall read the record of service reimbursibility for funding for the service period in determining reimbursement.	X		
Fiscal	Reimbursement	Assign Funding Sources	54585	The system shall assign funding sources based on a hierarchy of available funding sources.	X		
Fiscal	Reimbursement	Assign Funding Sources	54586	The system shall apply the funding hierarchy based on the eligibility for funding of the client, service and provider.	X		
Fiscal	Reimbursement	Assign Funding Sources	54587	The system shall support a table driven hierarchy of funding sources that is user maintained.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Fiscal	Reimbursement	Assign Funding Sources	54588	The system shall support funding one payment from multiple sources based on proportionate funding tables defined by service and provider per DHS policy.	X		
Fiscal	Reimbursement	Assign Funding Sources	58725	The system shall be able to fund a single service from multiple funding sources.	X		
Fiscal	Reimbursement	Assign Funding Sources	54590	The system shall support adjustment of claims when retroactive eligibility is entered by reprocessing any payments potentially affected by the eligibility change to modify funding sources.	X		
Fiscal	Reimbursement	Assign Funding Sources	54592	The system shall provide for separate claiming for maintenance, medical and administrative costs.	X		
Fiscal	Reimbursement	Assign Funding Sources	54593	The system shall select the most favorable revenue source for expenditure when a child is both IV-E and SSI eligible.	X		
Fiscal	Reimbursement	Assign Funding Sources	54595	The system shall support a County and State reconciliation process by child and funding source.	X		
Fiscal	Reimbursement	Assign Funding Sources	54596	The system shall provide reconciliation at a transaction level for County and State payments.	X		
Fiscal	Reimbursement	Reports	54597	The system shall generate standardized reimbursement reports for individual payments.	X		
Fiscal	Reimbursement	Reports	54598	The system shall report overall reimbursement rates for child welfare expenditures by funding source.	X		
Fiscal	Reimbursement	Reports	54599	The system shall report detailed expenditures and reimbursement by child for user specified periods	X		
Fiscal	SSI Receipts and Accounting	General	54604	The system shall maintain a complete record of SSI, RSDI, Veterans, Black Lung and RR Retirement, Legal settlements and other benefits.	X		
Fiscal	SSI Receipts and Accounting	General	54605	The system shall be able to establish and maintain individual accounts for each client.	X		
Fiscal	SSI Receipts and Accounting	General	54606	The system shall allow users to maintain benefit source types in a table that is updatable on-line.	X		

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Fiscal	SSI Receipts and Accounting	General	54607	The system shall record multiple benefit sources and types of benefits for each child's account.	X		
Fiscal	SSI Receipts and Accounting	General	54608	The system shall support manual entry of benefits from any benefit source.	X		
Fiscal	SSI Receipts and Accounting	General	54609	The system shall support auto posting of receipts and credits to children's accounts.	X		
Fiscal	SSI Receipts and Accounting	General	54610	The system shall map each benefit source and type of funding to the appropriate children's account type such as interest bearing or maintenance accounts.	X		
Fiscal	SSI Receipts and Accounting	General	54611	The system shall maintain an 18 year history of all benefits a child is approved to receive whether or not funding is actually received.	X		
Fiscal	SSI Receipts and Accounting	General	54612	The system shall allow a child to have multiple income sources with an account to manage different types of funds received.	X		
Fiscal	SSI Receipts and Accounting	General	54613	The system shall display consolidated balances for children that have multiple accounts.	X		
Fiscal	SSI Receipts and Accounting	General	54614	The system shall allow users to enter the amount of benefits expected from a specific source on-line.	X		
Fiscal	SSI Receipts and Accounting	Apply for Benefits	54615	The system shall automatically identify clients with potential children's benefits from person data maintained by SACWIS.	X		
Fiscal	SSI Receipts and Accounting	Apply for Benefits	54616	The system shall notify DHS local office and state staff of any children identified with potential benefits.	X		
Fiscal	SSI Receipts and Accounting	Apply for Benefits	54618	The system shall identify a set of data elements and values for the elements throughout SACWIS that must cause the client to be included in the listing of potentially eligible clients.	X		
Fiscal	SSI Receipts and Accounting	Apply for Benefits	54619	The system shall allow users to view children with potential benefits in a directory and drill down to the detailed data that suggests benefits may be available.	X		

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Fiscal	SSI Receipts and Accounting	Apply for Benefits	54620	The system shall report clients with potential government benefits fund eligibility which must show those children with potential benefits and those with completed applications.	X		
Fiscal	SSI Receipts and Accounting	Apply for Benefits	54621	The system shall allow an authorized user to stop receiving potential benefit indications for a child when they have examined the data and determined that the child is not eligible for additional benefits.	X		
Fiscal	SSI Receipts and Accounting	Apply for Benefits	54622	The system shall report those children who potentially have benefits whose case manager declines to complete application data forms.	X		
Fiscal	SSI Receipts and Accounting	Apply for Benefits	54623	The system shall allow a user to enter a reason for declining to complete benefit applications for a child.	X		
Fiscal	SSI Receipts and Accounting	Apply for Benefits	54627	The system shall maintain a history of all applications for benefits generated.	X		
Fiscal	SSI Receipts and Accounting	Apply for Benefits	54628	The system shall track the disposition of benefits applications and the date of the disposition.	X		
Fiscal	SSI Receipts and Accounting	Apply for Benefits	54630	The system shall generate an alert to the Reconciliation & Recoupment Unit (R& R) and any other appropriate unit any time an application for benefits is recorded by SACWIS.	X		
Fiscal	SSI Receipts and Accounting	Apply for Benefits	54631	The system shall provide note/text fields related to the application for children's benefits to record concerns or qualification on the part of staff completing the application.		X	
Fiscal	SSI Receipts and Accounting	Governmental Benefit Fund Accounting	54635	The system shall support the receipt of funds to children's accounts from all sources.	X		
Fiscal	SSI Receipts and Accounting	Governmental Benefit Fund Accounting	54636	The system shall post monthly interest deposits for governmental benefits accounts held by DHS.		X	
Fiscal	SSI Receipts and Accounting	Governmental Benefit Fund	54638	The system shall provide deposit exception reporting when a deposit fails to post correctly.		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
		Accounting					
Fiscal	SSI Receipts and Accounting	Governmental Benefit Fund Accounting	54639	The system shall provide automatic accounting and tracking of government benefit payments.		X	
Fiscal	SSI Receipts and Accounting	Governmental Benefit Fund Accounting	54640	The system shall track and manage governmental receipts and disbursements and other receipts and disbursements for children in custody.	X		
Fiscal	SSI Receipts and Accounting	Governmental Benefit Fund Accounting	54642	The system shall support reporting of adjustments to client governmental benefit accounts adjustments including a full history of adjustment transactions.	X		
Fiscal	SSI Receipts and Accounting	Governmental Benefit Fund Accounting	54643	The system shall create payments to refund overpayments and conserved funds to social security.	X		
Fiscal	SSI Receipts and Accounting	Governmental Benefit Fund Accounting	54644	The system shall be able to track the source of funding for each deposit transaction.	X		
Fiscal	SSI Receipts and Accounting	Governmental Benefit Fund Accounting	54645	The system shall support transfer of monies between all accounts including the maintenance and interest bearing accounts, per business rules without check writing.	X		
Fiscal	SSI Receipts and Accounting	Governmental Benefit Fund Accounting	54647	The system shall process lump sum disbursements and create the data required to recover state, county and federal funds used to pay for services provided to the child during the months covered by the lump sum.		X	
Fiscal	SSI Receipts and Accounting	Governmental Benefit Fund Accounting	54648	The system shall ensure that children's accounts can display a history of all receipts, expenditures, application of funds, and adjustments with a running balance for a user selected period of time.	X		
Fiscal	SSI Receipts and Accounting	Governmental Benefit Fund Accounting	54649	The system shall allow authorized users to balance children's accounts on-line to ensure that beginning balance, plus receipts, less expenditures equal ending balance when SACWIS cannot automatically balance the funds.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Fiscal	SSI Receipts and Accounting	Government Benefit Payments	54651	The system shall include a children's fund disbursement process.	X		
Fiscal	SSI Receipts and Accounting	Government Benefit Payments	54652	The system shall integrate children's fund accounting, payments, adjustments, accounts receivable and federal claiming.	X		
Fiscal	SSI Receipts and Accounting	Government Benefit Payments	54653	The system shall report all financial transactions - payments, adjustments, accounts receivable - by funding source of all transactions.	X		
Fiscal	SSI Receipts and Accounting	Government Benefit Payments	54654	The system must calculate funds available to DHS without pro-rating for partial months. The first day in care entitles DHS to full month.	X		
Fiscal	SSI Receipts and Accounting	Government Benefit Payments	54655	The system shall support "online" authorized entry for application of funds to purchases from a client's Income sources.	X		
Fiscal	SSI Receipts and Accounting	Government Benefit Payments	54656	The system shall identify which services can be covered by each government benefits funding source.	X		
Fiscal	SSI Receipts and Accounting	Government Benefit Payments	54657	The system shall allow user to have access to secure records for financial purposes even if case information is confidential.	X		
Fiscal	SSI Receipts and Accounting	Government Benefit Payments	54658	The system shall reverse the applications of children's accounts for any payment voids or adjustments as appropriate.	X		
Fiscal	SSI Receipts and Accounting	Government Benefit Payments	54659	The system shall support user application of funds and re-application of funds on line.	X		
Fiscal	SSI Receipts and Accounting	Government Benefit Payments	54660	The system shall maintain funding records for services including a history of funding sources used for payment.	X		
Fiscal	SSI Receipts and Accounting	Government Benefit Payments	54661	The system shall edit application of children's funds to ensure that the service funded is compatible with the funding source.	X		
Fiscal	SSI Receipts and Accounting	Government Benefit Payments	54662	The system shall support an on-line children's disbursement voucher purchase order for application of children's funds.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Fiscal	SSI Receipts and Accounting	Government Benefit Payments	54663	The system shall track the history of eligibility applied to payment transactions.	X		
Fiscal	SSI Receipts and Accounting	Government Benefit Payments	54664	The system shall maintain the service period, original processing dates, adjustment dates and funding source period when making adjustments to children's funds payments.	X		
Fiscal	SSI Receipts and Accounting	Government Benefit Payments	54666	The system shall automatically re-process paid claims that are eligible for funding by governmental benefit funds whenever governmental benefit funds become available for prior payment periods.	X		
Fiscal	SSI Receipts and Accounting	Government Benefit Payments	54667	The system shall support assignment of governmental benefit funds as the funding source both automatically during payment processing and on line as users request funding.	X		
Fiscal	SSI Receipts and Accounting	Government Benefit Payments	54668	The system shall support tracking of government benefits account balances to identify potential accumulation of excessive funds.	X		
Fiscal	SSI Receipts and Accounting	Government Benefit Payments	54669	The system shall support user application of governmental benefit funds to specific payments on line.	X		
Fiscal	SSI Receipts and Accounting	Government Benefit Payments	54671	The system shall allow users to enter restrictions for use of funds from a specific government benefit fund.	X		
Fiscal	SSI Receipts and Accounting	Government Benefit Payments	54672	The system shall require approval for the use of governmental benefit funds to purchase special products or services.	X		
Fiscal	SSI Receipts and Accounting	Close Children's Accounts	54673	The system shall be able to create payment back to SSA for overpayments or conserved funds.		X	
Fiscal	SSI Receipts and Accounting	Close Children's Accounts	54674	The system shall allow users to re-open children's accounts when a child returns.	X		
Fiscal	SSI Receipts and Accounting	Reports	54675	The system shall report children's fund data by county and statewide.	X		
Fiscal	SSI Receipts and	Reports	54676	The system shall report on the number and current balances of government fund accounts by child.	X		

Domain	Function	Subject Line	Key	Functional Requirements	Currently met by the solution presented	Will be met with the solution presented	Will be met with COTS
	Accounting						
Fiscal	SSI Receipts and Accounting	Reports	54677	The system shall report benefits received and benefits applied for each child.	X		
Fiscal	SSI Receipts and Accounting	Reports	54681	The system shall provide reports required to reconcile children's fund transactions and balance with banking records.	X		
Fiscal	SSI Receipts and Accounting	Reports	54682	The system shall be able to generate payee reports to the Social Security Administration for SSI and SS recipients.	X		

Domain	Function	Subject Line	Key	Functional Requirements	Currently met by the solution presented	Will be met with the solution presented	Will be met with COTS
Child Care Institutions (CCI)	CCI Portal	Seclusion/Isolation and Restraints	59464	The system shall allow child care institutions (CCI) to access SACWIS using a Portal to record seclusions/isolation and restraint data.		X	
Child Care Institutions (CCI)	CCI Portal	Seclusion/Isolation and Restraints	59465	The system shall prefill children that reside in the child care institutions (CCI) based on User ID when recording incidents on seclusion/isolation and restraints.		X	
Child Care Institutions (CCI)	CCI Portal	Seclusion/Isolation and Restraints	59466	The system shall allow a user to select which child was involved in the seclusion/isolation and/or restraint.		X	
Child Care Institutions (CCI)	CCI Portal	Seclusion/Isolation and Restraints	59467	The system shall allow the child care institutions (CCI) user to create a new child that is not known to SACWIS or Bridges.		X	
Child Care Institutions (CCI)	CCI Portal	Seclusion/Isolation and Restraints	59468	The system shall prefill provider demographics for the child care institutions (CCI) based on User ID when recording incidents on seclusion/isolation and restraints.		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	FUNCTIONAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Child Care Institutions (CCI)	CCI Portal	Seclusion/Isolation and Restraints	59469	The system shall allow the child care institutions (CCI) user to enter basic information about the event (e.g. who ordered the restraint, child's name, date of incident, etc).		X	

INTERFACE REQUIREMENTS

DOMAIN	FUNCTION	SUBJECT LINE	KEY	INTERFACE REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Interfaces	General		55179	The system shall support electronic links and interfaces between Michigan's SACWIS and other systems to receive, transmit and verify client and case information.		X	
Interfaces	General		55180	The system must provide all other data interfaces currently existing with the legacy systems.		X	
Interfaces	Mandatory Federal	Child Support (Title IV-D) - MiCSES	55181	The system must provide an interface to Michigan Child Support Enforcement System (MiCSES) for the exchange of data related to child support for children in the care and custody of DHS.		X	
Interfaces	Mandatory Federal	Child Support (Title IV-D) - MiCSES	55182	The system must receive data on parental support from Michigan Child Support Enforcement System (MiCSES) which must include, at a minimum, the amount of support ordered for each child, dates covered by the order and the parent ordered to pay support for each payment order.		X	
Interfaces	Mandatory Federal	Child Support (Title IV-D) - MiCSES	55183	The system must send Michigan Child Support Enforcement System (MiCSES) the necessary data to identify whether child support funds are being paid to the State agency on behalf of the child.		X	
Interfaces	Mandatory Federal	Child Support (Title IV-D) - MiCSES	55184	The system must provide an interface to Michigan Child Support Enforcement System (MiCSES) to send information about current payments made for the child.		X	
Interfaces	Mandatory Federal	Child Support (Title IV-D) - MiCSES	55185	The system shall provide an interface with Michigan Child Support Enforcement System (MiCSES) to identify and retrieve non-custodial parents including but not limited to Parent Locator Service, Quarterly Wage and New Hire.		X	
Interfaces	Mandatory Federal	Child Support (Title IV-D) - MiCSES	55186	The system must update Michigan Child Support Enforcement System (MiCSES) when specific fields as identified by the State change (e.g. funding source changes include the funding source and the effective date of the funding source).		X	
Interfaces	Mandatory Federal	Child Support (Title IV-D) - MiCSES	55187	The system shall support an interface with the Michigan Child Support Enforcement System (MiCSES) to provide information on cost of care and to receive expenses that were reimbursed with parental support funds.		X	
Interfaces	Mandatory Federal	Bridges Eligibility (IV-E, XIX, TANF and SSA)	55191	The system shall provide an interface with Bridges to allow automated inquiry into eligibility status of SACWIS clients and their families.		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	INTERFACE REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Interfaces	Mandatory Federal	Bridges Eligibility (IV-E, XIX, TANF and SSA)	55192	The system interface to Bridges shall identify and view income and assets for children as part of the IV-E determination.		X	
Interfaces	Mandatory Federal	Bridges Eligibility (IV-E, XIX, TANF and SSA)	55193	The system shall automatically retrieve case data, family relationships, eligibility, income and asset data for SACWIS clients from the Bridges system.		X	
Interfaces	Mandatory Federal	Bridges Eligibility (IV-E, XIX, TANF and SSA)	55194	The system shall allow authorized users to view cases and case members on Bridges systems.		X	
Interfaces	Mandatory Federal	Bridges Eligibility (IV-E, XIX, TANF and SSA)	55197	The system shall record the level of benefits approved by SSA when verification of SS number is verified.		X	
Interfaces	Mandatory Federal	Bridges Eligibility (IV-E, XIX, TANF and SSA)	55198	The system shall update the level of benefits approved by SSA when updates to the record are sent to Michigan.		X	
Interfaces	Mandatory Federal	Bridges Eligibility (IV-E, XIX, TANF and SSA)	55199	The system shall notify Bridges systems of IV-E eligibility determinations.		X	
Interfaces	Mandatory Federal	Bridges Eligibility (IV-E, XIX, TANF and SSA)	55200	The system shall inform Bridges systems of children's removal from the home.		X	
Interfaces	Mandatory Federal	Bridges Eligibility (IV-E, XIX, TANF and SSA)	55201	The system shall receive TANF and Title XIX eligibility from Bridges for children who are in DHS custody.		X	
Interfaces	Mandatory Federal	Bridges Eligibility (IV-E, XIX, TANF and SSA)	55202	The system shall receive the results of TANF and Title XIX eligibility determinations sent from Bridges.		X	
Interfaces	Mandatory Federal	Bridges Eligibility (IV-	55203	The system shall trigger emergency assistance eligibility determinations in Bridges when a child enters an open case.		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	INTERFACE REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
		E, XIX, TANF and SSA)					
Interfaces	Mandatory Federal	Bridges Eligibility (IV-E, XIX, TANF and SSA)	55204	The system shall send notification to Bridges when a child is adopted.		X	
Interfaces	Mandatory Federal	Bridges Eligibility (IV-E, XIX, TANF and SSA)	55205	The system shall send notification to Bridges when a child returns home.		X	
Interfaces	Mandatory Federal	Bridges Eligibility (IV-E, XIX, TANF and SSA)	55206	The system shall send notification to Bridges when any parental rights to a child are terminated.		X	
Interfaces	Mandatory Federal	Bridges Eligibility (IV-E, XIX, TANF and SSA)	55207	The system shall provide notification to Bridges of provider and child deaths.		X	
Interfaces	Mandatory Federal	Bridges Eligibility (IV-E, XIX, TANF and SSA)	55209	The system shall trigger issuance of an emergency Medical Card when a child enters DHS custody.		X	
Interfaces	Mandatory Federal	Bridges Eligibility (IV-E, XIX, TANF and SSA)	55210	The system shall trigger Title XIX determinations in Bridges when a child leaves DHS custody.		X	
Interfaces	Mandatory Federal	Bridges Eligibility (IV-E, XIX, TANF and SSA)	55212	The system must determine if the child is categorically eligible for Title XIX (Medicaid) prior to sending a Medicaid opening request (preliminary determination).		X	
Interfaces	Mandatory Federal	Bridges Eligibility (IV-E, XIX, TANF and SSA)	55213	The system must provide the capacity to request a closure to Title XIX (Medicaid).		X	
Interfaces	Mandatory Federal	Bridges Eligibility (IV-E, XIX, TANF and SSA)	55214	The system must track the open and closure request dates to Title XIX (Medicaid).		X	

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Interfaces	Mandatory Federal	Bridges Eligibility (IV-E, XIX, TANF and SSA)	55215	The system must track the recipients Title XIX (Medicaid) status.		X	
Interfaces	Mandatory Federal	Bridges Eligibility (IV-E, XIX, TANF and SSA)	55217	The system must provide the mechanism to request a replacement Medical (Medicaid) card		X	
Interfaces	Mandatory Federal	Bridges Eligibility (IV-E, XIX, TANF and SSA)	55218	The system must track when the user provided the Medical (Medicaid) card to the caretaker.		X	
Interfaces	Mandatory Federal	Bridges Eligibility (IV-E, XIX, TANF and SSA)	55219	The system must track that Medical cards and account numbers are provided to the caregiver within 30 days of the child's entry into foster care, and for any subsequent placements.		X	
Interfaces	Mandatory Federal	Bridges Eligibility (IV-E, XIX, TANF and SSA)	55220	The system interface shall update MMIS, through Bridges, when client data held by both SACWIS and MMIS changes in the SACWIS system.		X	
Interfaces	Mandatory Federal	Bridges Eligibility (IV-E, XIX, TANF and SSA)	55221	The system shall interface with Bridges to retrieve the Health Plan Enrollment information for clients in the SACWIS.		X	
Interfaces	Optional Interfaces	Bridges Client Index (CI)	55222	The system shall access the Master Client Index to create new clients or return information on known clients.		X	
Interfaces	Optional Interfaces	Bridges Client Index (CI)	55223	The system's interface with Bridges Client Index must allow for the automatic exchange of common and/or relevant data between the two systems.		X	
Interfaces	Optional Interfaces	Bridges Client Index (CI)	55224	The system must have the ability to conduct searches in Bridges Client Index from SACWIS.		X	
Interfaces	Optional Interfaces	Bridges Client Index (CI)	55225	The system must have the ability to select and retrieve households from Bridges Client Index.		X	
Interfaces	Optional Interfaces	Bridges Client Index (CI)	55226	The system interface shall update Bridges Client Index with Child Welfare client data.		X	
Interfaces	Optional Interfaces	Bridges Client Index (CI)	55227	The system shall select and retrieve data on Child Welfare clients known to Bridges Client Index.		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	INTERFACE REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Interfaces	Optional Interfaces	Bridges Client Index (CI)	55228	The system must automatically search both the SACWIS system and Client Master File (Client Index) when a new person record is saved and display duplicates.		X	
Interfaces	Optional Interfaces	Bridges Client Index (CI)	55230	The system interface shall automatically query the Bridges Client Index when a person or key person data, such as SSN, is added.		X	
Interfaces	Optional Interfaces	Bridges Client Index (CI)	55231	The system must retrieve SSN verification information from Bridges.		X	
Interfaces	Optional Interfaces	Bridges Client Index (CI)	59460	The system shall prefill the name of the FIP/FAP Worker from the interface with Bridges.		X	
Interfaces	Optional Interfaces	Provider Management (Bridges and BITS)	55266	The system shall provide an interface between Bridges and SACWIS to coordinate Provider data.		X	
Interfaces	Optional Interfaces	Provider Management (Bridges and BITS)	55267	The system interface shall update Bridges with Child Welfare Provider data.		X	
Interfaces	Optional Interfaces	Provider Management (Bridges and BITS)	55268	The system shall receive and display provider licensure and the Provider Identifier from Bridges.		X	
Interfaces	Optional Interfaces	Provider Management (Bridges and BITS)	55269	The system interface must match SACWIS providers to Bridges enrolled providers and obtain the Provider ID		X	
Interfaces	Optional Interfaces	Provider Management (Bridges and BITS)	55270	The system shall match provider data via the Bridges and BITS interfaces and place any near matches on hold for manual review and load.		X	
Interfaces	Optional Interfaces	Provider Management (Bridges and BITS)	55271	The system must maintain a table of unique provider identifiers from Bridges, BITS Bureau of Children and Adult Licensing System (BCAL), and SACWIS.		X	
Interfaces	Optional Interfaces	Provider Management (Bridges and BITS)	55272	The system shall have a two way real time interface with BITS which is the Bureau of Children and Adult Licensing (BCAL) system.		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	INTERFACE REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Interfaces	Optional Interfaces	Provider Management (Bridges and BITS)	57892	The system must support real time entry and access of provider information.	X		
Interfaces	Optional Interfaces	Provider Management (Bridges and BITS)	55274	The system shall send and receive data from BITS Bureau of Children and Adult Licensing System (BCAL) (e.g., provider updates, applications, home studies, licensing, background checks, etc).		X	
Interfaces	Optional Interfaces	Provider Management (Bridges and BITS)	55275	The system shall send provider applications data to BITS Bureau of Children and Adult Licensing System (BCAL).		X	
Interfaces	Optional Interfaces	Provider Management (Bridges and BITS)	55276	The system shall track when the provider application is complete and when it's sent to BITS Bureau of Children and Adult Licensing System (BCAL).		X	
Interfaces	Optional Interfaces	Provider Management (Bridges and BITS)	55277	The system must capture the licensing information received from BITS Bureau of Children and Adult Licensing System (BCAL).		X	
Interfaces	Optional Interfaces	Provider Management (Bridges and BITS)	55278	The system shall track when the provider licensing information was received from BITS Bureau of Children and Adult Licensing System (BCAL).		X	
Interfaces	Optional Interfaces	Provider Management (Bridges and BITS)	55279	The system must extract, load and display business affiliations/relationships from BITS Bureau of Children and Adult Licensing System (BCAL).		X	
Interfaces	Optional Interfaces	Provider Management (Bridges and BITS)	55280	The system shall record the date the fingerprint or/and clearance type was submitted to BITS Bureau of Children and Adult Licensing System (BCAL).		X	
Interfaces	Optional Interfaces	Provider Management (Bridges and BITS)	55281	The system shall record the date the fingerprint or/and clearance type results were received from BITS Bureau of Children and Adult Licensing System (BCAL).	X		
Interfaces	Optional Interfaces	Provider Management	55282	The system must maintain and display a history of all BITS Bureau of Children and Adult Licensing System (BCAL) events		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	INTERFACE REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
		(Bridges and BITS)		associated to a provider.			
Interfaces	Optional Interfaces	Provider Management (Bridges and BITS)	55283	The system must translate BITS Bureau of Children and Adult Licensing System (BCAL) event codes in "Plain English".		X	
Interfaces	Optional Interfaces	Provider Management (Bridges and BITS)	55284	The system must require approval when any updates to BITS Bureau of Children and Adult Licensing System (BCAL) information is completed in SACWIS.		X	
Interfaces	Optional Interfaces	Provider Management (Bridges and BITS)	55285	The system must allow a user to generate an online referral to BITS Bureau of Children and Adult Licensing (BCAL) for all licensed provider intake types.	X		
Interfaces	Optional Interfaces	Provider Management (Bridges and BITS)	55287	The system shall generate a file of central registry perpetrators for Bureau of Children and Adult Licensing (BCAL).	X		
Interfaces	Optional Interfaces	Provider Management (Bridges and BITS)	55288	The system shall extract and display all events related to appeals from BITS Bureau of Children and Adult Licensing (BCAL).		X	
Interfaces	Optional Interfaces	Provider Management (Bridges and BITS)	55289	The system must allow for the recording of Bureau of Children and Adult Licensing (BCAL) decision regarding any licensing violations.		X	
Interfaces	Optional Interfaces	Provider Management (Bridges and BITS)	55290	The system must allow authorized users to generate a "Special Investigation Record" and transmit this online to Bureau of Children and Adult Licensing (BCAL).		X	
Interfaces	Optional Interfaces	Provider Management (Bridges and BITS)	55291	The system must generate an exception request notice to BITS Bureau of Children and Adult Licensing System (BCAL) when an increase to the licensing capacity is needed.	X		
Interfaces	Optional Interfaces	Provider Management (Bridges and BITS)	55292	The system must track the BITS Bureau of Children and Adult Licensing System (BCAL) response to an exception request when an increase to licensing capacity is accepted or denied.		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	INTERFACE REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Interfaces	Optional Interfaces	State Financial System (MAIN)	55293	The system interface shall submit data for accounts receivables changes to MAIN (e.g. write-offs, adjustments, etc).		X	
Interfaces	Optional Interfaces	State Financial System (MAIN)	55294	The system shall validate and reconcile accounting codes as used by MAIN.		X	
Interfaces	Optional Interfaces	State Financial System (MAIN)	55295	The system shall interface with MAIN Table profiles to share table codes for selection "online" screen drop downs.		X	
Interfaces	Optional Interfaces	State Financial System (MAIN)	55301	The system shall use accounting codes that align with MAIN codes without cross reference or interpretation.		X	
Interfaces	Optional Interfaces	State Financial System (MAIN)	55296	The system interface shall send detailed financial data to MAIN and will receive summary and detail exception report.		X	
Interfaces	Optional Interfaces	State Financial System (MAIN)	55297	The system interface shall receive financial transaction confirmation of acceptance or rejection.		X	
Interfaces	Optional Interfaces	State Financial System (MAIN)	55298	The system interface shall submit accounts receivable to MAIN.		X	
Interfaces	Optional Interfaces	State Financial System (MAIN)	55299	The system interface to MAIN shall provide reporting of retroactive changes to financials.		X	
Interfaces	Optional Interfaces	State Financial System (MAIN)	55302	The system interface shall support periodic reconciliation of SACWIS and MAIN data.		X	
Interfaces	Optional Interfaces	State Financial	55314	The system shall support reconciliation SACWIS receivables to MAIN accounts as required.		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	INTERFACE REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
		System (MAIN)					
Interfaces	Optional Interfaces	State Financial System (MAIN)	55315	The system interface shall receive payment status information from MAIN.		X	
Interfaces	Optional Interfaces	State Financial System (MAIN)	55303	The system interface shall submit adjustments to MAIN.		X	
Interfaces	Optional Interfaces	State Financial System (MAIN)	55304	The system interface shall support testing the acceptance of financial records to MAIN prior to submission, similar to a 'pre note' process.		X	
Interfaces	Optional Interfaces	State Financial System (MAIN)	55305	The system shall submit recoveries and receipts against receivables to MAIN.		X	
Interfaces	Optional Interfaces	State Financial System (MAIN)	55307	The system shall send payment transactions to MAIN to create payments for providers.		X	
Interfaces	Optional Interfaces	State Financial System (MAIN)	55308	The system shall receive confirmation of SACWIS payment requests, and updates on the processing status of those payments from MAIN.		X	
Interfaces	Optional Interfaces	State Financial System (MAIN)	55309	The system shall receive check and EFT numbers from MAIN.		X	
Interfaces	Optional Interfaces	State Financial System (MAIN)	55310	The system interface shall receive financial transactions from MAIN such as EFT addenda, rejected EFT, pre-notes, redeem checks.		X	
	Department of Treasury (Treasury)	Other Interfaces	55306	The system must create a batch file for delayed post checks to the Treasury.		0	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	INTERFACE REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Interfaces	Optional Interfaces	Other Interfaces	55243	The system must provide an automated mechanism to load children that are AWOL on the Child Locator Website.		X	
Interfaces	Optional Interfaces	Other Interfaces	55244	The system must be able to receive and load a batch file on insurance provider information from Department of Community Health (DCH).		X	
Interfaces	Optional Interfaces	Other Interfaces	55246	The system must interface and display the immunization record information received from the Department of Community Health.		X	
Interfaces	Optional Interfaces	Other Interfaces	55247	The system must provide a mechanism to receive and store all school information provided by the Department of Education.		X	
Interfaces	Optional Interfaces	Other Interfaces	55249	The system must provide a mechanism to receive and store all Daycare Centers/Head Start Programs provided by Bridges.		X	
Interfaces	Optional Interfaces	Other Interfaces	55250	The system must use Bridges to identify the citizenship verification information		X	
Interfaces	Optional Interfaces	Other Interfaces	55251	The system shall have a link to access Vital Statistics (DCH) for Birth Registry in order to perform a birth match with the file received from Department of Community Health (DCH) to identify if the newborn's parents had their parental rights terminated and if the newborn's parents had a preponderance of evidence of egregious acts.		X	
Interfaces	Optional Interfaces	Other Interfaces	55252	The system must include a Department of Community Health (DCH) batch file for the results of vital statistic death records match for children in care and generate ticklers to worker when a child is identified on the vital statistics death records match.		X	
Interfaces	Optional Interfaces	Other Interfaces	55257	The system shall automatically generate an unassigned complaint when a positive birth match occurs on a parent whose parental rights have been terminated.		X	
Interfaces	Optional Interfaces	Other Interfaces	55258	The system shall automatically create a notification to the central intake to review a case for a CPS investigation when a positive birth match is identified.		X	
Interfaces	Optional Interfaces	Other Interfaces	55259	The system must allow complaints generated due to an inaccurate positive birth match to be deleted per policy.		X	
Interfaces	Optional Interfaces	Other Interfaces	55260	The system shall allow a search by address in Bridges and bring up all individuals known to the system that have currently and historically used the address as a residential or mailing address.		X	
Interfaces	Optional Interfaces	Other Interfaces	55265	The system shall provide and interface to the DHS Contracts system to receive basic contract parameters and send payment data		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	INTERFACE REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS

TECHNICAL REQUIREMENTS

DOMAIN	FUNCTION	SUBJECT LINE	KEY	TECHNICAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Technical	Infrastructure	Performance and Scalability	55316	The system must be capable of supporting up to 10,000 users with 5,000 concurrent users logged on and performing normal daily business activities with the ability to increase supported users without modification to the software or degradation to the response time per State of Michigan Technical Requirements Guide.	X		
Technical	Infrastructure	Performance and Scalability	55318	The system will average two seconds or less end-user response time.		X	
Technical	Infrastructure	Performance and Scalability	55320	The system must be designed to be available 24 hours a day, 7 days a week, with the exception of approved maintenance outage time periods.	X		
Technical	Infrastructure	Performance and Scalability	55321	The system must process long running requests asynchronously so the user may continue with other tasks while such things as a long running report or database update run "in the background."		X	
Technical	Infrastructure	Performance and Scalability	55322	The system must provide the capability to cancel asynchronous tasks running in the background without user intervention and without affecting application performance.		X	
Technical	Infrastructure	Hardware	55324	The system hardware and software, including licensed software, from the vendor must adhere to State standards.	X		
Technical	Infrastructure	Software	55325	The vendor shall grant the State of Michigan ownership rights to software, software modifications, and associated documentation that is designed, developed, installed or enhanced for the Department of Children's Services using Federal and / or State of Michigan financial funding.	X		
Technical	Infrastructure	Software	55326	The system must support an integrated mail client with capabilities that include connecting to and using email functionality and calendar functions.		X	
Technical	Infrastructure	Software	55330	The system must use Data Quality XI (DQXI) to validate address information including support for an override to the DQXI address validation when a non-compliant address is detected to support verified non-compliant addresses for in-state, out of state, or out of country.		X	
Technical	Infrastructure	Software - Database	55332	The system must support the current supported or higher version of Oracle as the data repository.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	TECHNICAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Technical	Infrastructure	Software - Database	55333	The system must follow database tables, columns, and object naming convention that allows for a partially self-documenting data or data object model.	X		
Technical	Infrastructure	Software - Database	55336	The system must have a core data model that is normalized, making proper use of foreign keys.	X		
Technical	Infrastructure	Software - Database	55338	The system must only allow access to the database from the application through standard JDBC, ADO or ODBC drivers.	X		
Technical	Infrastructure	Software - Database	55339	The system must provide only one logical database for the online portion of the system. Physically, the online database could be supported with a cluster or parallel servers acting against one database.	X		
Technical	Infrastructure	Software - Database	55340	The system's stored procedures shall contain self-identifying information imbedded in the code for debugging and performance tuning purposes.	X		
Technical	Infrastructure	Software - Database	55342	The system will generate all real-time reports without affecting user response times.	X		
Technical	Infrastructure	Software - Database	55343	The system shall have centralized administrative and monitoring capabilities.	X		
Technical	Infrastructure	Software – Database	59538	The system must support timestamps for all records for auditability and to enable regular extracts of updated information for the data warehouse.	X		
Technical	Infrastructure	Production Control	55409	The system must allow the batch processing cycle to be monitored through automated scheduling tools.	X		
Technical	Infrastructure	Production Control	55410	The system must provide an automated production schedule report accessible on-line by authorized users.		X	
Technical	Infrastructure	Production Control	55411	The system must support procedures that can restart the batch processing from a given checkpoint without running the entire batch process from the beginning.		X	
Technical	Infrastructure	Production Control	55412	The system shall include tools for performance tuning.	X		
Technical	Infrastructure	Production Control	55414	The system must be securely accessible to authorized users from locations outside the office via the internet per Office Enterprise Security (OAS) Standards.	X		
Technical	Infrastructure	Production Control	55415	The system shall be compatible with existing State office automation systems.		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	TECHNICAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Technical	Infrastructure	Production Control	55417	The system must support Interactive Voice Response (IVR) interaction.		X	
Technical	Infrastructure	Production Control	55418	The system must support the use of separate applications and web servers for hosting web pages that are externally facing to the internet to provide a secure layer separating intranet only/internal web pages and web pages that are exposed through the DMZ, using mechanisms such as URL redirection.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	TECHNICAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Technical	User Interface/Desktop	Appearance	55419	The system shall have consistent graphical user interface that conforms to the current GUI accepted practices including use of common elements, such as titles, message lines, status lines or navigation bars and buttons in the case of web application and publishing screens, occupy the similar position on all screens in a system or site, and display information on each screen that uniquely identifies it, which includes at a minimum, the application name, screen title, and a unique identifying code which is traceable to the program(s) that handle the screen.	X		
Technical	User Interface/Desktop	Appearance	55422	The system must include a user interface that allows the user to enter in data on screens that are visually similar to the documents generated (aka WYSIWYG, What You See is What You Get).	X		
Technical	User Interface/Desktop	Appearance	55423	The system shall include case summary windows that provide an overview of case history.	X		
Technical	User Interface/Desktop	Appearance	55424	The system must conform to the Information Technology Accessibility Standards by labeling or otherwise indicating mandatory fields, conditionally mandatory fields, or read-only fields.	X		
Technical	User Interface/Desktop	Appearance	55430	The system shall display the due date and time remaining for tasks that have deadlines.	X		
Technical	User Interface/Desktop	Appearance	55431	The system must present standard icons that represent to the user the action intended. (e.g., an arrow pointing left may be used in addition to the word "Previous" to allow the user to display the previous page in a document or report by clicking on the arrow).		X	
Technical	User Interface/Desktop	Appearance	55432	The system must identify what icons and fields represent by displaying a descriptive word(s) under the icon and by displaying a descriptive word(s) in accordance to the approved standards when the mouse is rolled over the icon.		X	
Technical	User Interface/Desktop	Appearance	55433	The system must be able to support dynamic screen resolutions sizing.		X	
Technical	User Interface/Desktop	Appearance	55434	The system search capability shall have the same look and feel for all searches.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	TECHNICAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Technical	User Interface/Desktop	Error Handling/Validation	55435	The system shall inform users of relevant errors or exceptions in "plain" English with a clear description of the message when system processing anomalies occur.		X	
Technical	User Interface/Desktop	Error Handling/Validation	55436	The system must include the ability to provide information to the State of Michigan's system monitoring tools so failures in hardware, software, and application components can be detected and sent out as alerts (e.g. transmit logging data to provide sufficient logging data to identify system issues and to allow remote testing tools to run scenarios in the application to detect performance or functional issues, etc).		X	
Technical	User Interface/Desktop	Error Handling/Validation	55439	The system must record all error messages in the error log including, at a minimum, the module in which the error occurred, a descriptive reason for the error, an image of the data associated with the error, and unique identification for submission errors (e.g. data that is incomplete or inconsistent with data field requirements).		X	
Technical	User Interface/Desktop	Error Handling/Validation	55441	The system shall provide a means to allow for ease of maintenance of error messages by authorized technical staff.		X	
Technical	User Interface/Desktop	Error Handling/Validation	55444	The system shall provide an editing and validation function to support the correction of any data entry errors including directing the user to the location where data entry error(s) occur.		X	
Technical	User Interface/Desktop	Error Handling/Validation	55446	The system shall prompt the user when the user attempts to close a window that has unsaved changes.		X	
Technical	User Interface/Desktop	Navigation	55464	The system must present data entry fields as standard codes and descriptions in accordance with the accessibility standards.	X		
Technical	User Interface/Desktop	Navigation	55465	The system must provide screen layout and screen flow that matches DHS workflow.		X	
Technical	User Interface/Desktop	Navigation	55466	The system must provide flexibility in the workflow to allow the user to access other areas of the system outside of the workflow without loss of data.	X		
Technical	User Interface/Desktop	Navigation	55467	The system must support configurable and modifiable workflow of screens without changing program code.		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	TECHNICAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Technical	User Interface/Desktop	Navigation	55469	The system shall employ a graphical user interface (GUI) that allows users to move freely throughout the system using pull-down menus, point and click navigation, and hot links for easy navigation between pre-determined screens.	X		
Technical	User Interface/Desktop	Navigation	55470	The system must make major functionality accessible within two clicks from the menu navigational or link.		X	
Technical	User Interface/Desktop	Navigation	55471	The system must use industry standard browser functions such as the back and forward buttons.		X	
Technical	User Interface/Desktop	Navigation	55472	The system must allow the user to open up multiple read/write windows for the same session.		X	
Technical	User Interface/Desktop	Navigation	55473	The system must present long lists of records including, at a minimum, search results and lists of tasks in smaller groups with next / back functionality to minimize scrolling and page size.	X		
Technical	User Interface/Desktop	Navigation	55474	The system shall provide the user an easily viewed navigation structure that allows them to know where they are at all times including access to the home page and logout from anywhere within the system.	X		
Technical	User Interface/Desktop	Navigation	55476	The system shall provide sort by column functionality for all tabular or grid displays.		X	
Technical	User Interface/Desktop	Navigation	55477	The system must require internet pages to link to Intranet sites with an appropriate warning or disclaimer to the public that they are about to enter a secured area and may not have access.		X	
Technical	User Interface/Desktop	Navigation	55479	The system shall provide edit checks which inform the user of required data using a mechanism that does not impede the business process flow because information is missing.	X		
Technical	User Interface/Desktop	Navigation	55480	The system must allow an authorized user to copy / cut and paste text from standard Windows applications into system narratives and vice versa.	X		
Technical	User Interface/Desktop	Navigation	55481	The system must allow for screens that update data a means to exit without updating.	X		
Technical	User Interface/Desktop	Navigation	55482	The system shall clearly indicate the available exit method(s) on each screen to the user in a standard format.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	TECHNICAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Technical	User Interface/Desktop	UI Tools	55493	The system shall provide the ability to perform full word processing activities in any free form text field including, at a minimum, spell / grammar checking and suggestions, bold / italicized font, underlining, copy / cut and paste.		X	
Technical	User Interface/Desktop	UI Tools	55498	The system shall include a tool for creating and updating staff profiles.		X	
Technical	User Interface/Desktop	UI Tools	55501	The system shall be based on a non-proprietary rules engine, incorporating table-driven, on-line customizable business rules that can be easily configured by business specialists without needing technical intervention, and that can be easily adapted to accommodate changing business needs such as changes in response to legislative or administrative mandates.		X	
Technical	User Interface/Desktop	UI Tools	55503	The system shall maintain rules information resident in the database repositories in "Plain English" that include codes, policy, edits, audits, and other criteria that will control and enforce required operational processing.		X	
Technical	User Interface/Desktop	UI Tools	55504	The system must be fully compatible with the latest version of all major internet browsers including, but not limited to, Microsoft Internet Explorer, Mozilla Firefox, and Apple Safari.		X	
Technical	User Interface/Desktop	UI Tools	59521	The system shall provide view access to business rules and print capability to authorized users through use of GUI views.		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	TECHNICAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Technical	Security	Access Control	55552	The system must conform to the following State and federal regulations and publications related to system security requirements and password usage including the "45 CFR Part 95.621(f) ADP System Security Requirements and Review Process", "FIPS PUB 112 Password Usage", and "Procedure 1410.17, Michigan State Government Network Security Policy".		X	
Technical	Security	Access Control	55553	The system must establish a limit of unsuccessful access attempts after which a user will be locked out.	X		
Technical	Security	Access Control	55556	The system must automatically log a user off after a configurable amount of inactivity.	X		
Technical	Security	Access Control	55573	The system must allow some roles to have limited update and view access to cases without an assignment to the case.	X		
Technical	Security	Access Control	55575	The system must provide screen level security for all data and to define and maintain the level of authorization / security for specific functions by individual user including module level security for grouping of screens / pages.	X		
Technical	Security	Access Control	55577	The system must provide field level security including links that route to interfaces.	X		
Technical	Security	Access Control	55579	The system must support roles for grouping of privileges/modules.	X		
Technical	Security	Access Control	55581	The system shall allow users to have multiple roles that determine access to system objects and fields.	X		
Technical	Security	Access Control	55583	The system shall provide users access to imaged documents using the same security profiles within SACWIS.	X		
Technical	Security	Access Control	55586	The system must allow for recording future begin dates for user roles and access.	X		
Technical	Security	Access Control	55594	The system must provide a history of security profile assignments for a User.		X	
Technical	Security	Access Control	55595	The system must not allow duplicate User IDs.	X		
Technical	Security	Access Control	55596	The system shall support a configurable logon banner for the purpose of displaying acceptable use policies.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	TECHNICAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Technical	Security	Access Control	55598	The system must prevent concurrent logins for the same User ID.	X		
Technical	Security	Access Control	55601	The system must allow for global level security administrator access.	X		
Technical	Security	Access Control	59522	The system must log and report to the State all unauthorized attempts to access the system.	X		
Technical	Security	Access Control	59523	The system must disconnect any user for whom a limit has been reached.	X		
Technical	Security	Access Control	59524	The system must automatically log-off a user if a key is not depressed within the time established by State.		X	
Technical	Security	Access Control	59525	The system must automatically disable a User ID if the user has not logged on to the system for a predetermined period of time established by State.		X	
Technical	Security	Host Security	55605	The system must allow for the categorization of access into different security levels that will be defined by the State to include, at a minimum, users, groups, roles, and office location.	X		
Technical	Security	Host Security	55606	The system must restrict access and the ability to modify or override system edits and audits, or alter system functionality, to staff authorized to implement such changes.	X		
Technical	Security	Host Security	55607	The system must provide for adequate on-line security checks, including security by individual, State defined role, location, files, and fields before allowing access to any files including data, software, resources, code or any other files resident with or accessed by the State.	X		
Technical	Security	Host Security	55611	The system shall have authenticated interfaces.		X	
Technical	Security	Host Security	55612	The system shall utilize centrally managed digital certificates by DIT to encrypt transmitted data.		X	
Technical	Security	Host Security	55613	The system shall utilize a proven data encryption method which follows state standards.		X	
Technical	Security	Host Security	59526	The system must restrict applications and/or functions within application to specific workstations, workstation ports, or application servers.		X	
Technical	Security	Logging and Audit	55615	The system must be a member of the central logging system to provide the ability to send Application Server Security Logs to Enterprise Security Information Event		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	TECHNICAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
				Management (ESIEM) system.			
Technical	Security	Logging and Audit	55617	The system must log all password changes and resets, privilege changes, failed login attempts, successful logins and logoffs, application startup and shutdown, and user session duration in the Enterprise Security Information Event Management (ESIEM) system and system security log specifying at a minimum the machine ID, user ID, date and time.		X	
Technical	Security	Logging and Audit	55619	The system must create an audit trail of the interface process that will include enough detail to support complete reconciliation with the level of detail to be determined by the State.		X	
Technical	Security	Logging and Audit	55628	The system must include a full audit trail for modified/created/deleted data specifying at a minimum the transaction performed, the original value (except passwords) that was changed, date, time, workstation ID and User ID.		X	
Technical	Security	Logging and Audit	55629	The system must capture the creation, modification and deletion of objects including at a minimum files, directories and user accounts in a full audit trail log.		X	
Technical	Security	Logging and Audit	55632	The system must capture the enabling or disabling of audit report generation services in a full audit trail log.		X	
Technical	Security	Logging and Audit	55635	The system must provide the ability for authorized personnel to access all system security logs.		X	
Technical	Security	Logging and Audit	55636	The system must produce security maintenance reports for routine maintenance and support by security administrators as specified by the State (e.g. security administration reports include Alpha by county listing for users for roles (Monthly), Role changes (Weekly), Transactions including password resets (Daily).).		X	
Technical	Security	Logging and Audit	59527	The system must have controls and audits for detecting and reporting changes of the database, any connect operations, including intruder detection, attempts to access nonexistent objects, and any activities requiring DBA (Database Administrator) privileges.		X	
Technical	Security	Logging and Audit	59528	The system must have database auditing capabilities for both system-wide activities and specific actions including, at a minimum, an automated query feature for querying audit		X	

Domain	Function	Subject Line	Key	Technical Requirements	Currently met by the solution presented	Will be met with the solution presented	Will be met with COTS
				trails and logs and the capability to protect the audit trail.			
Technical	Security	Information Labeling and Handling	55637	The system must meet HIPAA security standards.	X		
Technical	Security	Information Labeling and Handling	55638	The system shall include data element definitions to indicate the security classification level of the data.	X		

Domain	Function	Subject Line	Key	Technical Requirements	Currently met by the solution presented	Will be met with the solution presented	Will be met with COTS
Technical	System Architecture	General	55447	The system must be at a minimum 3-tier architecture that includes presentation tier, business logic tier and persistence tier.	X		
Technical	System Architecture	General	55448	The system must support flexibility by separating a software application into tiers or layers that are architecturally independent of other layers.	X		
Technical	System Architecture	General	55449	The system must support scalability that allows additional application hardware to be used to address increases in system loads without modifying program code.	X		
Technical	System Architecture	General	55450	The system must use object oriented development principals.	X		
Technical	System Architecture	General	55451	The system must be designed to be accessed by State users on existing workstations over the existing WAN leveraging existing infrastructure employing techniques such that the SACWIS runs as efficiently and reliably across the States WAN as it does on the external Internet.	X		
Technical	System Architecture	General	55452	The system must provide a batch window that does not interfere with normal business hours.	X		
Technical	System Architecture	General	55453	The system must support a hardware based load balancing scheme such as content switches capable of maintaining		X	

DOMAIN	FUNCTION	SUBJECT LINE	KEY	TECHNICAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
				session affinity.			
Technical	System Architecture	General	55454	The system must include administration tools for manageability and maintainability for modifying configuration files.		X	
Technical	System Architecture	General	55455	The system shall be designed as a web-based solution such that all information in the SACWIS shall be updated online and in real-time using a common graphical user interface (GUI), making the value of every data element current and immediately available for inquiry and reporting purposes.	X		
Technical	System Architecture	General	55456	The system shall be capable of providing alternate mouse click functionality (e.g. drop down menu as appropriate).		X	
Technical	System Architecture	General	55457	The system shall provide a screen refresh function.		X	
Technical	System Architecture	General	55458	The system shall provide an indicator when the system is processing.		X	
Technical	System Architecture	General	55459	The system must be deployable on at least two distinct application servers.	X		
Technical	System Architecture	General	55461	The system shall be designed as a components-based modular architecture maximized to use Commercial off-the-shelf (COTS) software that does not require any client-side software to be installed on the DHS workstation or laptop such as rules engine, document management and workflow software, letter generation tool, and security software.	X		
Technical	System Architecture	General	55462	The system must validate inputs from web applications being certain to filter input for scripting language commands or HTML tags that might be maliciously inserted into input fields.		X	
Technical	System Architecture	General	59529	The system shall maximize use of the Internet / Intranet as an operational tool to perform functions such as case management, provider management, eligibility verification, and fiscal management, and use the Internet to enhance receipt and distribution of information to State staff, clients, and the provider community.	X		
Technical	System Architecture	General	59530	The system must be designed to be accessed by State users on existing workstations over the existing WAN leveraging existing data processing equipment and infrastructure employing techniques such that the SACWIS runs as efficiently and reliably across the States WAN as it does on	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	TECHNICAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
				the external Internet.			
Technical	System Architecture	General	59531	The system must have adequate safeguards and features that are required to ensure that the service delivery function can continue in cases of equipment failures, system unavailability, a failure or disaster.	X		
Technical	System Architecture	Database Design	55533	The system must maintain entity, referential and domain integrity.	X		
Technical	System Architecture	Database Design	55534	The system must be based on a relational database.	X		
Technical	System Architecture	Database Design	55544	The system must be designed with database architecture per State standards which includes logical data models, physical data models, indices, entity descriptions that are clear and concise, attribute names that are based on business terminology, integral web support, and easily modifiable and expanded.	X		
Technical	System Architecture	Database Design	55545	The system must contain a Logical Database Design (LDD) that is based on IEEE 12207-2008 System and Software Engineering-Software Life Cycle Processes to include at minimum a fully described data dictionary, Entity Relationship Diagram(s), and transaction entry point analysis to support the business data requirements.	X		
Technical	System Architecture	Standards	55483	The system shall conform to the Rehabilitation Act Electronic and Information Technology Accessibility Standards (Section 508) and Americans With disabilities Act (ADA).	X		
Technical	System Architecture	Standards	55484	The system shall have a user interface that conforms to W3C recommendations and standards which shall be validated through the W3C Markup Validation Service (http://validator.w3.org/).	X		
Technical	System Architecture	Standards	55485	The system must make use of HTML templates and/or Cascading Style Sheets (CSS) or XSLT to facilitate a common look and feel that can be easily modified.	X		
Technical	System Architecture	Standards	55486	The system must be compatible with the State Server Platform Technology Standards.	X		
Technical	System Architecture	Standards	55487	The system must incorporate the core elements for a common, consistent presentation layer defined by the State Look and Feel Standard for Web Applications.	X		

DOMAIN	FUNCTION	SUBJECT LINE	KEY	TECHNICAL REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Technical	System Architecture	Standards	55488	The system must conform to the State defined Enterprise Software Standards including, at a minimum, placing comments on source code, naming standards for physical objects, and naming standards for column names.		X	
Technical	System Architecture	Data Warehouse	55547	The system must have the data readily available for extraction without impacting system performance data to the Enterprise Data Warehouse at intervals defined by the State.	X		
Technical	System Architecture	Data Warehouse	55548	The system must allow authorized user to have direct access to the Enterprise Data Warehouse through the application.		X	
Technical	System Architecture	Data Warehouse	55549	The system shall provide the ability to create, generate and maintain a history of reports from both from the operational database (SACWIS) and the Enterprise Data Warehouse without impacting system performance.		X	
Technical	System Architecture	Data Warehouse	55550	The system must allow the use of the current Enterprise Data Warehouse reporting tools when accessing the data warehouse from SACWIS.		X	

Appendix D: Additional Features for the Michigan SACWIS

The State of Michigan has separated the following "Additional Features" to determine if these requirements will be included in the scope of work for the Michigan SACWIS DDI project. These requirements were deemed as "nice to have" during the planning phase of this project. The State reserves the right to include or exclude any "Additional Feature" requirements. Pricing for the additional features is not included in the base Contract. The features may be added to the Contract through the Change Control Process. The pricing identified in Appendix F, for the additional features is valid for 60 days following Contract execution date.

The Contractor will deliver the Michigan SACWIS solution by making selected optional requirements fully functional in one of three categories as indicated: "

4. "**Currently met by the solution presented**" – the Contractor's baseline solution already fully meets the requirement's functionality without modification. If during Joint Application Design (JAD) sessions, the State finds that the current baseline solution does not meet the mandatory fully functional requirements as indicated, no additional cost will be incurred by the State.

5. "**Will be met with the solution presented**" - the Contractor will modify their baseline solution to meet the requirements full functionality.

6. "**Will be met with COTS**" - the Contractor will use a Commercial off the Shelf (COTS) product to meet the requirements fully functionality. The Contractor has identified all required Commercial off the Shelf (COTS) products within Appendix F.

The Contractor will deliver and the State will accept each requirement selected by the State in Appendix D as being met so long as the demonstrated as-is functionality of the proposed solution meets the requirement as written, and does not violate federal law, state law or published state policy effective as of October 1, 2010. In the event that the State requires modifications to Appendix D requirements, or the demonstrated as-is functionality of the proposed solution (not attributable to failure to meet the requirements as written, violation of federal law, state law, or published State policy effective as of October 1, 2010), the requested modification(s) will be reviewed through Change Control processes.

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Person Management	General	58233	The system shall support a person summary view that provides a thumbnail of critical person data.	X		
Person Management	Death Certificate	58257	The system shall allow a Certification of Death to be recorded.	X		
Person Management	Demographics	58267	The system shall allow the user to enter in email addresses for any person.	X		
Person Management	Demographics	58268	The system shall allow the user to enter in fax numbers for any persons.	X		
Person Management	Background	58312	The system must allow a user to document on a person any Personal Protection Orders (PPO).		X	
Person Management	Search	58303	The system must have the ability to stop the processing of a query search at any point in the process.		X	
Person Management	Search	58874	The system shall have the ability to perform and temporarily store prior history searches in the "background" while the user continues to interact with the system.		X	
Person Management	Split Person	58308	The system shall be able to split a person record to create two active persons.		X	
Person Management	Split Person	58309	The system shall allow the user to select which data to associate to the two active persons when performing a person split.		X	

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Person Management	Education	58316	The system must allow the user to track the receipt of a report card.	X		
Person Management	Education	58317	The system must allow the user to track the grades received on the report card.	X		
Person Management	Education	58330	The system must associate medical/mental diagnosis with	X		

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
			special education needs.			
Person Management	Education	58333	The system must track education credits a child achieved for 9th through 12th grade.	X		
Person Management	Education	58334	The system must track education college credits a child achieved.	X		
Person Management	Education	58335	The system must track vocational or other trades school credits completed.	X		
Person Management	Education	58359	The system must allow a user to prefill, preview and print a Youth's Educational Record	X		

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Person Management	Mental Health – Medical & Dental	58363	The system must contain medical and mental health screening tools to be completed by workers.		X	
Person Management	Mental Health – Medical & Dental	58365	The system shall maintain medical, dental and mental health history records including who made the diagnosis.	X		
Person Management	Mental Health – Medical & Dental	58367	The system will provide for the association of diagnosed and determined IQ levels and DD assessment factors.		X	
Person Management	Mental Health – Medical & Dental	58368	The system must provide the capability to enter in CAFAS score (Child Adolescent, Functional Assessment Scale).		X	
Person Management	Mental Health – Medical & Dental	58370	The system must track child developmental milestones.	X		
Person Management	Mental Health – Medical & Dental	58388	The system must provide a mechanism to record the reason Early Periodic Screening, Diagnosis, and Treatment (EPSDT) was not used.	X		
Person Management	Mental Health – Medical & Dental	58394	The system must generate a prompt asking the user if it was necessary to obtain additional labs or medical testing when a new psychotropic medication is entered.		X	
Person Management	Mental Health – Medical & Dental	58407	The system must be able to translate codes for insurance providers into "plain English"		X	

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Person Management	Staff Management	54241	The system shall record and display education and training completed and dates of completion by staff as required.		X	
Person Management	Staff Management	54242	The system shall edit role assignment based on education, training and skills.	X		
Person Management	Staff Management	54243	The system shall track education exceptions to allow staff to be assigned to roles for which they are not qualified based on education, training and skills.		X	
Person Management	Staff Management	54244	The system shall support searching for staff and assignment based on multiple criteria (e.g. staff name, staff ID, job title, assigned unit, supervisor, organization roles, skills and training or education, etc).	X		

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
System Functionality	Forms, Reports and Document Management	55362	The system shall include a forms tool that allows an authorized user to define forms and link existing database fields to fields on the forms.		X	
System Functionality	Forms, Reports and Document Management	55367	The system must provide a mechanism to distribute selected reports electronically to appropriate users.		X	
System Functionality	Forms, Reports and Document Management	55368	The system must provide a user interface for configuring automatic report distribution.		X	
System Functionality	Forms, Reports and Document Management	55371	The system shall provide the capability for a user to make corrections in templates and have this information update the database.		X	
System Functionality	Forms, Reports and Document Management	55393	The system shall print scanned images without re-formatting.	X		

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
System Functionality	Optical Character Recognition (OCR)	55394	The system shall support Optical Character Recognition (OCR).			X
System Functionality	Optical Character Recognition (OCR)	55395	The system shall follow Optical Character Recognition (OCR) industry standards for verification, error handling and data re-entry.			X
System Functionality	Optical Character Recognition (OCR)	55399	The system shall have the ability to enter Optical Character Recognition (OCR) derived data in the appropriate fields.			X
System Functionality	Optical Character Recognition (OCR)	55400	The system shall support detection of questionable fields in the Optical Character Recognition (OCR) records.			X
System Functionality	Optical Character Recognition (OCR)	55401	The system shall reject Optical Character Recognition (OCR) derived data for manual entry based on error rates.			X
System Functionality	Optical Character Recognition (OCR)	55402	The system shall pend Optical Character Recognition (OCR) derived data for review based on error rates.		X	X
System Functionality	Optical Character Recognition (OCR)	55403	The system shall have an Optical Character Recognition (OCR) quality verification process to ensure that data is entered correctly.		X	X
System Functionality	Optical Character Recognition (OCR)	55404	The system shall support imaging and Optical Character Recognition (OCR) for paper claims received from providers.		X	X
System Functionality	Optical Character Recognition (OCR)	55405	The system shall ensure that claims that include questionable fields in the Optical Character Recognition (OCR) validation shall be automatically routed for verification and correction.		X	X
System Functionality	Optical Character Recognition	55406	The system shall ensure that claims that include questionable fields in the Optical Character		X	X

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
	(OCR)		Recognition (OCR) validation above a user defined threshold shall be automatically routed for manual entry.			
System Functionality	Optical Character Recognition (OCR)	55407	The system shall accept scanned images or scanned images that have been converted to valid data by Optical Character Recognition (OCR) as attachments received with a claim and associate them to the correct claim record in the system.		X	X
System Functionality	Optical Character Recognition (OCR)	55408	The system shall accept scanned images or scanned images that have been converted to valid data by Optical Character Recognition (OCR) related to accounts receivable and attaching the image to the correct receivable record.		X	

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
System Functionality	Electronic Signatures	58163	The system must allow for one or more electronic signatures for all documents/templates or reports that require signatures.		X	
System Functionality	Electronic Signatures	58165	The system's electronic signature must use a legally accepted solution that can be verifiable by anyone, anywhere, anytime, without the need for any proprietary software.		X	
System Functionality	Electronic Signatures	58166	The system must use enhanced security to protect electronic signatures.		X	
System Functionality	Electronic Signatures	58167	The system must document the date and time stamp for each electronic signature that is added to a document/template or report.		X	
System Functionality	Electronic Signatures	58168	The system must document the date and time stamp of when the electronic signature was added to the system.		X	

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Administrative Review	58975	The system must support CPS Administrative Review Process results.		X	
Case Management	Administrative Review	58976	The system shall provide a mechanism to record the date a request from a perpetrator disputing the findings was received.		X	
Case Management	Administrative Review	58978	The system must record the date the perpetrator requested an Administrative Hearing.		X	
Case Management	Administrative Review	58980	The system must track the date the request is sent for Administrative Hearing.		X	
Case Management	Administrative Review	58981	The system must track the Administrative Hearing date.		X	
Case Management	Administrative Review	58982	The system must track the decision date of the Administrative Hearing.		X	
Case Management	Administrative Review	58983	The system must track the date the Administrative Hearing decision was received in the local office.		X	

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Case Management and Assignment	56898	The system shall provide users a case summary with demographic and status information about the record.	X		
Case Management	Case Management and Assignment	56937	The system shall support the State defined means to track and report specified caseload capacity for Children's Services Worker caseloads.		X	
Case Management	Case Management and Assignment	56938	The system shall assign case weights ratios to worker caseloads to identify staff availability for new assignment(s).		X	
Case Management	Case Management and Assignment	56939	The system shall provide a method of weighting cases based upon case type, complexity, and number of clients, etc., to be used as a factor in determining case assignment.		X	
Case Management	Case Management and Assignment	56940	The system shall allow case weights to be configurable.		X	
Case Management	Case Management and Assignment	56941	The system shall identify those individuals that are over the caseload weighting standards.		X	
Case Management	Case Management and Assignment	56953	The system shall have the ability to use auto-case assignment when assigning cases based on caseload weights/standards/ratios.		X	
Case Management	Case Management and Assignment	56954	The system shall allow the authorized user to override the auto-case assignment when assigning cases.		X	
Case Management	Case Management and Assignment	57101	The system shall allow ticklers, alerts, notifications for case management to be searchable using criteria such as but not limited to upcoming, due, delinquent.		X	

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Permanency Planning Conference PCC	58086	The system must provide search results that include a thumbnail display of the Permanency Planning Conference details.		X	
Case Management	Permanency Planning Conference PCC	58098	The system must support a Permanency Planning Conference decision making structured tool to identify and support the PPC decision making process.		X	

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Case Plan and Assessments	58553	The system shall provide the capability to email case plan(s) along with the court report(s).		X	
Case Management	Case Plan and Assessments	58567	The system must provide the ability for the residential care provider to record a Foster Care Structured Decision Making Residential Initial Service Agreement when a child is placed in a residential care setting.		X	
Case Management	Case Plan and Assessments	58568	The system must provide the ability to pre-fill the Foster Care Structured Decision Making Residential Initial Service Agreement in the DHS case plan to prevent duplicate entry.		X	

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Court - Legal	56744	The system shall allow for the user to associate more than one court to each legal proceeding.		X	
Case Management	Court - Legal	56747	The system shall maintain a statewide listing of court officials.	X		
Case Management	Court - Legal	56748	The system shall allow the user to search the statewide listing of court officials.	X		
Case Management	Court - Legal	56749	The system shall record and track demographic information related to the court officials (e.g. name, telephone number, law firm affiliation, address, their court role assignment, etc).	X		
Case Management	Court - Legal	56751	The system shall filter and display those court officials to the user based on county.	X		
Case Management	Court - Legal	56752	The system shall allow the user to select a court official from the statewide listing and add to the local listing.	X		
Case Management	Court - Legal	56696	The system shall synchronize calendar and scheduling data to the state email system.		X	
Case Management	Court - Legal	56763	The system shall provide a means for the user to document when the parent has revoked their voluntary release of their legal rights to a child.	X		
Case Management	Court - Legal	56764	The system shall provide a means for recording information related to an individual's voluntary release of their parental rights to a child.	X		
Case Management	Court - Legal	56766	The system shall allow a voluntary release to be recorded for individuals who have an active designated relationship to the child.	X		
Case Management	Court - Legal	56767	The system shall provide a means for recording narrative information related to an individual's voluntary release of their legal rights to a child.	X		
Case Management	Court - Legal	56768	The system shall maintain a history for each voluntary release that is recorded for an individual.	X		
Case Management	Court - Legal	56770	The system shall provide a means for an authorized user to document information related to the termination of birth or legal parental rights.	X		
Case	Court - Legal	56761	The system shall support the process of the		X	

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Management			administrative hearing by allowing a caseworker to refer a case for an administrative hearing.			
Case Management	Court - Legal	56762	The system shall allow the user to place some work on hold while administrative hearings are pending.		X	
Case Management	Court - Legal	56892	The system shall generate an alert to the user if a petition at an initial disposition hearing is to include in a request for termination of parental rights termination of parental rights (TPR).	X		
Case Management	Court - Legal	56932	The system shall generate alerts, ticklers and notifications to be generated for administrative hearings.	X		
Case Management	Court - Legal	56875	The system shall allow the user to choose select predefined wording, by county, for court document recommendations.		X	
Case Management	Court - Legal	56876	The system shall allow authorized users the ability to add, change, or delete items on the predefined language selection list within the court report.		X	

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Case Notes	59238	The system shall allow the workers to select or filter case notes/narratives.	X		
Case Management	Case Notes	59240	The system shall allow the user to attach selected notes to an email.		X	

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Search for Services and Placements	57763	The system shall support searching by multiple values for a given field, using 'or' and 'and' operators for alternative values. (e.g., searching for a foster home in school catchments area X 'or' school catchments area Y or school catchments area Z.)		X	
Case Management	Search for Services and Placements	57773	The system must allow a user to enter in potential placement dates as search criteria to identify homes with vacancies in the future.	X		

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Service Authorization	57791	The system shall calculate the total cost to be incurred by the authorization, when applicable.	X		
Case Management	Service Authorization	57792	The system must update the total cost incurred when the service authorization is closed.	X		

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	Adoption	57296	The system shall require the user to document Michigan Children's Institute (MCI) Superintendent consultation when the potential adoptive parent is the caregiver for the child but is not being recommended for adoption.		X	
Case Management	Adoption	57310	The system shall have the capability to send an automated referral to Michigan Adoption Resource Exchange (MARE) when the child's date of commitment is entered.		X	
Case Management	Adoption	57311	The system shall have the capability to send a referral to Michigan Adoption Resource Exchange (MARE) when a child is a IV-E permanent court ward needing an adoptive placement.		X	
Case Management	Adoption	57366	The system shall require the authorized central office user to approve all requests for "hold" extensions on children registered with the Michigan Adoption Resource Exchange (MARE).		X	

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	ICWA	59192	The system shall provide a table listing all American Indian tribes and contact information.		X	
Case Management	ICWA	59193	The system will provide the ability to search the American Indian tribal table which will include regional Bureau of Indian Affairs contact information.		X	

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Case Management	ICPC	57637	The system shall automatically route the interstate request to the authorized user based on whether or not the request is Interstate Compact on Placement of Children (ICPC), Interstate Compact for Juveniles (ICJ), or Interstate Compact on Adoption and Medical Assistance (ICAMA).	X		
Case Management	ICPC	57622	The system shall maintain a contact directory of interstate contacts in all states.		X	
Case Management	ICPC	57623	The system shall allow the authorized user to record the contact information of Interstate Compact Administrators and Offices.	X		
Case Management	ICPC	57624	The system shall support the selection of contacts from the directory of interstate contacts and link them to an interstate record.	X		
Case Management	ICPC	57625	The system shall record and track the names of countries that participate in interstate activities.	X		
Case Management	ICPC	57626	The system shall prefill all required interstate templates and notification forms with the compact administrator office information contained in the directory.	X		
Case Management	ICPC	57627	The system shall allow the authorized user to override any prefilled contact information.		X	

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Provider Management	Applications	57957	The system shall allow user to use optical recognition software to scan paper applications and home studies into the system.	X		
Provider Management	Applications	57958	The system shall allow potential foster/adopt home inquiries over the web.	X		
Provider Management	Applications	57959	The system shall allow users to review potential foster /adopt home inquiries and applications entered online and disposition them for assignment.	X		
Provider Management	Applications	57960	The system shall allow a user to complete an application online when provided the right pass code after attending orientation.		X	
Provider Management	Applications	57961	The system must track pass codes to enter in electronic application.	X		

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Provider Management	Licensing Violations/ Special Investigations	58199	The system must track special evaluations/investigations, licensing violations, and corrective action plan(s).		X	
Provider Management	Licensing Violations/ Special Investigations	58203	The system must allow the authorized user to document who received a copy of the "Special Investigation Record" template.		X	
Provider Management	Licensing Violations/ Special Investigations	58200	The system must provide the capability to link a licensing violation to a corrective action plan.		X	
Provider Management	Licensing Violations/ Special Investigations	58204	The system must allow a user to identify in the special investigation record any statute and/or rule violations allegations.		X	
Provider Management	Licensing Violations/ Special Investigations	58201	The system must track the outcomes of any allegations (rule violations) associated to a provider's license.		X	
Provider Management	Licensing Violations/ Special Investigations	58202	The system must allow a user to track the findings and recommendations for any licensing violations identified.		X	

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Provider Management	Appeals Process	58220	The system shall track the appeals made to a license status change.		X	
Provider Management	Appeals Process	58221	The system shall track the date the license status appeal was made.		X	
Provider Management	Appeals Process	58222	The system shall track the date the license appeal was reviewed.		X	
Provider Management	Appeals Process	58223	The system shall track the outcome of the license appeal.		X	

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Provider Management	Corrective Action	54192	The system must provide the capability to link a contract violation to a corrective action plan.	X		
Provider Management	Corrective Action	54193	The system shall protect access to corrective action data to users from the agency to which it applies and DHS staff with appropriate access security.	X		
Provider Management	Corrective Action	54194	The system must allow a user to track the findings and recommendations for any contract violations identified.	X		
Provider Management	Corrective Action	54195	The system shall track the status and progress of each element of the corrective action plan.	X		
Provider Management	Corrective Action	54196	The system must allow for the recording of management decision regarding any contract violations.	X		
Provider Management	Corrective Action	54197	The system must allow for more than one open corrective action plans on a provider's contract.	X		
Provider Management	Corrective Action	54200	The system must provide a mechanism to associate the provider's contract to the corrective action plan.	X		
Provider Management	Corrective Action	54201	The system must allow all existing placement and service authorizations to inherit assignment to amendments and replacements of the originally assigned contract.	X		

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Fiscal	Service Definitions	54390	The system shall support specification of age limits for each service type	X		
Fiscal	Service Definitions	54391	The system shall support specification of DHS policy requirements for each service type.	X		

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Fiscal	Vouchers and Purchase Orders	54517	The system shall support designation of a Budget account for vouchers and purchase orders (e.g. Family/Safe Child funding, Youth in Transition funding, etc).	X		
Fiscal	Vouchers and Purchase Orders	54518	The system shall access or maintain balances of budget sources available for vouchers and purchase orders.	X		
Fiscal	Vouchers and Purchase Orders	54519	The system shall not permit issuance of vouchers or purchase orders against accounts with insufficient fund balances.	X		
Fiscal	Vouchers and Purchase Orders	54520	The system shall update obligations against available funds when a final voucher or purchase order is returned with a lesser billing amount than the original document allowed.	X		
Fiscal	Vouchers and Purchase Orders	54521	The system shall update obligations against available funds when a voucher or purchase order is issued against those funds.	X		

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Fiscal	Portal and Phone	54403	The system shall support on-line access to invoices for update through a Web portal.	X		
Fiscal	Portal and Phone	54404	The system shall provide security so the access of providers or their designated representatives to invoices on the Web portal shall be limited to their own invoices or invoices of providers for whom they have billing authority.	X		
Fiscal	Portal and Phone	54406	The system shall provide authorized "Online" functionality for Service Provider Invoice data entry.	X		
Fiscal	Portal and Phone	54412	The system must generate and receive invoices electronically.	X		
Fiscal	Portal and Phone	54415	The system shall support completion of invoices through phone response from providers.	X		
Fiscal	Portal and Phone	54425	The system shall support electronic claims receipt through a Web portal.	X		

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Fiscal	Edit and Audit Claims	54437	The system shall provide a workflow management system for claim processing which must automatically route claims to logical locations based on DHS process rules.		X	
Fiscal	Edit and Audit Claims	54438	The workflow management system must provide access to claim locations based on user roles and security.	X		
Fiscal	Edit and Audit Claims	54439	The system will allow users to configure workflow management based on table driven parameters without system coding.		X	

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Fiscal	Accounting	54481	The system shall support distribution of remittance advice in electronic and paper formats.		X	
Fiscal	Accounting	54482	The system shall distribute remittance advice based on the preference of providers to receive paper or electronic versions which must be selected by the provider.		X	
Fiscal	Accounting	54483	The system shall support automatic routing of electronic remittance advice.		X	
Fiscal	Accounting	54489	The system shall generate standardized reports on invoices received and the status of invoices.	X		

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Fiscal	Receipts	54489	The system shall generate standardized reports on invoices received and the status of invoices.	Duplicate requirement		
Fiscal	Receipts	54555	The system shall have the ability to record payments in EFT and credit cards including, at a minimum the date, EFT or credit transaction ID, source and amount of payment.	X		
Fiscal	Receipts	54560	The system shall support one or multiple suspense accounts for receipt as required by DHS policy and practice.		X	
Fiscal	Receipts	54565	The system shall support entry of a payment received at any place in the department and track the receipt through deposit in an account.	X		
Fiscal	Receipts	54568	The system shall provide "Online" user functionality for authorized users to query and report on Accounts Receivable including year-to-year comparisons.		X	

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Fiscal	Funding Source	54589	The system shall ensure that vouchers and purchase orders with user designated funding sources are paid from those sources without reference to the funding hierarchy	X		
Fiscal	Funding Source	54591	The system shall provide ability for authorized users to override the funding source generated automatically.	X		
Fiscal	Funding Source	54602	The system shall be able to generate standardized payee reports to the Social Security Administration for SSI and SS recipients.	X		

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Fiscal	Benefits	54632	The system shall support modifying existing applications to support appeals of denied benefits.		X	
Fiscal	Benefits	54633	The system shall support tracking of DHS appeals related to benefit applications.		X	
Fiscal	Benefits	54637	The system shall allocate interest received to open government benefit accounts that receive funds from the source of interest; the allocation basis must be the average daily balance of each account over the period interest was earned.		X	
Fiscal	Benefits	54646	The system shall allow authorized users to define thresholds for potential accumulation of excessive governmental benefit funds based on the type of funding that supports the funds.		X	
Fiscal	Benefits	54650	The system shall automatically perform balancing of government benefit accounts to ensure that beginning balance, plus receipts, less expenditures equals ending balance.	X		
Fiscal	Benefits	54678	The system shall report children's fund receipts by source and by child.	X		
Fiscal	Benefits	54680	The system shall provide all reporting of children's fund receipt and use required by the Social Security Administration.	X		
Fiscal	Benefits	54683	The system shall automatically route the government benefit Disbursement Voucher for approval but also support manual selection and approval.	X		
Fiscal	Benefits	54684	The system shall report government benefit funds by Office, District, Section, County and State.	X		

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Interfaces	Interfaces	55188	The system shall provide automatic accounting and tracking of deposits from the Michigan Child Support Enforcement System (MiCSES) based on Michigan business rules.		X	
Interfaces	Interfaces	55232	The system shall allow DHS to bill the MMIS system for services paid through SACWIS for Title XIX eligible clients.		X	
Interfaces	Interfaces	55233	The system shall provide for timely updates to the recipient master file on MMIS so that Medicaid eligibility can be established within 24 hours of determination in IV-E Eligibility.		X	
Interfaces	Interfaces	55235	The system interface shall receive and store current health insurance data on SACWIS clients from the MMIS System.		X	
Interfaces	Interfaces	55300	The system shall use codes obtained from the MAIN interface to populate on-line screen drop downs for accounting codes.		X	
Interfaces	Interfaces	55245	The system must provide the capability to receive Medical, Dental, Pharmaceutical and Mental Health information from the Department of Community Health.		X	
Interfaces	Interfaces	55261	The system may interface with the MI Court System for the purpose of monitoring court-related events (e.g. recording of data and outcomes for all petitions, trials, hearings, status conferences, detention proceedings, periodic reviews, adoptions, and change of placements, etc).		X	
Interfaces	Interfaces	55262	The system shall allow for the electronic transmission of data including information contained within a petition to be transmitted through an interface with the Michigan State Court Administrative Office.		X	

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Interfaces	Optional Interfaces	55306	The system must create a batch file for delayed post checks to the Treasury.	Duplicate requirement		
Interfaces	Optional Interfaces	55236	The system must provide a direct link to the Secretary of State for information including but not limited to photo verification, license information, license plates and address information.		X	
Interfaces	Optional Interfaces	55237	The system must provide a mechanism to retrieve the results of the research conducted in the Secretary of State systems.		X	
Interfaces	Optional Interfaces	55238	The system must provide a mechanism to query and record offender tracking information from the Department of Corrections Offender Tracking Information System (OTIS system).		X	
Interfaces	Optional Interfaces	55239	The system must provide a mechanism to query and record Michigan Sex Offender Registry and National Sex Offender Registry.		X	
Interfaces	Optional Interfaces	55240	The system must provide a direct link that allows authorized users to access and record Internet Criminal History Access Tool (ICHAT) information.		X	
Interfaces	Optional Interfaces	55241	The system must support the ability to capture, download, modify, delete, and add law enforcement information.		X	

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
Technical	Infrastructure	55341	The system shall provide the ability for the database administrators to manage or control resource usage at the	X		

DOMAIN	FUNCTION	KEY ID	REQUIREMENTS	CURRENTLY MET BY THE SOLUTION PRESENTED	WILL BE MET WITH THE SOLUTION PRESENTED	WILL BE MET WITH COTS
			procedure level.			
Technical	Infrastructure	55416	The system must allow a technology that is capable of secure mobile computing, enabling authorized users to capture information directly in a mobile device and transfer it to the SACWIS.		X	
Technical	User Interface/Desktop	55440	The system shall provide users with a mechanism to electronically forward error messages, screenshots, etc. to the Help Desk.		X	
Technical	Security	55604	The system must use the Single Sign-On (SSO) security framework.		X	
Technical	Security	55634	The system must have the capability to create an on-line viewable complete audit trail that includes updates, changed data, date of change, operator ID, and other relevant data up to twelve (12) months following the last auditable action on a case.		X	

Appendix E: RESERVED

Appendix F: COST and PAYMENT TABLES

The cost tables align with the Work and Deliverables presented in Article 1, Section 1.104 of the Contract.

Table 1: Summary of Cost Totals provides a summary of all the costs identified in the tables below.

Table 2: Cost by Activity & Deliverable provides all the costs and payments associated with the activities and deliverables outlined in this Contract.

Table 3: RESERVED - Additional Deliverables and Tasks Proposed

Table 4: Additional Features provides costs for the additional features and a total cost for each group of features included in Appendix D. In addition, Table 4a: includes costs for additional reports, templates and ticklers.

Table 5: Breakdown of Hardware provides a list, brand, model, and description for the hardware proposed. .

Table 6: Breakdown of Software License provides a list, product name and version.

Table 7: RESERVED - Transition and Maintenance Costs

Table 8: Contractor Staff – provides the hourly rate for Contractor Staff to be utilized if additional statement of work is added to the contract.

Table 9: RESERVED - Deliverable Labor Breakdown

Table 1: Summary of Cost Totals

The following table includes all the costs associated with the Michigan SACWIS DDI project (excluding the optional features)

Cost Breakdown	Total Cost ($)	Hold Back (HB) 10%	Payment (Less HB)	Comments
Required Deliverables	**$ 29,850,000.00**	**$ 2,985,000.00**	**$ 26,865,000.00**	Information from Table 2 (Not including Banked Reserve)

The following pricing is for the optional features:

Cost Breakdown	Total Cost ($)	Hold Back (HB) 10%	Payment (Less HB)	Comments
Banked Reserve	**$ 10,900,000.00**	**$ 1,090,000.00**	**$ 9,810,000.00**	Information from Table 2 (Only Banked Reserve)
Additional Features	**$ 3,467,360.00**	**$ 346,736.00**	**$ 3,120,624.00**	Information from Table 4
Additional Features Separate Reports, Templates and Ticklers	**$ 3,086,200.00**	**$ 308,620.00**	**$ 2,777,580.00**	Information from Table 4a
Total Contract Value (Including Required Deliverables and Options)	**$ 47,303,560.00**	**$ 4,730,356.00**	**$ 42,573,204.00**	

Table 2: Cost by Activity & Deliverable

The following table includes all the costs associated to each activity and deliverable.

No.	Required Deliverable Name	Total Cost ($)	Hold Back (HB) 10%	Payment (Less HB)	Subject to Liquidated Damages	Comments
Activity 1: Project Management						
1.1	Project Plan V1	$ 450,000.00	$ 45,000.00	$ 405,000.00	Yes	
1.2	Quarterly Project Plan	$ 300,000.00	$ 30,000.00	$ 270,000.00	No	$35,000 to be invoiced quarterly for the first 8 quarters. $5,000 to be invoiced quarterly for the last 4 quarters.
1.3	Monthly Project Status Reports	$ 300,000.00	$ 30,000.00	$ 270,000.00	No	$11,000 to be invoiced monthly for the first 25 months. $2,500 to be invoiced monthly for the last 10 months.
1.4	Project Configuration Management Plan	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
1.5	Issue and Risk Management Plan	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
1.6	Requirement Change Control Plan	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
Activity 2: Hardware and Software						
2.1	Hardware and Software Plan	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	
2.2	Hardware and Software Delivery	N/A		N/A	No	The State will procure Hardware and Software from other Existing Contracts. See Table 5 - Hardware and Table 6 Software – for Contractor recommended software and hardware. This will be superseded by the project documentation.
Activity 3: Conceptual Design						
3.1	Requirements Validation and Traceability Plan	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	
3.2	Conceptual Design Methodology and Session Plan	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	

No.	Required Deliverable Name	Total Cost ($)	Hold Back (HB) 10%	Payment (Less HB)	Subject to Liquidated Damages	Comments
3.3	Conceptual System Design	$ 600,000.00	$ 60,000.00	$ 540,000.00	Yes	
3.4	Gap Analysis	$ 1,200,000.00	$ 120,000.00	$ 1,080,000.00	Yes	
Activity 4: Security						
4.1	Security Design Document	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	
4.2	User Access Security Plan	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	
4.3	Disaster Recovery Plan	$ 150,000.00	$ 15,000.00	$ 135,000.00	No	
Activity 5: Change Management						
5.1	Comprehensive Change Management and Communication Plan	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
5.2	Business Process Practices & Improvement	$ 450,000.00	$ 45,000.00	$ 405,000.00	No	
Activity 6: Detail Design						
6.1	Detail System Design Session Plan	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
6.2a	Detail System Design Document (DSD) - Increment #1	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	
6.2b	Detail System Design Document (DSD) - Increment #2	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	
6.2c	Detail System Design Document (DSD) - Increment #3	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	
6.2d	Detail System Design Document (DSD) - Increment #4	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	
6.2e	Detail System Design Document (DSD) - Increment #5	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	

No.	Required Deliverable Name	Total Cost ($)	Hold Back (HB) 10%	Payment (Less HB)	Subject to Liquidated Damages	Comments
6.3	Interface Design	$ 750,000.00	$ 75,000.00	$ 675,000.00	Yes	
6.4	Forms, Template and Report Detail Design	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
Activity 7: Development						
7.1	Software Development Plan	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	
7.2	Weekly Construction Summary Report	$ 3,000,000.00	$ 300,000.00	$ 2,700,000.00	No	$250,000 to be invoiced monthly for 12 months.
7.3a	Development Library - Code Check-in #1	$ 900,000.00	$ 90,000.00	$ 810,000.00	No	
7.3b	Development Library - Code Check-in #2	$ 900,000.00	$ 90,000.00	$ 810,000.00	No	
7.3c	Development Library - Code Check-in #3	$ 900,000.00	$ 90,000.00	$ 810,000.00	No	
7.3d	Development Library - Code Check-in #4	$ 900,000.00	$ 90,000.00	$ 810,000.00	No	
7.3e	Development Library - Code Check-in #5	$ 900,000.00	$ 90,000.00	$ 810,000.00	No	
Activity 8: Conversion and Data Migration						
8.1	Data Conversion and Migration Strategy	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
8.2	Data Conversion and Migration Plan	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	
8.3	Data Cleanup Plan	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	
8.4	Data Conversion and Migration Results	$ 1,350,000.00	$ 135,000.00	$ 1,215,000.00	No	
Activity 9: Testing						
9.1	Test Management Strategy	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
9.2	Unit and Integration Test Plan and Documentation	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
9.3	System Test Plan	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	
9.4	Interface Test Plan	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	

No.	Required Deliverable Name	Total Cost ($)	Hold Back (HB) 10%	Payment (Less HB)	Subject to Liquidated Damages	Comments
9.5	Performance, Volume and Stress Test Plan	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	
9.6	Conversion and Migration Test Plan	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	
9.7	System Test Scripts	$ 750,000.00	$ 75,000.00	$ 675,000.00	Yes	
9.8	Testing Results Weekly Report	$ 1,500,000.00	$ 150,000.00	$ 1,350,000.00	No	$300,000 to be invoiced monthly for 5 months.
9.9	Conversion and Migration Weekly Test Results Report	$ 450,000.00	$ 45,000.00	$ 405,000.00	No	
9.10	Performance Monitoring Plan & Weekly Report	$ 300,000.00	$ 30,000.00	$ 270,000.00	No	$30,000 to be invoiced monthly for 10 months.
9.11	Operational Readiness Report	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
Activity 10: User Acceptance Testing						
10.1	UAT Test Environment and Tools	$ 150,000.00	$ 15,000.00	$ 135,000.00	No	
10.2	Weekly UAT Status Reports	$ 750,000.00	$ 75,000.00	$ 675,000.00	No	$375,000 to be invoiced monthly for 2 months.
10.3	Operational Readiness Report	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
Activity 11: End User Training						
11.1	End User Training Strategy	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
11.2	Comprehensive Training Plan	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
11.3	End User Training Environment(s)	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
11.4	End User Training Materials V1 and *V2	$ 750,000.00	$ 75,000.00	$ 675,000.00	Yes	
11.5	Online User Aids	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	
11.6	End User Training and Progress Report	$ 150,000.00	$ 15,000.00	$ 135,000.00	No	

No.	Required Deliverable Name	Total Cost ($)	Hold Back (HB) 10%	Payment (Less HB)	Subject to Liquidated Damages	Comments
11.7	End User Training Final Report	$ 150,000.00	$ 15,000.00	$ 135,000.00	No	
Activity 12: Technical Training						
12.1	Technical Training Strategy	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
12.2	Technical Training Plan	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
12.3	Technical Training Materials	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	
12.4	Technical Training Report	$ 150,000.00	$ 15,000.00	$ 135,000.00	No	
12.5	Project Staff Training Plan	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
Activity 13: Help Desk						
13.1	Help Desk Plan	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
13.2	Help Desk Procedures Manual	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	
13.3	User Help Desk Manual	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	
13.4	Help Desk Transition Plan	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
13.5	Help Desk Reporting	$ 150,000.00	$ 15,000.00	$ 135,000.00	No	
Activity 14: Pilot						
14.1	Pilot Implementation Plan	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
14.2	Pilot Support and Operations Plan	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
14.2a	Pilot Training	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
14.3	Pilot Test and Analysis	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	

No.	Required Deliverable Name	Total Cost ($)	Hold Back (HB) 10%	Payment (Less HB)	Subject to Liquidated Damages	Comments
Activity 15: Implementation and Readiness						
15.1	Statewide Implementation Plan	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
15.2	Network & Desktop and Production Requirements	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
15.3	Final Readiness Assessment	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	
Activity 16: Transition and Maintenance						
16.1	Operations and Maintenance Transition Plan	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
16.2	Post-Implementation Evaluations	$ 150,000.00	$ 15,000.00	$ 135,000.00	No	
16.3	Operating Procedures	$ 150,000.00	$ 15,000.00	$ 135,000.00	Yes	
16.4	System Updated Documentation	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	
Activity 17: Federal Review						
17.1	Updated SACWIS Assessment Review Guide (SARGe)	$ 300,000.00	$ 30,000.00	$ 270,000.00	Yes	
Activity 18: Other Services						
18.1	150,000 Hrs Banked Reserve	$ 10,900,000.00	$ 1,090,000.00	$ 9,810,000.00	No	The Banked Reserve is for Change Control approved work (i.e Legislative Changes, etc.)

Table 3: RESERVED - Additional Deliverables and Tasks Proposed

Table 4 Additional Features

Table 4 provides separate costs for the Additional Features listed in Appendix D.

Key ID	Requirements	Additional Feature Separate	Comments
Person Management			
58233	The system shall support a person summary view that provides a thumbnail of critical person data.	$ 5,200	The Baseline System already contains this requirement. This cost is attributable to non-development project activities.
58257	The system shall allow a Certification of Death to be recorded.	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
58267	The system shall allow the user to enter in email addresses for any person.	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
58268	The system shall allow the user to enter in fax numbers for any persons.	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
58312	The system must allow a user to document on a person any Personal Protection Orders (PPO).	$ 16,640	
58303	The system must have the ability to stop the processing of a query search at any point in the process.	$ 16,640	
58874	The system shall have the ability to perform and temporarily store prior history searches in the "background" while the user continues to interact with the system.	$ 42,640	
58308	The system shall be able to split a person record to create two active persons.	$ 42,640	
58309	The system shall allow the user to select which data to associate to the two active persons when performing a person split.	$ 42,640	
	Person Management Total Costs	**$ 182,000.00**	
Education			
58316	The system must allow the user to track the receipt of a report card.	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
58316	The system must allow the user to track the grades received on the report card.		Per Q&A #23, this is a duplicate requirement and does not have to be priced twice
58317	The system must allow the user to track the grades received on the report card.	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
58330	The system must associate medical/mental diagnosis with special education needs.	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.

Key ID	Requirements	Additional Feature Separate	Comments
58333	The system must track education credits a child achieved for 9th through 12th grade.	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
58334	The system must track education college credits a child achieved.	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
58335	The system must track vocational or other trades school credits completed.	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
58359	The system must allow a user to prefill, preview and print a Youth's Educational Record	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
	Education Total Costs	**$ 36,400.00**	
Mental Health – Medical – Dental Information			
58363	The system must contain medical and mental health screening tools to be completed by workers.	$ 42,640	
58365	The system shall maintain medical, dental and mental health history records including who made the diagnosis.	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
58367	The system will provide for the association of diagnosed and determined IQ levels and DD assessment factors.	$ 27,040	
58368	The system must provide the capability to enter in CAFAS score (Child Adolescent, Functional Assessment Scale).	$ 27,040	
58370	The system must track child developmental milestones.	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
58388	The system must provide a mechanism to record the reason Early Periodic Screening, Diagnosis, and Treatment (EPSDT) was not used.	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
58394	The system must generate a prompt asking the user if it was necessary to obtain additional labs or medical testing when a new psychotropic medication is entered.	$ 16,640	
58407	The system must be able to translate codes for insurance providers into "plain English"	$ 42,640	
	Mental Health – Medical – Dental Info Total Costs	**$ 171,600.00**	
Staff Management			
54241	The system shall record and display education and training completed and dates of completion by staff as required.	$ 16,640	
54242	The system shall edit role assignment based on education, training and skills.	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.

Key ID	Requirements	Additional Feature Separate	Comments
54243	The system shall track education exceptions to allow staff to be assigned to roles for which they are not qualified based on education, training and skills.	$ 16,640	
54244	The system shall support searching for staff and assignment based on multiple criteria (e.g. staff name, staff ID, job title, assigned unit, supervisor, organization roles, skills and training or education, etc).	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
	Staff Management Total Costs	**$ 43,680.00**	
Forms, Reports and Document Management			
55362	The system shall include a forms tool that allows an authorized user to define forms and link existing database fields to fields on the forms.	$ 42,640	
55367	The system must provide a mechanism to distribute selected reports electronically to appropriate users.	$ 27,040	
55368	The system must provide a user interface for configuring automatic report distribution.	$ 16,640	
55371	The system shall provide the capability for a user to make corrections in templates and have this information update the database.	$ 16,640	
55393	The system shall print scanned images without re-formatting.	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
	Forms, Reports & Document Management Total Costs	**$ 108,160.00**	
Optical Character Recognition (OCR)			
55394	The system shall support Optical Character Recognition (OCR).	$ 42,640	Requires the Captiva software listed in Table 6a
55395	The system shall follow Optical Character Recognition (OCR) industry standards for verification, error handling and data re-entry.	$ 42,640	Requires the Captiva software listed in Table 6a
55399	The system shall have the ability to enter Optical Character Recognition (OCR) derived data in the appropriate fields.	$ 42,640	Requires the Captiva software listed in Table 6a
55400	The system shall support detection of questionable fields in the Optical Character Recognition (OCR) records.	$ 42,640	Requires the Captiva software listed in Table 6a
55401	The system shall reject Optical Character Recognition (OCR) derived data for manual entry based on error rates.	$ 42,640	Requires the Captiva software listed in Table 6a
55402	The system shall pend Optical Character Recognition (OCR) derived data for review based on error rates.	$ 42,640	Requires the Captiva software listed in Table 6a

Key ID	Requirements	Additional Feature Separate	Comments
55403	The system shall have an Optical Character Recognition (OCR) quality verification process to ensure that data is entered correctly.	$ 42,640	Requires the Captiva software listed in Table 6a
55404	The system shall support imaging and Optical Character Recognition (OCR) for paper claims received from providers.	$ 42,640	Requires the Captiva software listed in Table 6a
55405	The system shall ensure that claims that include questionable fields in the Optical Character Recognition (OCR) validation shall be automatically routed for verification and correction.	$ 42,640	Requires the Captiva software listed in Table 6a
55406	The system shall ensure that claims that include questionable fields in the Optical Character Recognition (OCR) validation above a user defined threshold shall be automatically routed for manual entry.	$ 42,640	Requires the Captiva software listed in Table 6a
55407	The system shall accept scanned images or scanned images that have been converted to valid data by Optical Character Recognition (OCR) as attachments received with a claim and associate them to the correct claim record in the system.	$ 42,640	Requires the Captiva software listed in Table 6a
55408	The system shall accept scanned images or scanned images that have been converted to valid data by Optical Character Recognition (OCR) related to accounts receivable and attaching the image to the correct receivable record.	$ 42,640	Requires the Captiva software listed in Table 6a
	OCR Total Costs	**$ 511,680.00**	
Electronic Signatures			
58163	The system must allow for one or more electronic signatures for all documents/templates or reports that require signatures.	$ 16,640	Requires the Open eSign Forms software listed in Table 6
58165	The system's electronic signature must use a legally accepted solution that can be verifiable by anyone, anywhere, anytime, without the need for any proprietary software.	$ 16,640	Requires the Open eSign Forms software listed in Table 6
58166	The system must use enhanced security to protect electronic signatures.	$ 16,640	Requires the Open eSign Forms software listed in Table 6
58167	The system must document the date and time stamp for each electronic signature that is added to a document/template or report.	$ 16,640	Requires the Open eSign Forms software listed in Table 6
58168	The system must document the date and time stamp of when the electronic signature was added to the system.	$ 27,040	Requires the Open eSign Forms software listed in Table 6
	Electronic Signatures Total Costs	**$ 93,600.00**	
Administrative Review			

Key ID	Requirements	Additional Feature Separate	Comments
58975	The system must support CPS Administrative Review Process results.	$ 27,040	
58976	The system shall provide a mechanism to record the date a request from a perpetrator disputing the findings was received.	$ 27,040	
58978	The system must record the date the perpetrator requested an Administrative Hearing.	$ 27,040	
58980	The system must track the date the request is sent for Administrative Hearing.	$ 27,040	
58981	The system must track the Administrative Hearing date.	$ 27,040	
58982	The system must track the decision date of the Administrative Hearing.	$ 27,040	
58983	The system must track the date the Administrative Hearing decision was received in the local office.	$ 27,040	
	Administrative Review Total Costs	**$189,280.00**	
Case Management and Assignment			
56898	The system shall provide users a case summary with demographic and status information about the record.	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities..
56937	The system shall support the State defined means to track and report specified caseload capacity for Children's Services Worker caseloads.	$ 27,040	
56938	The system shall assign case weights ratios to worker caseloads to identify staff availability for new assignment(s).	$ 16,640	
56939	The system shall provide a method of weighting cases based upon case type, complexity, and number of clients, etc., to be used as a factor in determining case assignment.	$ 16,640	
56940	The system shall allow case weights to be configurable.	$ 16,640	
56941	The system shall identify those individuals that are over the caseload weighting standards.	$ 16,640	
56953	The system shall have the ability to use auto-case assignment when assigning cases based on caseload weights/standards/ratios.	$ 42,640	
56954	The system shall allow the authorized user to override the auto-case assignment when assigning cases.	$ 27,040	
57101	The system shall allow ticklers, alerts, notifications for case management to be searchable using criteria such as but not limited to upcoming, due, delinquent.	$ 27,040	

Key ID	Requirements	Additional Feature Separate	Comments
	Case Management and Assignment Total Costs	**$195,520.00**	
Permanency Planning Conference (PPC)			
58086	The system must provide search results that include a thumbnail display of the Permanency Planning Conference details.	$ 42,640	
58098	The system must support a Permanency Planning Conference decision making structured tool to identify and support the PPC decision making process.	$ 42,640	
	Permanency Planning Conference (PPC) Total Costs	**$ 85,280.00**	
Case Plan and Assessments			
58553	The system shall provide the capability to email case plan(s) along with the court report(s).	$ 27,040	
58567	The system must provide the ability for the residential care provider to record a Foster Care Structured Decision Making Residential Initial Service Agreement when a child is placed in a residential care setting.	$ 42,640	
58568	The system must provide the ability to pre-fill the Foster Care Structured Decision Making Residential Initial Service Agreement in the DHS case plan to prevent duplicate entry.	$ 42,640	
	Case Plan and Assessments Total Costs	**$112,320.00**	
Court - Legal			
56744	The system shall allow for the user to associate more than one court to each legal proceeding.	$ 27,040	
56747	The system shall maintain a statewide listing of court officials.	$5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
56748	The system shall allow the user to search the statewide listing of court officials.	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
56749	The system shall record and track demographic information related to the court officials (e.g. name, telephone number, law firm affiliation, address, their court role assignment, etc).	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
56751	The system shall filter and display those court officials to the user based on county.	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
56752	The system shall allow the user to select a court official from the statewide listing and add to the local listing.	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.

Key ID	Requirements	Additional Feature Separate	Comments
56696	The system shall synchronize calendar and scheduling data to the state email system.	$ 16,640	
56763	The system shall provide a means for the user to document when the parent has revoked their voluntary release of their legal rights to a child.	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
56764	The system shall provide a means for recording information related to an individual's voluntary release of their parental rights to a child.	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
56766	The system shall allow a voluntary release to be recorded for individuals who have an active designated relationship to the child.	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
56767	The system shall provide a means for recording narrative information related to an individual's voluntary release of their legal rights to a child.	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
56768	The system shall maintain a history for each voluntary release that is recorded for an individual.	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
56770	The system shall provide a means for an authorized user to document information related to the termination of birth or legal parental rights.	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
56761	The system shall support the process of the administrative hearing by allowing a caseworker to refer a case for an administrative hearing.	$ 42,640	
56762	The system shall allow the user to place some work on hold while administrative hearings are pending.	$ 27,040	
56892	The system shall generate an alert to the user if a petition at an initial disposition hearing is to include in a request for termination of parental rights termination of parental rights (TPR).	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
56932	The system shall generate alerts, ticklers and notifications to be generated for administrative hearings.	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
56875	The system shall allow the user to choose select predefined wording, by county, for court document recommendations.	$ 42,640	
56876	The system shall allow authorized users the ability to add, change, or delete items on the predefined language selection list within the court report.	$ 42,640	
	Court – Legal Total Costs	**$ 266,240.00**	
Case Notes			

Key ID	Requirements	Additional Feature Separate	Comments
59238	The system shall allow the workers to select or filter case notes/narratives.	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
59240	The system shall allow the user to attach selected notes to an email.	$ 27,040	
	Case Notes Total Costs	**$ 32,240.00**	
Search for Services and Placements			
57763	The system shall support searching by multiple values for a given field, using 'or' and 'and' operators for alternative values. (e.g., searching for a foster home in school catchments area X 'or' school catchments area Y or school catchments area Z.)	$ 16,640	
57773	The system must allow a user to enter in potential placement dates as search criteria to identify homes with vacancies in the future.	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
	Search for Services and Placements Total Costs	**$ 21,840.00**	
Service Authorization			
57791	The system shall calculate the total cost to be incurred by the authorization, when applicable.	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
57792	The system must update the total cost incurred when the service authorization is closed.	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
	Service Authorization Total Costs	**$ 10,400.00**	
Adoption			
57296	The system shall require the user to document Michigan Children's Institute (MCI) Superintendent consultation when the potential adoptive parent is the caregiver for the child but is not being recommended for adoption.	$ 16,640	
57310	The system shall have the capability to send an automated referral to Michigan Adoption Resource Exchange (MARE) when the child's date of commitment is entered.	$ 42,640	
57311	The system shall have the capability to send a referral to Michigan Adoption Resource Exchange (MARE) when a child is an IV-E permanent court ward needing an adoptive placement.	$ 16,640	
57366	The system shall require the authorized central office user to approve all requests for "hold" extensions on children registered with the Michigan Adoption Resource Exchange (MARE).	$ 27,040	
	Adoption Total Costs	**$ 102,960.00**	

Key ID	Requirements	Additional Feature Separate	Comments
ICWA			
59192	The system shall provide a table listing all American Indian tribes and contact information.	$ 16,640	
59193	The system will provide the ability to search the American Indian tribal table which will include regional Bureau of Indian Affairs contact information.	$ 27,040	
	ICWA Total Costs	**$ 43,680.00**	
ICPC			
57637	The system shall automatically route the interstate request to the authorized user based on whether or not the request is Interstate Compact on Placement of Children (ICPC), Interstate Compact for Juveniles (ICJ), or Interstate Compact on Adoption and Medical Assistance (ICAMA).	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
57622	The system shall maintain a contact directory of interstate contacts in all states.	$ 16,640	
57623	The system shall allow the authorized user to record the contact information of Interstate Compact Administrators and Offices.	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
57624	The system shall support the selection of contacts from the directory of interstate contacts and link them to an interstate record.	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
57625	The system shall record and track the names of countries that participate in interstate activities.	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
57626	The system shall prefill all required interstate templates and notification forms with the compact administrator office information contained in the directory.	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
57627	The system shall allow the authorized user to override any prefilled contact information.	$ 42,640	
	ICPC Total Costs	**$ 85,280.00**	
Provider Management : Applications			
57957	The system shall allow user to use optical recognition software to scan paper applications and home studies into the system.	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
57958	The system shall allow potential foster/adopt home inquiries over the web.	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.

Key ID	Requirements	Additional Feature Separate	Comments
57959	The system shall allow users to review potential foster /adopt home inquiries and applications entered online and disposition them for assignment.	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
57960	The system shall allow a user to complete an application online when provided the right pass code after attending orientation.	$ 16,640	
57961	The system must track pass codes to enter in electronic application.	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
	Provider Management : Applications Total Costs	**$37,440.00**	
Provider Management: Licensing Violations/ Special Investigations			
58199	The system must track special evaluations/investigations, licensing violations, and corrective action plan(s).	$ 16,640	
58203	The system must allow the authorized user to document who received a copy of the "Special Investigation Record" template.	$ 16,640	
58200	The system must provide the capability to link a licensing violation to a corrective action plan.	$ 16,640	
58204	The system must allow a user to identify in the special investigation record any statute and/or rule violations allegations.	$ 16,640	
58201	The system must track the outcomes of any allegations (rule violations) associated to a provider's license.	$ 16,640	
58202	The system must allow a user to track the findings and recommendations for any licensing violations identified.	$ 16,640	
	Licensing Violations/Special Investigations Total Costs	**$99,840.00**	
Provider Management: Appeals Process			
58220	The system shall track the appeals made to a license status change.	$ 16,640	
58221	The system shall track the date the license status appeal was made.	$ 16,640	
58222	The system shall track the date the license appeal was reviewed.	$ 16,640	
58223	The system shall track the outcome of the license appeal.	$ 16,640	
	Provider Management: Appeals Process Total Costs	**$ 66,560.00**	
Provider Management : Corrective Action			
54192	The system must provide the capability to link a contract violation to a corrective action plan.	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.

Key ID	Requirements	Additional Feature Separate	Comments
54193	The system shall protect access to corrective action data to users from the agency to which it applies and DHS staff with appropriate access security.	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
54194	The system must allow a user to track the findings and recommendations for any contract violations identified.	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
54195	The system shall track the status and progress of each element of the corrective action plan.	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
54196	The system must allow for the recording of management decision regarding any contract violations.	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
54197	The system must allow for more than one open corrective action plans on a provider's contract.	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
54200	The system must provide a mechanism to associate the provider's contract to the corrective action plan.	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
54201	The system must allow all existing placement and service authorizations to inherit assignment to amendments and replacements of the originally assigned contract.	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
	Provider Management: Corrective Action Total Costs	**$ 41,600.00**	
Fiscal: Service Definitions			
54390	The system shall support specification of age limits for each service type	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
54391	The system shall support specification of DHS policy requirements for each service type.	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
	Fiscal: Service Definitions Total Costs	**$10,400.00**	
Fiscal: Vouchers and Purchase Orders			
54517	The system shall support designation of a Budget account for vouchers and purchase orders (e.g. Family/Safe Child funding, Youth in Transition funding, etc).	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
54518	The system shall access or maintain balances of budget sources available for vouchers and purchase orders.	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
54519	The system shall not permit issuance of vouchers or purchase orders against accounts with insufficient fund balances.	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
54520	The system shall update obligations against available funds when a final voucher or purchase order is returned with a lesser billing amount than the original document allowed.	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.

Key ID	Requirements	Additional Feature Separate	Comments
54521	The system shall update obligations against available funds when a voucher or purchase order is issued against those funds.	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
	Fiscal: Vouchers and Purchase Orders Total Costs	**$ 26,000.00**	
Fiscal: Web Portal and Phone Response			
54403	The system shall support on-line access to invoices for update through a Web portal.	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
54404	The system shall provide security so the access of providers or their designated representatives to invoices on the Web portal shall be limited to their own invoices or invoices of providers for whom they have billing authority.	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
54406	The system shall provide authorized "Online" functionality for Service Provider Invoice data entry.	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
54412	The system must generate and receive invoices electronically.	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
54415	The system shall support completion of invoices through phone response from providers.	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
54425	The system shall support electronic claims receipt through a Web portal.	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
	Fiscal: Web Portal and Phone Response Total Costs	**$ 31,200.00**	
Fiscal: Edit and Audit Claims			
54437	The system shall provide a workflow management system for claim processing which must automatically route claims to logical locations based on DHS process rules.	$ 27,040	
54438	The workflow management system must provide access to claim locations based on user roles and security.	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
54439	The system will allow users to configure workflow management based on table driven parameters without system coding.	$ 42,640	
	Fiscal: Edit and Audit Claims Total Costs	**$ 74,880.00**	
Fiscal: Accounting			
54481	The system shall support distribution of remittance advice in electronic and paper formats.	$ 42,640	
54482	The system shall distribute remittance advice based on the preference of providers to receive paper or electronic versions which must be selected by the provider.	$ 42,640	

Key ID	Requirements	Additional Feature Separate	Comments
54483	The system shall support automatic routing of electronic remittance advice.	$ 42,640	
54489	The system shall generate standardized reports on invoices received and the status of invoices.	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
	Fiscal: Accounting Total Costs	**$ 133,120.00**	
Fiscal: Receipts			
54489	The system shall generate standardized reports on invoices received and the status of invoices.		Per Q&A #20, this is a duplicate requirement and does not have to be priced twice
54555	The system shall have the ability to record payments in EFT and credit cards including, at a minimum the date, EFT or credit transaction ID, source and amount of payment.	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
54560	The system shall support one or multiple suspense accounts for receipt as required by DHS policy and practice.	$ 27,040	
54565	The system shall support entry of a payment received at any place in the department and track the receipt through deposit in an account.	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
54568	The system shall provide "Online" user functionality for authorized users to query and report on Accounts Receivable including year-to-year comparisons.	$ 27,040	
	Fiscal: Receipts Total Costs	**$ 64,480.00**	
Fiscal: Funding Source			
54589	The system shall ensure that vouchers and purchase orders with user designated funding sources are paid from those sources without reference to the funding hierarchy	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
54591	The system shall provide ability for authorized users to override the funding source generated automatically.	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
54602	The system shall be able to generate standardized payee reports to the Social Security Administration for SSI and SS recipients.	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
	Fiscal: Funding Source Total Costs	**$ 15,600.00**	
Fiscal : Benefits			
54632	The system shall support modifying existing applications to support appeals of denied benefits.	$ 16,640	
54633	The system shall support tracking of DHS appeals related to benefit applications.	$ 16,640	

Key ID	Requirements	Additional Feature Separate	Comments
54637	The system shall allocate interest received to open government benefit accounts that receive funds from the source of interest; the allocation basis must be the average daily balance of each account over the period interest was earned.	$ 42,640	
54646	The system shall allow authorized users to define thresholds for potential accumulation of excessive governmental benefit funds based on the type of funding that supports the funds.	$ 27,040	
54650	The system shall automatically perform balancing of government benefit accounts to ensure that beginning balance, plus receipts, less expenditures equals ending balance.	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
54678	The system shall report children's fund receipts by source and by child.	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
54680	The system shall provide all reporting of children's fund receipt and use required by the Social Security Administration.	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
54683	The system shall automatically route the government benefit Disbursement Voucher for approval but also support manual selection and approval.	$ 16,640	
54684	The system shall report government benefit funds by Office, District, Section, County and State.	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
	Fiscal: Benefits Total Costs	**$ 140,400.00**	
Interfaces			
55188	The system shall provide automatic accounting and tracking of deposits from the Michigan Child Support Enforcement System (MiCSES) based on Michigan business rules.	$ 42,640	
55232	The system shall allow DHS to bill the MMIS system for services paid through SACWIS for Title XIX eligible clients.	$ 42,640	
55233	The system shall provide for timely updates to the recipient master file on MMIS so that Medicaid eligibility can be established within 24 hours of determination in IV-E Eligibility.	$ 42,640	
55235	The system interface shall receive and store current health insurance data on SACWIS clients from the MMIS System.	$ 42,640	
55300	The system shall use codes obtained from the MAIN interface to populate on-line screen drop downs for accounting codes.	$ 16,640	
55245	The system must provide the capability to receive Medical, Dental, Pharmaceutical and Mental Health information from the Department of Community Health.	$ 42,640	

Key ID	Requirements	Additional Feature Separate	Comments
55261	The system may interface with the MI Court System for the purpose of monitoring court-related events (e.g. recording of data and outcomes for all petitions, trials, hearings, status conferences, detention proceedings, periodic reviews, adoptions, and change of placements, etc).	$ 42,640	
55262	The system shall allow for the electronic transmission of data including information contained within a petition to be transmitted through an interface with the Michigan State Court Administrative Office.	$ 42,640	
	Interfaces Total Costs	**$ 315,120.00**	
Technical			
55341	The system shall provide the ability for the database administrators to manage or control resource usage at the procedure level.	$ 5,200	Baseline System already contains this requirement. This cost is attributable to non-development project activities.
55416	The system must allow a technology that is capable of secure mobile computing, enabling authorized users to capture information directly in a mobile device and transfer it to the SACWIS.	$ 42,640	The baseline system does not support integration with mobile devices. We explored COTS products that can be used for integrating with the system. If Michigan decides to go with this requirement, we can use one of the products.
55440	The system shall provide users with a mechanism to electronically forward error messages, screenshots, etc. to the Help Desk.	$ 16,640	
55604	The system must utilize the Single Sign-On (SSO) security framework.	$ 27,040	
55634	The system must have the capability to create an on-line viewable complete audit trail that includes updates, changed data, date of change, operator ID, and other relevant data up to twelve (12) months following the last auditable action on a case.	$ 27,040	
	Technical Total Costs	**$ 118,560.00**	
	Total Costs for Cost Additional Feature ----------	**$ 3,467,360.00**	

Table 4a Additional Feature Separate Reports, Templates and Ticklers

The Contractor has provided separate costs for the Additional Feature Reports, Templates and Ticklers not already identified within the mandatory and Cost Bid Separate requirements.

Additional Features Separate Reports, Templates and Ticklers ----------		Comments
Additional 50 reports	**$ 1,105,000.00**	
Additional 35 ticklers	**$ 518,700.00**	
Additional 50 templates	**$ 1,462,500.00**	
Total Costs	**$ 3,086,200.00**	

Table 5: Breakdown of Hardware

The Contractor has recommended the following Hardware. The State will procure Hardware through existing Contracts.

No.	Hardware	Brand	Model # and Description	Comments (Bidder must provide a narrative to explain how they arrived at the costs identified)
B.	Database Servers	Oracle	Sun Fire x4800 - 4 6-core CPU, 64 GB RAM	Quantity - 4
	Application Servers	Oracle	Sun Fire x4270 - 2 6-core CPU, 16 GB RAM	Quantity - 6
	VMware Hosts	Oracle	Sun Fire x4270 - 2 6-core CPU, 32 GB RAM	Quantity - 2
	Grid Control and FileNet	Oracle	Sun Fire x4170 - 1 4-core CPU, 4 GB RAM	Quantity - 4
	Security Servers	Oracle	Sun Fire x4170 - 1 4-core CPU, 8 GB RAM	Quantity - 12
	Security Servers	Oracle	Sun Fire x4170 - 1 4-core CPU, 8 GB RAM	Quantity - 2
	Disk Storage	EMC	Expansion to DMX 1000 - 1.2 TB usable disk at primary location, 2.4 TB usable at secondary location	Quantity - 1

Table 6: Breakdown of Software License
(including COTS and third-party software)

The Contractor has recommended the following Software. The State will procure Software through existing Contracts.

No.	Software license(s)*	Product Name and Version	Comments (Contractor must provide a narrative to explain how they arrived at the costs identified)
B.	Commercial Off The Shelf (COTS)	FileNet Content Manager	Quantity 1075 UVU's (2000 Users) with 24 months of support
	Reporting Software	Crystal Reports version 10	Quantity - 60 Concurrent Users
	Requirement analysis tools	IBM Rational Requisite Pro	5 licenses with 12 months support
	Design tools	See development environment tools	
	Drawing tools	See development environment tools	
	Development environment tools	IBM Rational Software Architect version 7	10 licenses with 12 months support
	1	IBM Rational Quality Manager	6 concurrent licenses with 12 months support
	2	IBM Rational Clear Case version 7	5 concurrent licenses and 12 months support
	3		
	Other system utilities (such as backup and disaster recovery, etc.)		
	1	EMC Powerpath	Quantity 2 - Windows Kits
	2	VMware vSphere Enterprise	Quantity 4 - up to 6 Core Processors
	3	Novell EDIRECTORY 8.8 1U Novell ACCESS MGR 3.1 1U Novell ID MGR 3.6 1U Novell ID MGR ROLES BASED PROV MOD 3.7	Quantity 5000
	4	Novell SENTINEL 6.1 RAPID DEPLOYPKG	Quantity 2
	5	Novell SENTINEL 6.1 RAPID DEPLOYADD	Quantity 4
	Server software	SUSE version 11	Open Source
		IBM Websphere J2EE Server	840 production lic + 70 non-prod lic.

No.	Software license(s)*	Product Name and Version	Comments (Contractor must provide a narrative to explain how they arrived at the costs identified)
		Oracle 11 Enterprise with RAC	Licensing is for 48 processor cores: 2 x 6-core Intel processors (12 cores per server) x 4 servers. Server configuration is a 2 node cluster that allocates 24 cores per cluster to achieve performance and availability requirements of the Contract. Oracle licensing is based upon a processor factor of 0.5 for a total of licensing of 24 processor units including pricing for Oracle RAC.
	Any other software (List):		
	1	IBM Websphere Data Stage / Websphere Quality Stage	Quantity 140 PVU
	2	Red Hat Drools	Open Source
	3	Open eSign Forms	Open Source
	4	CKEditor version 3.4	Open Source
	5	ANNIE: a Nearly-New Information Extraction System, a component of the GATE open source project	Open Source
	6	RoboHelp	Quantity 1

Table 6a: Breakdown of Software License Costs for Additional Features
(including COTS and third-party software)

Table 6a is a replication of Table 6, with the COTS Software required for some of the Additional Features listed in Table 4.

No.	Software license(s)*	Product Name and Version		Comments (Contractor must provide a narrative to explain how they arrived at the costs identified)
	Commercial Off The Shelf (COTS)			
	Reporting Software			
	Requirement analysis tools			
	Design tools			
	Drawing tools			
	Development environment tools			
	Testing tools: (such as issues tracking, defect testing, load/stress testing, configuration management (List and provide cost separately for each item) 1 2 3			
	Other system utilities (such as backup and disaster recovery, etc.) 1			
	2			
B.	Server software			

No.	Software license(s)*	Product Name and Version		Comments (Contractor must provide a narrative to explain how they arrived at the costs identified)
	Any other software (List):			
	1	Captiva Enterprise Server + Adv Recognition 1M PPY Bundle Captiva Entrpr Srvr+Adv Recog Test/DRS 100K PPY Captiva Export for FileNet Captiva ScanPlus Module (Standard) Captiva Attended Client Captiva Software Developers Kit		Quantity 1
	2	Captiva ScanPlus Module (Standard)		Quantity 5
	3	Captiva eInput Attended Client		Quantity 200
	4	Captiva Attended Client		Quantity 20
	5	Captiva Server Vol + Adv Recog +100K PPY Perpetual		Quantity 20

Table 7 – RESERVED : Transition and Maintenance Costs

Table 7a – RESERVED: Transition and Maintenance Costs for Additional Features

Table 8: Contractor Staff – Hourly Rate:

Hourly rates quoted are firm, fixed rates for the duration of the contract. Travel and other expenses will not be reimbursed by the State. For responses to separate statements of work that occur during the life of the SACWIS DDI project, the State will utilize the fully loaded hourly rates detailed below as fixed rates for each staff member that will be used. Fully-loaded hourly rates shall include, but are not limited to, labor wages and benefits for the resource, travel expenses, and any other incidental or reasonably determinable costs.

The parties agree that any Services/Deliverables to be rendered by the Contractor using the "Contractor Staff – Hourly Rate Card" on this Contract will be defined and described in detail in separate Statements of Work. The Contractor shall not be obliged or authorized to commence any work to implement a Statement of Work until authorized via a purchase order issued against this Contract. The parties may also agree to perform statements of work under firm fixed pricing.

Staffing Category	Firm Fixed Hourly Rate
Manager of Overall Design, Development and Implementation	$ 250.00
Deputy Project Manager	$ 200.00
Business Manager	$ 200.00
IT Manager	$ 200.00
Director of Infrastructure (analogous to State Director of Leveraged Services)	$ 235.00
Communication Lead	$ 200.00
Data Migration Coordinator	$ 150.00
Training Coordinator	$ 150.00
Requirements Lead	$ 150.00
Business Analyst Lead	$ 150.00
Quality Assurance/Testing Lead	$ 150.00
Technical Lead	$ 150.00
DBA	$ 110.00
Business Analyst 1	$ 105.00
Business Analyst 2	$ 90.00
Designer 1	$ 105.00
Designer 2	$ 90.00
Developer 1	$ 90.00
Developer 2	$ 70.00
Tester	$ 60.00
Trainer	$ 75.00
Help Desk	$ 75.00
Technical Writer	$ 50.00
Architect	$ 150.00

Table 9: RESERVED - Deliverable Labor Breakdown: